



**State of West Virginia  
Department of Administration  
Purchasing Division**

**NOTICE**

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

\*\*\*

**verizon**business

**A PROPOSAL TO**

**STATE OF WEST VIRGINIA**

**For**

**ITECH10**

**January 20, 2010**



RECEIVED

**PRESENTED BY:**

2010 JAN 20 AM 11:35

**Sandra K. Hawkins**  
**Senior Corporate Account Manager**  
**304-344-6700**  
**304-807-0207**  
**[sandra.k.hawkins@verizonbusiness.com](mailto:sandra.k.hawkins@verizonbusiness.com)**



January 20, 2010

State of West Virginia  
Department of Administration  
Purchasing Division  
Building 15  
2019 Washington Street East  
Charleston, WV 25305-0130

Attn: Jo Ann Adkins

RE: RFQ ITECH10 Bid Response  
RESPONSE FROM: Verizon Business Services & Verizon Network Integration Corp.

Dear Ms. Adkins:

Verizon Business Services & Verizon Network Integration Corp. is pleased to submit its proposal to provide temporary staffing and IT services for the State of West Virginia. Verizon has addressed all mandatories as required.

Verizon's financial stability and longevity provides the State of West Virginia a long-term partner for providing Local Area Network Hardware, Software and services. Verizon is the number one Telecommunications Company provider in North America, with assets in excess of \$170 billion, and revenues in excess of \$60 billion annually. Verizon is ranked overall number 12 on the list of US Fortune 500 companies. Most recently, Verizon has been added as one of the 30 companies that comprise the DOW Jones Industrial Average. Verizon's core competencies include its robust nationwide network, outstanding customer service, and over 125 years of expertise in delivering voice and data networks in West Virginia. Verizon is the highest ranked provider in customer satisfaction in the telecommunications industry segment by the J.D. Power and Associates 2004 "Major Provider Business Telecommunications Services Study SM," released on September 30, 2004.

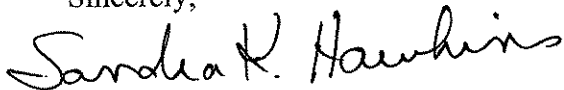
Verizon has developed a comprehensive staffing proposal for the State of West Virginia. Verizon will provide outstanding service quality, product flexibility, and a local dedicated Account Team.

As one of West Virginia's largest employers, taxpayers, philanthropic providers, and contributors to statewide economic development, Verizon Communications Inc. is a good steward in the State of West Virginia. Verizon made millions of dollars of infrastructure investment in the state, and employs over 2,145 people statewide, with an annual payroll of \$143.3 Million. Verizon

- Pays more than \$45.4 Million annually to 3,171 Retirees living in the state.
- Pays approximately \$53.2 Million annually in health care and costs for employees and retirees
- Paid 2,725 Vendors or Suppliers in the state in 2006.
- Made \$577,885 in Charitable and Civic Contributions statewide during 2006.
- Paid more than \$27.4 Million in West Virginia taxes in 2006.
- Invested \$86.3 Million in plant and equipment statewide in 2006.

Verizon Business Services and Verizon Network Integration Corp commits to provide the services as described in this Proposal. I also give my personal commitment of service to the State of West Virginia. I look forward to continuing our business relationship and building an even stronger partnership with the State of West Virginia.

Sincerely,



Sandra K. Hawkins  
*Senior Client Account Manager*  
Authorized Contact  
Verizon Business

Services provided by Verizon Network Integration Corp. and MCI Communications Services Inc. d/b/a Verizon Business Services herein after collectively referred to as ("Verizon") under this bid may be subject to tariff regulation by the Public Service Commission of West Virginia and/or the Federal Communications Commission. In addition and in compliance with the WV Purchasing Division's Policies and Procedures Handbook, Section 7.2.7, Verizon also submits additional terms and conditions reflected in Verizon's standard Verizon Services Agreement and Attachments, which is incorporated into Verizon's response. In addition, software provided is licensed to Customer under the license provided by the software publisher or by the equipment manufacturer with which the software is provided. Customer shall, if required, execute a separate software license agreement in a form satisfactory to the software publisher or equipment manufacturer. Unless specifically addressed within this bid response the terms and conditions set forth in this solicitation shall not add to, vary, or delete the terms and conditions of said tariffs or the Service Agreement. This response is submitted with the understanding that neither party shall be obligated to provide or purchase any of the services described herein until a mutual understanding is reached and the Agreement is signed by authorized individuals of both parties.

Verizon hereby submits the accompanying documentation and information in response to the State of West Virginia Request for Quotation ITECH10, for Temporary Staffing and IT Services due January 20th, 2010. Verizon must provide a legal response and contractual documentation in accordance with the applicable State and Federal Regulatory Commissions.



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  
**ITECH10**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**JO ANN ADKINS**  
**304-558-8802**

RFQ COPY  
 VENDOR NAME/ADDRESS HERE

Verizon Business  
 1500 MacCorkle Avenue, SE  
 Charleston, WV 25314

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/11/2010				

BID OPENING DATE: **01/20/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 3 *****						
1. BID OPENING DATE HAS BEEN MOVED TO 01/20/2010.						
2. ITECH10 QUESTIONS AND ANSWERS ATTACHED.						
***** END OF ADDENDUM NO. 3 *****						
0001	1	EA		946-30		
TECHNICAL SUPPORT						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Marsha K. Harrell</i>	TELEPHONE <i>3043446700</i>	DATE <i>1/18/2010</i>
FEIN <i>47-0751768</i>	ADDRESS CHANGES TO BE NOTED ABOVE	

**Marsha K Harrell**  
 Senior Consultant  
 Pricing/Contract Management

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

*23-2743964*

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.htm](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **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 material, 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.

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**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

ITECH10  
 Questions & Answers  
 01/07/2010

1Q.	We need a definition/calculation for "general value of the project" as it relates to temporary staffing that is contracted on a Time and Materials basis ( hourly rates and durations) and not in a Statement of Work (total project costs).
1A.	On the Supplemental Staffing, the General Value would be the "hourly rate" times the hours contracted:
2Q.	This question also relates to "project value" definition. Project value can also vary on the number of consultants hired at one time. Moreover, the project may have 5 consultants each with a different technology. So, "project value" will be greater than the hourly wages of the consultants per technology
2A.	On the Project-based portion, the General Value would be the total amount of the Project for that particular vendor (including all job locations) with a clarification of what job categories are included in the General Value
3Q.	We have sent one original and one copy. Can we send an additional copy to be attached to our original package?
3A.	Yes; if received prior to the mandatory bid opening date and time. Please have a cover letter stating that the additional package is to be added to original. List RFQ – ITECH10 bid , on the outside of the envelop.
4Q.	Addendum #2 state the revised format on the supplemental staffing categories. Please see the sample excerpt below from our response and advise if this format is acceptable. <u><b>STAFFING CATEGORY: WEB PROGRAMMING</b></u>  <u><b>Client: Wachovia Bank, a Welis Fargo Company</b></u>  <u><b>Contact: Mr. Brian Richter</b></u> <u><b>Email: <a href="mailto:brian.richter@wachovia.com">brian.richter@wachovia.com</a></b></u> <u><b>Phone: 704-590-6426</b></u>  <u><b>Project Description:</b></u> <u><b>Enhancements, upgrades and development of a financial services Wealth Management application.</b></u>  <u><b>Consultant Role:</b></u> <u><b>Resource for ongoing application development, support and upgrades as directed by the client. Responsibilities include all aspects of coding, enhancements, testing, debugging, and management of applications.</b></u>  <u><b>Value of Project: @ \$250,000.00</b></u>  <u><b>Length of Assignment: @ 18 months</b></u>
4A.	This is acceptable.
5Q.	Will there be any special preference given to local companies or to minority owned companies?
5A.	Resident Vendor Preference form was included with the original RFQ- ITECH10.
6Q.	Section 1.6 Proposal format – Section II Qualification supplemental staffing – Do we need a

ITECH10  
Questions & Answers  
01/07/2010

	separate title page for each category we are applying for? Do we also need a separate page from the title page for each category with reference, duties, description, etc.?
6A.	Do a title page for each category and provide a page for each category with the information provided.
7Q.	If I understand Addendum 2 correctly, we could eliminate: description of work performed, problems encountered and performance results from the Project Based Services references. Please confirm.
7A.	Yes, if the vendor has references in the old format, they will also be accepted.





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
ITECH10

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JO ANN ADKINS 304-558-8802

VENDOR

\*611101629      304-344-6700  
 VERIZON BUSINESS SVCS  
 1500 MACCORKLE AVE SE  
 ROOM 100  
 CHARLESTON WV 25314

SHIP TO

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/29/2009				

BID OPENING DATE: 01/14/2010      BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>***** ADDENDUM NO. 2 *****</p> <p>1. WHAT IS THE FORMAT THAT YOU NEED FOR REFERENCES?            ON SUPPLEMENTAL STAFFING, YOU SHOULD DO A PAGE PER REFERENCE WITH THE FORMAT AS FOLLOW:            PROJECT DESCRIPTION (A PARAGRAPH DESCRIBING THE PROJECT); DESCRIPTION OF DUTIES (DESCRIPTION OF THE FUNCTIONS PROVIDED); GENERAL VALUE (DOLLAR AMOUNT); LENGTH OF PROJECT (TOTAL HOURS INVOLVED); CUSTOMER NAME AND ADDRESS, CONTACT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS OF CONTACT.</p> <p>PROJECT-BASED SERVICES, YOU SHOULD DO A PAGE REFERENCE WITH THE FORMAT AS FOLLOWS:            PROJECT DESCRIPTION (A PARAGRAPH DESCRIBING THE PROJECT); GENERAL VALUE (DOLLAR AMOUNT); LENGHT OF PROJECT (TOTAL TIME INVOLVED); TYPE OF CONTRACTORS USED (DESCRIBE WHAT TYPES OF CONTRACTORS USED, I.E., MAINFRAME PROGRAMMER, INTERNET DEVELOPER); CLIENT NAME AND ADDRESS, CONTACT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS OF CONTACT.</p> <p>***** QUESTION AND ANSWER PERIOD HAS BEEN EXTENDED UNTIL JANUARY 6, 2010. NOTE: NO QUESTIONS WILL BE ACCEPTED OR RESPONDED TO AFTER THIS DATE.</p> <p>***** END OF ADDENDUM NO. 2 *****</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Marsha K. Harrell</i>	TELEPHONE 3043446700	DATE 1/8/2010
FEIN 47-0751768	ADDRESS CHANGES TO BE NOTED ABOVE	

**Marsha K Harrell**  
 Senior Consultant  
 Pricing/Contract Management

ENDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'  
 23-2743964



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  
 ITECH10

PAGE  
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 JO ANN ADKINS  
 304-558-8802

PURCHASING

RFQ COPY  
 TYPE NAME/ADDRESS HERE

Verizon Business  
 1500 MacCorkle Avenue, SE  
 Charleston, WV 25314

SHIP TO

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/21/2009				

BID OPENING DATE: 01/14/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 ***** 1. BID OPENING DATE HAS BEEN MOVED TO 1/14/2010. 2. ITECH10 QUESTIONS AND ANSWERS, 6 PAGES, ATTACHED. ***** END OF ADDENDUM NO. 1 *****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

JAT/TYPE Marsha K. Harrell TELEPHONE 3043446700 DATE 1/8/2010  
 FEIN 47-0751768 ADDRESS CHANGES TO BE NOTED ABOVE

**Marsha K Harrell**  
 Senior Consultant  
 Pricing/Contract Management

PLEASE PRINT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

23-2743964

EXHIBIT 10

REQUISITION NO.: ITECH 10

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

- ADDENDUM NO.'S:
- NO. 1 ..... mkt 1/8/2010
  - NO. 2 ..... mkt 1/8/2010
  - NO. 3 ..... mkt 1/8/2010
  - NO. 4 .....
  - NO. 5 .....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. 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.

Marsha K. Harrell

SIGNATURE

**Marsha K Harrell**  
Senior Consultant  
Pricing/Contract Management

Verizon Business Network Services Inc. on behalf of:  
-MCI Communications Services Inc. d/b/a Verizon  
Business Services  
-Verizon Network Integration Corp.

1/18/2010  
DATE

**Corporate Policy Statement**

Policy No.: CPS-103  
Issued: April 10, 2009  
Subject: Authority to Approve Transactions



CPS-103

**LETTER OF DELEGATION OF AUTHORITY**

Within the authority granted to me in CPS-103, "Authority to Approve Transactions," I delegate to David K. Brown, Executive Director, Pricing & Contract Management (VZ ID [redacted]), the authority to perform the following functions:

Execute and deliver Verizon Business Customer Contracts and Proposals, including any and all ancillary documents and amendments related thereto, that are duly approved in accordance with then-applicable Verizon Business corporate policies.

This will be effective beginning on September 15, 2009 and end on July 31, 2010 or earlier if rescinded by me.

**Distribution:**

Regardless of the business unit's specific system used:

- The person delegated authority must retain a copy of form 1 delegation, either electronic or hard copy.
- The person granting the delegation must retain the Form 1 delegation, either electronic or hard copy; send a copy to the delegate, and ensure the delegation is entered into the Accounts Payable system.

**Retention:**

Retain for one (1) year after expiration date.

**Approved By:**

[Signature] 9/2/09  
Signature Date

Suleiman Hessami  
Name

Vice President, Pricing & Contract Management (Band 1)  
Title and Career Band

Verizon Business Network Services ([redacted])  
Company Code

[redacted]  
Responsibility Code or Cost Center Code

[redacted]  
VZ ID

**Corporate Policy Statement**

Policy No.: CPS-103  
Issued: April 10, 2009  
Subject: Authority to Approve Transactions



CPS-103

**LETTER OF DELEGATION OF AUTHORITY**

Within the authority delegated to me in accordance with CPS-103, "Authority to Approve Transactions," I delegate to Jacquelyn A Whiting, Director, Pricing & Contract Management (VZ ID [redacted]), the authority to perform the following functions:

Execute and deliver Verizon Business Customer Contracts and Proposals, including any and all ancillary documents and amendments related thereto, that are duly approved in accordance with then-applicable Verizon Business corporate policies.

This will be effective beginning on September 15, 2009 and end on July 31, 2010 or earlier if rescinded by me.

**Distribution:**

Regardless of the business unit's specific system used:

- The person delegated authority must retain a copy of form 1 delegation, either electronic or hard copy.
- The person granting the delegation must retain the Form 1 delegation, either electronic or hard copy; send a copy to the delegate, and ensure the delegation is entered into the Accounts Payable system.

**Retention:**

Retain for one (1) year after expiration date.

**Approved By:**

[Signature] 9/8/09  
Signature Date

David K. Brown  
Name

Executive Director, Pricing & Contract Management (Band 1)  
Title and Career Band

Verizon Business Network Services ([redacted])  
Company Code

[redacted]  
Responsibility Code or Cost Center Code

[redacted]  
VZ ID

**Corporate Policy Statement**

Policy No.: CPS-103  
Issued: April 10, 2009  
Subject: Authority to Approve Transactions



CPS-103

**LETTER OF DELEGATION OF AUTHORITY**

Within the authority delegated to me in accordance with CPS-103, "Authority to Approve Transactions," I delegate to Patricia Lynne Myers, Manager, Pricing & Contract Management (VZ ID [redacted]), the authority to perform the following functions:

Execute and deliver Verizon Business Customer Contracts and Proposals, including any and all ancillary documents and amendments related thereto, that are duly approved in accordance with then-applicable Verizon Business corporate policies.

This will be effective beginning on September 15, 2009 and end on July 31, 2010 or earlier if rescinded by me.

**Distribution:**

Regardless of the business unit's specific system used:

- The person delegated authority must retain a copy of form 1 delegation, either electronic or hard copy.
- The person granting the delegation must retain the Form 1 delegation, either electronic or hard copy; send a copy to the delegate, and ensure the delegation is entered into the Accounts Payable system.

**Retention:**

Retain for one (1) year after expiration date.

**Approved By:**

[Signature] 9/11/09  
Signature Date

Jacquelyn A. Whiting  
Name

Director, Pricing & Contract Management (Band 1)  
Title and Career Band

Verizon Business Network Services ([redacted])  
Company Code

[redacted]  
Responsibility Code or Cost Center Code

[redacted]  
VZ ID

**Corporate Policy Statement**

Policy No.: CPS-103  
Issued: April 10, 2009  
Subject: Authority to Approve Transactions



CPS-103

**LETTER OF DELEGATION OF AUTHORITY**

Within the authority delegated to me in accordance with CPS-103, "Authority to Approve Transactions," I delegate to Marsha Kepper Harrell, Senior Consultant, Pricing & Contract Management (VZ ID [redacted]), the authority to perform the following functions:

Execute and deliver Verizon Business Customer Contracts and Proposals, including any and all ancillary documents and amendments related thereto, that are duly approved in accordance with then-applicable Verizon Business corporate policies.

This will be effective beginning on September 15, 2009 and end on July 31, 2010 or earlier if rescinded by me.

**Distribution:**

Regardless of the business unit's specific system used:

- The person delegated authority must retain a copy of form 1 delegation, either electronic or hard copy.
- The person granting the delegation must retain the Form 1 delegation, either electronic or hard copy; send a copy to the delegate, and ensure the delegation is entered into the Accounts Payable system.

**Retention:**

Retain for one (1) year after expiration date.

**Approved By:**

[Signature] 9/15/09  
Signature Date

Patricia Lynne Myers  
Name

Manager, Pricing & Contract Management (Band 1)  
Title and Career Band

Verizon Business Network Services ([redacted])  
Company Code

[redacted]  
Responsibility Code or Cost Center Code

[redacted]  
VZ ID



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
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# Request for Quotation

RFQ NUMBER
ITECH10

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JO ANN ADKINS 304-558-8802

BIDDING

\*611101629      304-344-6700  
 VERIZON BUSINESS SVCS  
 1500 MACCORKLE AVE SE  
 ROOM 100  
 CHARLESTON WV 25314

SHIPPING

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/18/2009				

BID OPENING DATE: **01/07/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>REQUEST FOR QUOTATION</p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.</p> <p>*****            INQUIRIES</p> <p>WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON WEDNESDAY, DECEMBER 9, 2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED.</p> <p>ADDRESS INQUIRIES TO:</p> <p>JO ANN ADKINS            DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305</p> <p>FAX: 304.558.4115            E-MAIL: JO.A.ADKINS@WV.GOV</p> <p>ATTACHMENTS:</p> <p>ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES.            PURCHASING AFFIDAVIT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Marsha K. Harrell</i>	TELEPHONE 304 344 6700	DATE 11/18/2010
------------------------------------	------------------------	-----------------

**Marsha K Harrell**  
 Senior Consultant  
 Pricing/Contract Management

FEIN 47-0751768

ADDRESS CHANGES TO BE NOTED ABOVE

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

23-2743964



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
ITECH10

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
JO ANN ADKINS 304-558-8802

S H I P T O

\*611101629 304-344-6700  
 VERIZON BUSINESS SVCS  
 1500 MACCORKLE AVE SE  
 ROOM 100  
 CHARLESTON WV 25314

S H I P T O

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		946-30		
<p>RESIDENT VENDOR PREFERENCE            EXHIBIT 10 - ADDENDUM ACKNOWLEDGEMENT</p> <p>TECHNICAL SUPPORT</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON ..... AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE Marsha K. Harrell	TELEPHONE 3043446700	DATE 1/8/2010
FEIN 47-0751768	ADDRESS CHANGES TO BE NOTED ABOVE	

Marsha K Harrell  
 Senior Consultant  
 Pricing/Contract Management

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

23-2743964



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

# Request for Quotation

RFO NUMBER
ITECH10

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
JO ANN ADKINS 304-558-8802

\*611101629 304-344-6700  
 VERIZON BUSINESS SVCS  
 1500 MACCORKLE AVE SE  
 ROOM 100  
 CHARLESTON WV 25314

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/18/2009				

BID OPENING DATE: 01/07/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>CANCELLATION:</b> THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p><b>OPEN MARKET CLAUSE:</b> THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p><b>QUANTITIES:</b> QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p><b>ORDERING PROCEDURE:</b> SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p><b>BANKRUPTCY:</b> 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.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Marsha K. Harrell</i>	TELEPHONE 304 344 6700	DATE 11/18/2010
FEIN 47-0751768	ADDRESS CHANGES TO BE NOTED ABOVE	

**Marsha K Harrell**  
 Senior Consultant  
 Pricing/Contract Management

ENDING TO RFO, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

23-2743964



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

# Request for Quotation

RFO NUMBER  
**ITECH10**

PAGE  
**4**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**JO ANN ADKINS**  
**304-558-8802**

SHIP TO

\*611101629      304-344-6700  
 VERIZON BUSINESS SVCS  
 1500 MACCORKLE AVE SE  
 ROOM 100  
 CHARLESTON WV 25314

SHIP TO

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/18/2009				

BID OPENING DATE: **01/07/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</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>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Marsha K Harrell</i>	TELEPHONE 3043446700	DATE 1/8/2010
FEIN 47-0751768	ADDRESS CHANGES TO BE NOTED ABOVE	

IN ORDER TO BE BIDDING TO RFO, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

23-2743964

**Marsha K Harrell**  
 Senior Consultant  
 Pricing/Contract Management





REQUEST FOR QUOTATION  
ITECH10  
STATEWIDE CONTRACT FOR TECHNICAL SERVICES

Verizon clarifies that it will not be bound to terms it makes clarifications to. Verizon has incorporated a Verizon Services Agreement and Voice and Data CPE System's attachment and Professional Services attachments, Verizon will agree solely to bound by its bid response and the mutually negotiated contract. Verizon's bid response, as well as the RFQ as issued by the State of West Virginia and modified by Verizon clarifications shall be incorporated therein.

1.1 Purpose:

The Acquisition and Contract Administration Section of the Purchasing Division "State" on behalf of the West Virginia Office of Technology is soliciting proposals to provide a broad range of information technology services to the State by means of a multi-vendor, multi-year contract. Potential users of this contract may include state agencies, community colleges, institutions, counties, municipalities, public schools, and other local government entities.

**VERIZON RESPONSE: Read, understands and complies.**

1.2 Project:

The purpose of this RFQ is to improve and simplify the process by which agencies can select the best business solution for both supplemental staffing and project based technical services from a list of pre-approved IT service providers to meet both their procurement and business needs

Supplemental Staffing is intended to provide temporary replacements for in-house state employees, to augment current work overages, or to obtain specific technical expertise that the agency requires. The supplemental staffing service categories are identified in Attachment 1 of this RFQ.

To be eligible for the supplemental Staffing Contract, the proposed temporary contractor must be eligible for State employment. This does not mean that the contractor will have to become a State employee, but if the agency and the contractor wish to consider this option, the contractor must be eligible and qualified to meet the requirements of the Division of Personnel for full-time employment. The Vendor will

not charge the State placement fees if a temporary employee is selected for a full-time position.

Project-based Technology Services are to be used for IT services projects. A project is defined as having a pre-determined set of deliverables and expectations along with a set time period. For this proposal projects will be limited to no longer than 24 months. Projects of longer length will be bid under their own proposal through the State Purchasing division process. The State has identified certain needs for technical specialty services. These technical specialty services are identified in Attachments 1 through 11, attached to this RFQ.

Our intent is to pre-qualify vendors for each of the Supplemental Staffing classifications and each of the Technology Services. Vendors must meet all of the requirements for each classification or technology service to be eligible to submit bids pursuant to the agencies' needs. The Office of Technology will issue a Statement of Work to those vendors eligible in that category. The eligible vendors will submit responses and the agency and the Office of Technology will evaluate the responses based on a "Best Value" analysis, training, experience, soft skills, and cost. We expect the procurement process to be expedited to meet the requirements of the State agencies.

The State makes no commitment to acquire services under this contract. The need for technical services is however, anticipated.

Unless the Chief Technology or their designee grants a specific waiver, use of this contract is mandatory for all agencies under the Governor's jurisdiction requiring IT services above and beyond those available within state government, regardless of the dollar amount. This contract will also be available for use by those agencies that are outside the jurisdiction of the Governor, higher education, elected officials, county and local governments.

Successful vendors under this contract shall provide a summary of the previous 10<sup>th</sup> month's activities by the working day of the following month by submitting a "Monthly Activity to the Technical Services Contract Manager and the Purchasing Division. Failure to remit the Monthly Activity Report for 2 consecutive months may lead to loss of eligibility status.

**VERIZON RESPONSE: Read, understands and complies.**

### 1.3 General Requirements:

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This document contains Verizon material that shall not be disclosed, duplicated, or used for any purpose other than to evaluate this proposal.

1.3.1 Corporate Description -Vendor must have been in business as a company since at least January 1,2008 and have provided consulting services as described in this RFQ on a general basis. Vendor must submit written proof of corporate tenure, together with client references. Also included should be:

- 1) Full name, address, telephone number, fax number, and Federal Tax identification number of the organization.
- 2) Date established
- 3) Number of full-time employees as of November 1, 2009.

**VERIZON RESPONSE: Read, understands and complies. See Section 1.**

1.3.2 Supplemental Staffing Requirements -The vendor must provide one client reference for each staffing category. The reference must include project description, description of the person's duties, general value of the project, length of project, customer's name, contact's name, telephone number and e-mail address.

**VERIZON RESPONSE: Read, understands and complies. See Section 2.**

1.3.3 Service Category Requirements -The vendor must provide three references for each of the service categories for which you want to be evaluated. References shall include a project description, general value of the project, length of the project, types of contractors used, client company's name and address, with contact name and phone number.

**VERIZON RESPONSE: Read, understands and complies. See Section 3.**

1.3.4 Vendor Policies -The vendor must agree to provide the following:

- 1) The Vendor must agree to confirm the contractor's education and experience.

**VERIZON RESPONSE: Read, understands and complies. Resumes and certifications may be found behind Tab A.**

- 2) The Vendor must agree to assess the contractor's actual working knowledge.

**VERIZON RESPONSE: Read, understands and complies.**

- 3) The Vendor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to facilities, either through on-site access or through remote access. The background check must be conducted prior to initial access and on an annual basis thereafter.

The background check should consist of an Automated Fingerprint Identification System (AFIS) fingerprint search administered by the Criminal Records Section (CRS) of the West Virginia State Police and should include a records search by the Criminal Justice Information (CJIS) division of the Federal Bureau of Investigation. The information received will be a complete record of the criminal justice information processed by the CRS and the Criminal Identification Bureau (CIB) of the FBI, and would also reveal criminal abuse registry status.

**VERIZON RESPONSE: Read, understands and complies.**

- 4) The Vendor must certify that the employee has successfully completed industry-recognized information security training.

**VERIZON RESPONSE: Read, understands and complies.**

- 5) The Vendor will be responsible for reimbursing the employee for travel expenses incurred at the direction of the State agency. The Vendor will bill the State agency for these expenses providing the supporting details in accordance with the State's travel guidelines found at the following web address

<http://www.state.wv.us/admin/purchase/Travel/TMRegs.htm>

**VERIZON RESPONSE: Read, understands and complies.**

- 6) The Vendor must have the employee sign the agency's Confidentiality
- 

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Statement prior to beginning work. A copy of the agencies' Confidentiality statement will be provided with the bid. Copies of signed Confidentiality Statement will be provided to WVOT and the agency for which the Vendor's employee is performing work.

**VERIZON RESPONSE: Read, understands and complies.**

- 7) The Vendor must agree to replace personnel when a replacement is requested by the agency for a logical reason, actual working knowledge not as expected

**VERIZON RESPONSE: Read, understands and complies.**

- 1.3.5 Responsibility and Work Distribution -Vendor must agree to take full responsibility for all assigned projects and relationships with subcontractors, if applicable.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.3.6 Hardware/Sales -Vendor shall not offer for sale any hardware or software under this contract.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.3.7 Work Products and Reports -Ownership of all data systems, programs, materials and documentations originating with the State shall remain the property of the State. Ownership of all data systems, programs, materials, and documentation originating with the Vendor shall remain the property of the Vendor. Ownership of all data systems, programs, materials, documentation, and reports originated and prepared for the State pursuant to the work performed under this contract shall belong exclusively to the State unless the agency to release ownership prior to beginning the project.

The Vendor will retain ownership of tools, method, techniques, standards, and other development procedures, as well as generic and pre-existing shells, subroutines, and similar material incorporated in any custom Deliverable.

The Vendor grants the State a non-exclusive, royalty-free, perpetual license to use, modify, sell, and otherwise distribute all pre-existing materials that are incorporated in any custom-developed Deliverable:

**Verizon seeks to clarify that Verizon grants to Customer a non-exclusive, nontransferable, license to use any Deliverables solely for Customer's internal business purposes during the term of any related Verizon service,**

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including the right to make a reasonable number of copies of such Deliverable, if applicable, except as otherwise agreed to in an SOW. As between Verizon and Customer, all right, title and interest in any Deliverable is owned by Verizon and/or its suppliers and any information, materials, methodologies or know-how used by Verizon in connection with any Deliverable, is the Confidential Information of Verizon and/or its suppliers or subcontractors, except for (a) any Customer-owned information or materials that pre-existed the signing of this Agreement and/or that may be embedded in any Deliverable, and (b) as otherwise agreed to in an SOW. Except as expressly granted in the Agreement, Customer receives no ownership, license, or other interest in any intellectual property created or delivered by Verizon, whether in connection with its performance of this Agreement or otherwise.

1.3.8 Training -Vendor shall ensure that its employees are fully trained to properly perform their duties.

**VERIZON RESPONSE: Read, understands and complies.**

1.3.9 Special Skills -The State reserves the right to contract for technical specialty services from other sources, if the skills required exceed those specified in this RFQ, or if the project definition incorporates specific skill requirements and time constraints that cannot be met by the vendors under this contract. it is anticipated that this option will be utilized only under extraordinary circumstances.

**VERIZON RESPONSE: Read, understands and complies.**

1.3.10 Collusion -Any acts of collusion between two or more pre-qualified vendors when responding to an agency Scope Statement shall result in their immediate dismissal from this contract,

**VERIZON RESPONSE: Read, understands and complies.**

1.3.11 Workspace -The State may provide workspace and facilities for vendor personnel. Vendor's personnel must conform to the work procedures, safety and security policies applicable to these State facilities. An agency may request, as part of the Scope Statement, that the vendor provide workspace and facilities for its employees, agents and contractors.

**VERIZON RESPONSE: Read, understands and complies.**

1.3.12 Equipment -The State will provide data processing equipment and computer resources to meet the project requirements for work performed

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on-site. Any equipment provided by the vendor and is to be connected to the State's network must be pre-approved by the

**VERIZON RESPONSE: Read, understands and complies.**

- 1.3.13 Knowledge Transfer -For some work efforts, the State will build teams composed of both vendor staff and agency staff so that, over the life of a project, the vendor's resources are augmented with internal State resources, working side-by-side, to bring together the knowledge of the application and the State's environment. By using existing new State personnel throughout the development and implementation process, the State can begin the knowledge transfer process early in the project and develop the skills needed to sustain subsequent phases of the project after the vendor's supplemental staff has completed their task. Vendors shall ensure that this knowledge transfer process is available when requested by an agency. Proprietary or information shared by the Vendor with the State during the knowledge transfer process shall be subject to confidentiality provisions to be agreed to between the Vendor and the Agency that are appropriate for the information being shared.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.3.14 Copyright of Data -The Contractor may not publish or copyright any data related to or gained through the work described herein without prior written approval. The State shall have the right to publish, duplicate, use and disclose all such data in any manner, and for any purpose whatsoever, and may authorize others to do so. "Data" shall mean all results, technical information and materials developed obtained in the performance of the services hereunder, including but not limited to, all reports, surveys, plans, charts, recordings (video sound), pictures, drawings, analyses, source and object code, graphic representations, computer programs and printouts, notes and memoranda, and documents whether finished or unfinished, which result from or are prepared in connection with the services performed hereunder. All "Data" becomes the property of the State of West Virginia unless the agency agrees to release ownership prior to beginning the project.

**Verizon seeks to clarify that the State's ability to unilaterally publish, duplicate, use and disclose all data "in any manner, and for any purpose whatsoever, and may authorize others to do so" presents a large problem, as it basically empowers WV to disclose information which could include extremely sensitive or confidential information of ours in connection with the "data," as defined therein. In addition, the language is generally overreaching.**



Typically, we would object to signing over all such rights solely to the State.

- 1.3.15 Statewide Policies - Contractors are required to be knowledgeable of, and to comply with, all Statewide policies that pertain to employees in the State workplace. For example, Policy WVOT - PO1 001, which clearly illustrates Acceptable and Unacceptable uses of State Technology resources.

All equipment (computers, etc.) used in the course of any work performed for the State, even equipment not owned by the State, is subject to audit at any time without notice up to and including the acquisition of a full forensics image. Unless warranted, we will provide reasonable prior written notice prior to the audit. The State will use good faith efforts to conduct the audit in such a manner as to minimize any disruption of the Vendor's business.

Any equipment not owned by the State, but proposed for use in the State computing environment by a contractor, must be registered with the Office of Technology, and comply with State standards for all applicable technical controls, such as anti-virus, firewall, security updates, etc. This equipment must be submitted to the Office of Technology, for a compliance inspection and certification prior to attachment. The State reserves the right to refuse to allow non-compliant equipment to attach to State systems, to require modifications to meet a certification level of compliance.

The State reserves the right to retain, as long as reasonably necessary, any non-owned equipment that has been attached to the state computing environment, for the purpose of scanning and removing any state data, software, or other content deemed to belong to the state, and or identified as proprietary, private, or otherwise legally protected.

Any access or user accounts issued to a contractor to permit work in the State computing environment are subject to revocation without notice, and random or periodic audit of user activity.

Contractors who engage in work for the State under this contract must sign a statement acknowledging an understanding of policy, and pledging to comply with policy and all provisions of this contract pertaining to the use of any equipment in the State computing environment.

**VERIZON RESPONSE: Read, understands and complies.**

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#### 1.4 Ordering Requirements and Procedures:

The agency will prepare a Statement of Work (SOW) describing the work that needs to be completed, the requirements, and the due dates.

Supplemental Staffing (up to 1,000 hours in any 12-month period).

Approved vendors will compete for individual staffing needs based on criteria developed by the agency and submitted to the Office of Technology. The agency will complete a Statement of Work (SOW) explaining the basic training and skill sets required. The SOW will be advertised on the Office of Technology Bulletin Board for 5 business days.

Vendors that are pre-qualified to bid on the classifications requested will respond with a resume and an hourly rate. All vendor responses will be reviewed to determine if the bid meets the mandatory requirements of the SOW. The agency will then schedule a telephone interview with each of the viable people, with the understanding that the agency may request an in-person interview. The agency will then evaluate the responses based on the criteria annotated in the SOW.

Technical Services (Project-based work for a specific IT project with a clearly defined scope, deliverables and milestones with a duration under 24 months and not to exceed \$2M.

Technical Services is not intended for operational support or routine maintenance. Project work will be driven by predefined deliverables and not guided by tasks assigned by State employees. Projects must adhere to the State Project Management methodology and have an assigned Project Manager. This Project Manager will work with the Agency Project Manager and the Vendor to oversee project progress.)

Approved vendors will compete for staffing needs for projects based on criteria developed by the agency and submitted to the Office of Technology.

The agency will complete a Statement of Work (SOW) providing the clearly defined scope of the project, clearly defined deliverables, anticipated milestones, mandatory requirements, and defined specifications, due dates and how the vendor proposals will be evaluated. The SOW will be advertised on the Office of Technology Bulletin Board for 10 business days. Vendors that are pre-qualified to bid on the classifications requested will respond with a proposal response, appropriate and a firm fixed price. All vendor responses will be reviewed to determine if the bid meets the mandatory requirements of the SOW. The agency will then schedule a telephone interview with each vendor and potential contractors that will work on the project, with the understanding that the agency may request an in-person interview. The agency will

then evaluate the responses based on the criteria annotated in the SOW.

Please note that individual Scope Statements posted on the are open to open to eligible pre-qualified vendors only.

**VERIZON RESPONSE: Read, understands, and complies. Sample Statements of Work are included in Section 3 - Attachment 17.**

1.5 General Terms and Conditions:

By signing and submitting their proposal, the successful Vendor agrees to be bound by all the terms contained in this RFQ.

**VERIZON RESPONSE: See legal statement at the beginning of this document.**

1.5.1 Vendor Relationship: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

**VERIZON RESPONSE: Read, understands and complies.**

1.5.1.1 Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFQ and resulting contract. Neither the Vendor nor any employees or contractors of the vendor shall be deemed to be employees of the State for any purposes whatsoever.

**VERIZON RESPONSE: Read, understands and complies.**

1.5.1.2 Vendor shall be and is the sole employer of its employees and contractors, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of these employees.

**VERIZON RESPONSE: Read, understands and complies.**

1.5.1.3 Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents,

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forms and returns pertinent to all of the foregoing.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.5.1.4 Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims arising out of or in connection with the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns that arise by virtue of Vendor's employment of its employees or that otherwise result from Vendor's status as an employer.

**Verizon clarifies that the issue is the mandatory hold harmless clause. As presented, there is no qualification as to what types of claims for which we would be obligated to provide a defense. The current language clearly suggests that regardless of whether the claim is valid or not, involves us in any capacity or is in any way related to this deal or not, we will hold them harmless. Verizon agrees with the following:**

**Verizon shall at its expense defend and indemnify Customer and any of its affiliates to whom the Services are being provided (the "Customer Indemnitees"), through and in the amount of final judgment or settlement of any claim, suit or other demand asserted against a Customer Indemnitee by any third party alleging that any Services or Deliverable as delivered by Verizon infringes a third party's rights under any patent, copyright, trademark, or trade secret that arises under the law of the jurisdiction where the Services are performed or any Deliverable provided (an "IP Action"). Verizon is under no obligation to defend or indemnify any Customer Indemnitee to the extent that such third party IP Action arises out of or relates to: Verizon's compliance with any Customer Indemnitee's specifications where such Customer Indemnitee has requested that Services or a Deliverable be provided in a manner other than as generally provided by Verizon; a combination of the Services or Deliverables by any Customer Indemnitee or any third party (other than Verizon) acting on behalf of any Customer Indemnitee with products, services or other materials or information not provided by Verizon; a modification of the Services or Deliverable by any Customer Indemnitee or any**

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third party (other than Verizon) acting on behalf of any Customer Indemnitee; a use of the Services or Deliverable that is inconsistent with this Agreement or related Services documentation; or Information, data, or other content provided by a user of the Services or Deliverable.

To the extent that a third party IP Action arising out of or alleging one or more conditions stated above is asserted against Verizon or any Verizon affiliate providing any of the Services (the "Verizon Indemnitees"), Customer shall at its expense defend and indemnify the Verizon Indemnitees in the amount of any final judgment or settlement thereof.

If the use of Services or Deliverables by a Customer Indemnitee is enjoined as a consequence of any such IP Action, then Verizon shall, at its own expense take the following actions (i) obtain for the Customer Indemnitee the right to continue using the affected Services, or (ii) replace or modify the affected Services so that they are functionally equivalent but non-infringing. If achievement of the foregoing is not commercially reasonable, Verizon may terminate this Agreement or the affected Services, without liability of either Party to the other, except for Customer's obligation to pay for the affected Services delivered prior to termination. Verizon also may take any of the foregoing actions if the use of the Services by a Customer is or in Verizon's judgment is likely to become subject to an IP Action.

- 1.5.1.5 Vendor shall warrant that all documentation provided under this contract shall be of sufficient quality and detail to pass without objection in the trace, and to enable outside parties and agency staff to maintain or modify the materials generated hereunder.

Such warranty shall extend beyond the date of final acceptance of materials generated hereunder for a period of one (1) year.

**This is a basic warranty issue in connection with professional services. Verizon seeks to clarify that VNIC/VSSI's and VZB's position is that it will perform services substantially in conformity with the applicable SOW and that it provides and/or licenses all deliverables to customer "as is." Further, either entity's sole liability--and the State/Agency's exclusive remedy for breach of such warranty is re-performance by**

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This document contains Verizon material that shall not be disclosed, duplicated, or used for any purpose other than to evaluate this proposal.

**VNIC/VSSI or VZB of any non-conforming services. Verizon will pass through the warranty from the vendor within the scope of the Statement of Work.**

- 1.5.2 Indemnification: The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; (3) The negligence or willfully intentional misconduct of Vendor, its officers and employees; and (4) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including, but not limited to, labor and wage laws.

**Verizon seeks to clarify that the indemnification provision on its face cannot be supported. Subsection 1 mandates that Verizon indemnify, defend and hold harmless the State and the Agency, their officers and employees against any claims or losses for services rendered by a subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract. The language fails to take into account any liability the State itself, for example, might have in contributing to such claim or loss of service, e.g., a State employee intentionally or negligently precluding the performance of such service.**

- 1.5.3 Contract Provisions: After the successful re selected, a formal contract document will be executed between the State and the vendor(s). In addition, the RFQ and the Vendor's response will be included as part of the contract by reference. The order of precedence is the contract, the RFQ and the Vendor's proposal in response to the RFQ.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.5.4 **Governing Law:** This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable (Federal, State or Local Government) regulations.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.5.5 **Compliance with Laws and Regulations:** The vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use, or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.5.6 **Subcontracts/Joint Ventures:** The Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the vendor is totally responsible for payment of all subcontractors.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.5.7 **Term of Contract & Renewals:** This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of three (3) one year renewals or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period the vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide pursuant to the terms of the contract.

After the initial pre-qualified vendor list has been created, the State may reopen the enrollment process at contract renewal, under the terms of this RFQ to qualify additional bidders for the pre-qualified vendor list. It is expected that the current pre-qualified vendor list will be appended to as a result of this proposal.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities, or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

**VERIZON RESPONSE: Read, understands and complies.**

- 1.5.8 Invoices Progress Payments, & Retainage: The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract. Progress payments may be made at the option of the Agency on the basis of percentage of work completed if so defined in the final contract. Any provision for progress payments must also include language for a minimum 10% retainage until the final deliverable is accepted

If progress payments are permitted, Vendor is required to identify points in the work plan at which compensation would be appropriate. Progress reports must be submitted to Agency with the invoice detailing progress completed or any deliverables identified. Payment will be made only upon approval of acceptable progress or deliverables as documented in the Vendor's report. Invoices may not be submitted more than once monthly and State law forbids payment of invoices prior to receipt of services.

**VERIZON RESPONSE: Read, understands and complies.**

## 1.6 PROPOSAL FORMAT

Cover Letter -Should state the RFQ Subject and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed. The cover letter should also confirm that the Vendor meets all mandatory requirements of this RFQ.

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

Section I -Corporate Description (1.3.1)

- 1) Provide the name, address, telephone number, fax number, and Federal Tax ID number for the company



- 2) Provide a contact name, address, telephone number, and e-mail address.
- 3) Provide the date the company was established and the number of full-time employees as of November 2009.
- 4) Provide a synopsis of company history, organization, key personnel, and resulting contract and industry partners. (10 page maximum)

**VERIZON RESPONSE: Read, understands and complies.**

Section II-Qualifications and Experience of the Company in supplemental staffing contracts. (1.3.2)

- 1) Provide a title page for the supplemental staffing category for which you are applying.
- 2) There are 21 Supplemental Staffing categories described in this RFQ (Attachment 1). The vendor must provide one client reference for each staffing category. The reference must include project description, a description of the person's duties, general value of the project, length of project, customer's name, contact's name, telephone number and e-mail address.

**VERIZON RESPONSE: Read, understands and complies.**

Section III - Qualifications and Experience of the Company for each of the 15 Service Categories described in Attachments 2 -16. (1.2.2)

- 1) Provide a title page for the category for which you are applying
- 2) Provide three client references for this service category. References may be for the bidding vendor or the bidding vendor's proposed If you are using references from a subcontractor, you must insure that that subcontractor's name is provided. References must include project description, general value of project, length of project, types of employees or subcontractors used, description of work performed, problems encountered, performance results, customer's name and address, and customer contact name and phone number. (2 pages per reference maximum).

**VERIZON RESPONSE: Read, understands and complies.**

Section IV Include-the following documents:

- \* No Debt Affidavit
- \*Vendor's Preference Form (if company is an in-state vendor)

**VERIZON RESPONSE: Read, understands and complies. These signed documents may be found in Section 4. A WV96 and all Verizon contract documents are included in this section, as well.**

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This document contains Verizon material that shall not be disclosed, duplicated, or used for any purpose other than to evaluate this proposal.

## TABLE OF CONTENTS

**Cover Letter**

**Verizon Responses to RFQ ITECH10**

- Addendum 3
- Addendum 2
- Addendum 1
- Addendum Acknowledgement Form
- Responses – Pages 1-17

<u>SECTION</u>	<u>DESCRIPTION</u>	<u>PAGE NUMBER</u>
1	Corporate Description (& Overview)	1-7
2	<b>Qualifications &amp; Experience</b> <b>Supplemental Staffing</b> <b>Staffing Categories</b> <i>Web Programming.....</i> 1-2 <i>PC Programming.....</i> 3 <i>Mainframe Programming.....</i> 4 <i>Computer Systems Analysis.....</i> 5-6 <i>Computer Systems/Network Security.....</i> 7 <i>Database Management.....</i> 8-9 <i>Desktop Support.....</i> 10-11 <i>Electronic Document Management.....</i> 12 <i>GIS Services.....</i> 13 <i>Help Desk Support.....</i> 14 <i>IT Support Staff-Operations.....</i> 15-16 <i>LAN/WAN Support.....</i> 17 <i>Enterprise Services.....</i> 18 <i>Graphics &amp; Presentation.....</i> 19 <i>Middleware Integration.....</i> 20-21 <i>Electronic Commerce/EDI.....</i> 22-23 <i>Project Management Services.....</i> 24-25 <i>Telecommunications Services.....</i> 26 <i>Business Analyst Services.....</i> 27 <i>ERP Implementation Services.....</i> 28-29 <i>VoIP Implementation Services.....</i> 30-31	

**3 Qualifications & Experience  
Service Categories**

*Attachment 3-Electronic Government, Including  
Development & Implementation.....1-5*

*Attachment 4-Internet/Intranet & Electronic  
Commerce Security Development &  
Implementation.....6-11*

*Attachment 5-Electronic Commerce-Web-  
Based Development.....12-17*

*Attachment 7-Enterprise Systems Management  
Development and Implementation.....18-23*

*Attachment 8-Technology Advisory Services.....24-27*

*Attachment 9-Major Project Implementation.....28-31*

*Attachment 11-Migration of Legacy Systems.....32-34*

*Attachment 12-Project Quality Assurance Review  
And Associated Service..... 35-39*

*Attachment 13-ERP Implementation Services.....40-45*

*Attachment 14-VoIP Implementation Services.....46-49*

*Attachment 16-Microsoft Specialists.....50-53*

*Attachment 17-Sample Statement of Work*

- CPE Deployment Services, Staging.... 1-4*
- Voice & Data Equipment & Related Services... 1-4*
- Staff Augmentation Professional Services... 1-6*

**4 Legal Documents**

- \* Purchasing Affidavit) 1 Page**
- \* Vendor's Preference Certificate 1 Page**
- \* Agreement Addendum (WV96) 1 Page**
- \* Verizon Business Service Agreement 1-5**
- \* Voice & Data Equipment and Related  
Services Attachment 1-13**
- \* Professional Services Service Attachment 1-7**

**A Resumes and Certifications**

**Verizon Engineers**

**Lawrence Host**

**Randall Jones**

**Rusty Risher**

**Jason Farmer**

**Rick Singleton**

**Verizon Technicians**

**Billy Blake**

**Adam Moore**

**Michael Belcher**

## CORPORATE DESCRIPTION

### SECTION I

**VERIZON BUSINESS SERVICES INC.**

**One Verizon Way  
VC31 E211  
Basking Ridge, NJ 07920**

**Telephone: 304-344-6700  
FAX: 304-341-1464**

**Federal Tax ID: 47-0751768**

**Contact: Sandra K. Hawkins  
1500 MacCorkle Avenue  
Charleston, WV 25314  
304-344-6700  
[sandra.k.hawkins@verizonbusiness.com](mailto:sandra.k.hawkins@verizonbusiness.com)**

**Date Company Established: January 2006 - Verizon {formerly Bell Atlantic, established July 2000}. This segment of Verizon changed to Verizon Business January 2006 due to Merger of Verizon Enterprise Solutions Group and MCI.)**

**Number of Full Time Employees: 32,000+**

**CORPORATE DESCRIPTION**

**VERIZON NETWORK INTEGRATION CORP.**  
52 E Swedesford Road  
Frazer, PA 19355

**Telephone:** 304-344-6700 or 304-746-1046  
**FAX:** 304-341-1464

**Federal Tax ID:** 23-2743964

**Contact:** Sandra K. Hawkins  
1500 MacCorkle Avenue  
Charleston, WV 25314  
304-344-6700  
[sandra.k.hawkins@verizonbusiness.com](mailto:sandra.k.hawkins@verizonbusiness.com)

**Date Established:** November, 1993

**Number of Full Time Employees:** 285

## CORPORATE OVERVIEW

The parent company of **Verizon Communications Inc.** was formed by the merger of **Bell Atlantic** and **GTE**. The transaction began July of 1998 and completed on June 30, 2000. Bell Atlantic traces its beginning back to the formation of the Bell Telephone Company in 1877. GTE began in 1918 when John O'Connell, Sigurd Odegard, and John Pratt bought the Richland Center Telephone Company. By 1935, the company was reorganized as the General Telephone Corporation, and John Winn became the first President.

In January of 2006, Verizon and **MCI** merged, creating a stronger competitor for advanced communications services in order to deliver the benefits of converged communications, information and entertainment to customers across the country and around the world.

This milestone for Verizon creates a new competitive force with the power of the global MCI network and the reach of Verizon's broadband and wireless networks in the U.S. Our added network capabilities and strong customer relationships provide a solid foundation for innovative and integrated wireless, wireline and multimedia services designed to meet customer demands for speed, mobility and control.

Our strategy is to be a customer-focused leader in consumer broadband and video, as well as business and government services, in both the landline and wireless environments. We believe that our superior networks are the basis for innovation and competitive advantage in communications. The combination of our world-class wireless and broadband access networks with the leading global IP (Internet Protocol) backbone will allow us to deliver the highest quality end-to-end experience for our customers.

**Verizon Business** is the name of the new Verizon business unit encompassing business and government customers and related functions of the former MCI as well as similar businesses that previously were part of Domestic Telecom, including the former Verizon Enterprise Solutions Group.

Verizon now operates three network-based businesses: Verizon Business; Verizon Wireless, operator of America's most reliable wireless network; and Verizon's landline segment, which is deploying the most advanced wireline broadband and video network in America today.

This new business segment boasts a highly trained and experienced force of sales and service professionals deployed in hundreds of sales offices around the world. It



owns and operates an end-to-end, global IP network spanning more than 100,000 miles, providing next-generation IP network services to medium and large businesses and government customers.

## **Verizon Business Highlights:**

### **Employees**

- 32,000 employees
- Steep technical expertise
- Broad industry experience
- Close to customers

### **Customers**

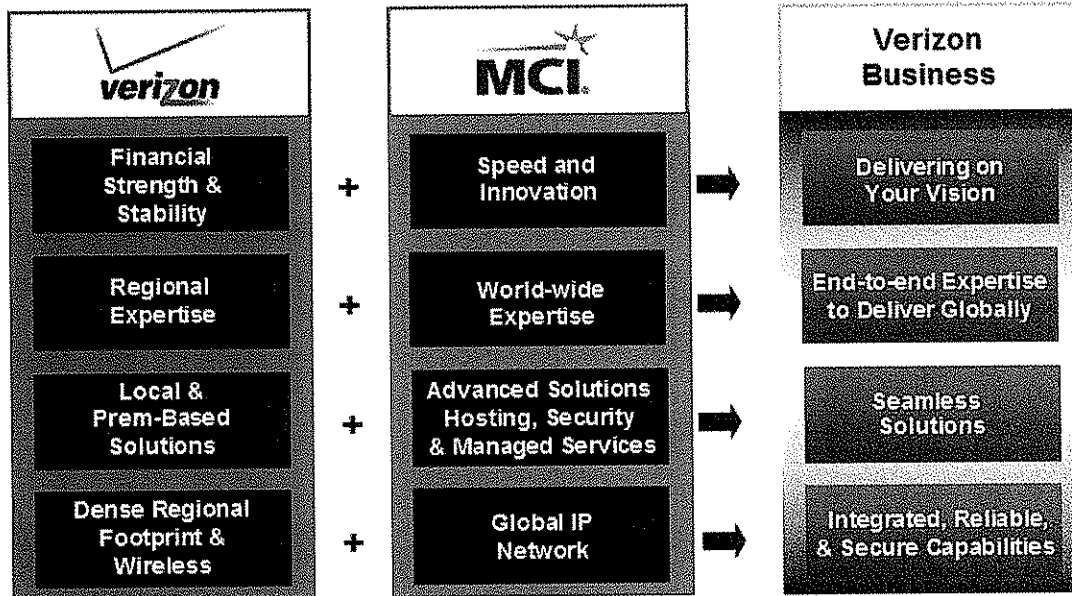
- 94% of Fortune 500
- Strength in financial services, retail, education, healthcare, state/local government and manufacturing
- A primary supplier to Federal government

### **Capabilities**

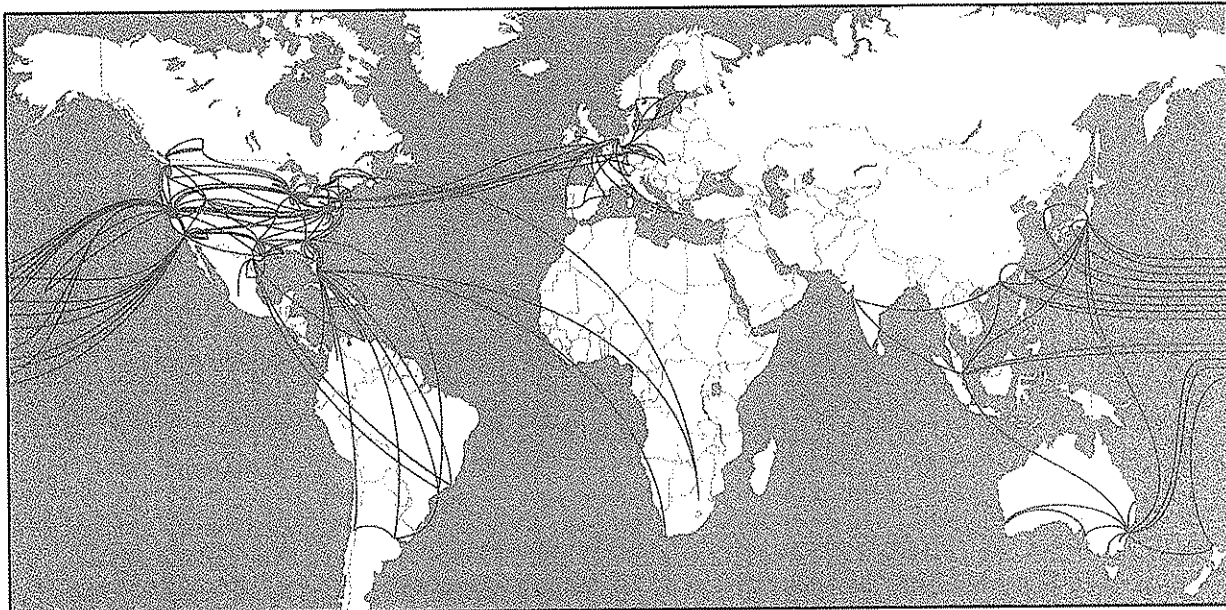
- Global IP network
- Premises, wireless/wireline networks
- Robust solution portfolio
- Worldwide customer experience
- Business solutions expertise

### **Strengths**

- Customer focus
- Service orientation
- Network reach
- Operations in 75 countries
- Financial strength



Verizon Business provides national coverage including 11.2 million miles of fiber and 5,200+ self-healing SONET fiber-optic rings. We have a world-class global IP backbone on 6 continents, in 150+ countries, with 4,500 Points of Presence.



\*Based on the number of company-owned points of presence (PoPs)

**Our comprehensive roster of enterprise solutions includes:**

- Local access/transport
- Advanced network

- Customized e-business solutions
- Wide area network
- Call Center Solutions
- Voice/IP (VoIP)
- Security
- Managed Network Services
- Professional services
- Video solutions
- Project Management
- Consulting
- Strong Partnerships with Key Suppliers

However, our growth isn't about size alone, it is about transformation, an aggressive approach, and a far reaching strategy of transforming ourselves to be an industry leader is bringing a broadening range of products and services to our customers. Verizon Business takes into consideration the entire design with primary concern being placed on the end-user's experience. Our Engineering staff is highly certified and they bring a wealth of knowledge and expertise as they translate your unique requirements into "Customer-Focused" solutions.

## **Flexible, Long-Term Support Solutions**

Adding to our strength as a communications leader, Verizon Business offers consistent support while remaining flexible enough to tailor our solutions to meet the State of West Virginia's specific needs. Verizon Business can provide solutions for all of the State of West Virginia's communications needs. We are committed to serving as your Integrated Communications Provider, offering solutions-based services and flexible contract commitments with a simple price structure that cost-effectively meets or exceeds your expectations.

Verizon Business will create, develop, and implement seamless telecommunications solutions that will enable our customers to enhance their competitive advantages, increase their revenues, and decrease their costs

## **Verizon Communications**

Verizon Communications Inc. is the parent company of the entities involved in our response. A Fortune 20 company, Verizon Communications (NYSE:VZ) is one of the world's leading providers of communications services. Following the merger,

Verizon, which continues to be based in New York, has approximately \$90 billion in annual total consolidated operating revenues and serving customers in 150 countries.

The Verizon companies are the largest providers of wireline and wireless communications in the United States. Verizon is at the forefront in building interactive/transitional, high-speed, high-capacity, full service networks that provide customers with video, entertainment, and information/education services.

It has been the major force in guiding the development, evolution, and deployment of the now widely available fast-packet service, including Frame Relay Service (FRS), Switched Multimegabit Data Service (SMDS), and Asynchronous Transfer Mode (ATM).

### **Verizon Network Integration Corp**

Verizon Network Integration Corp. (VNIC), headquartered in Frazer, Pennsylvania, was incorporated in the State of Delaware on November 17, 1993, as "Bell Atlantic Network Integration, Inc." As a result of the merger of Bell Atlantic and GTE to create Verizon Communications, the name "Verizon Network Integration Corp." was adopted on August 1, 2000. Verizon Network Integration is a full-service voice, data, and video network integrator dedicated to providing customers with a single-point-of contact for all communication network needs. Verizon Network Integration services cover the full "Network Lifecycle" from planning and implementation to management of enterprise-wide networks.

Specific customer contact information is proprietary for many of our customers. Therefore, we have included a Verizon employee as a point of contact for the reference information. We request that Verizon be contacted in the event that additional information or clarification is requested.

Information has been provided to meet the 1-2 page minimum bid requirement. However, additional information is available upon request for any of these references.

Please note that PlanIT and Oakland Consulting mentioned in these references are among many of the subcontractors working for Verizon Business.

## SECTION II

# STAFFING CATEGORIES



**SECTION II**  
**STAFFING CATEGORY**

**WEB PROGRAMMING**

## Supplemental Staffing Categories

### Client Reference Web Programming

**Customer Name:** Texas Parks and Wildlife Department (TPWD)

**Customer Address:** 4200 Smith School Road  
Austin, Texas 78744

**Contact Name:** Tom Newton  
**Telephone Number:** 512-389-4477

**E-Mail Address:** [tom.newton@tpwd.state.tx.us](mailto:tom.newton@tpwd.state.tx.us)

#### Project Description:

Verizon was required to elicit and document requirements and design and build a comprehensive system to automate all the processes. Detailed system documentation was generated and provided to TPWD and is kept updated for the contract life. Enhancements to existing code are handled in the same thorough manner as the initial development was. Verizon Business has established a consistent methodology for implementing new automated solutions based upon the Rational Unified Process (RUP), an iterative lifecycle approach to development. Using RUP, our development teams have a common platform from which to analyze, collect and document requirements. Then we move to designing, development and testing our solutions while customer requirements and business rules are systematically linked through specific code objects and test cases.

Application Development was done for the Mid-Range (MR) and Personal Computer (PC) platforms. MR Server O/S is Sun Solaris Unix. Database is Oracle 10G. Web Applications using Java/XML, hosted by Apache Tomcat. IVR applications using VXML with Nuance voice processing. Thin client POS terminals use either a standard Microsoft Windows O/S and Microsoft Explorer or a custom Linux O/S and Firefox browser.

#### Description of Person's Duties:

Subscription Based Web Application Services: TPWD required an Internet accessible web application be designed, developed, implemented, hosted and maintained. The purpose of this web-based application is to allow consumers the ability to purchase hunting, fishing and trapping licenses from the convenience of their homes. Services include PCI approved secure credit card processing and order fulfillment. Our standard sales application is designed to look and operate like the familiar shopping cart of a web



store. In our standard configuration, selected items are accrued in a virtual basket that enables review, and modification (edited quantities, date, add or delete privileges) prior to a final checkout process. On line help and FAQs are designed in to the solution to aid the consumer.

**General Value of the Project:** \$36M

**Length of Project:** Sep 2001 – Sep 2013

**SECTION II**  
**STAFFING CATEGORY**

**PC PROGRAMMING**

## Supplemental Staffing Categories

### Client Reference PC Programming

**Customer Name:** Advanced Health Media  
**Customer Address:** Please see contact note at beginning of this section  
**Contact Name:** Mike McGhee, Channel Manager  
**Telephone Number:** 804-612-0617  
**E-Mail Address:** [mike.mcghee@planittech.com](mailto:mike.mcghee@planittech.com)

#### Project Description:

Advanced Health Media (AHM) provides Web based systems for the coordination and Continuing Medical Education (CME) for Physicians worldwide with regard various pharmaceuticals. In conjunction with this work the R & D department of AHM asked us to provide two (2) C#.NET developers for the R& D departments development of a new CRM Based pharmaceutical contact management systems for AHM users who are all internationally based pharmaceutical companies. For example companies like Pfizer and Merck. They utilized the AGILE development methodology and are programming in C# and ASP.NET.

**Description of Person's Duties:** Analysis, design, development, testing, implementation & support of the "Edge System".

**General Value of the Project:** \$140,000

**Length of Project:** October, 2009 – May, 2010

**SECTION II**

**STAFFING CATEGORY**

**MAINFRAME PROGRAMMING**

## Supplemental Staffing Categories

### Client Reference Mainframe Programming

**Customer Name:** City of Newport News  
**Customer Address:** Please see comment note at beginning of this section  
**Contact Name:** Mike McGhee, Channel Manager  
**Telephone Number:** 804-612-0617  
**E-Mail Address:** [mike.mcghee@planittech.com](mailto:mike.mcghee@planittech.com)

**Project Description:**

Provided two mainframe consultants to the City of Newport News for the ongoing maintenance and migration of a custom developed Government Financial Management system to a Web Based system called MUNIS. Significant amount of user interaction was required, including ongoing requirements gathering and development surrounding those requirements. All work was accomplished using COBOL, VSAM, CICS and DB2 tools and database.

**Description of Person's Duties:** Analysis, Design, Development, implementation and Maintenance of various Municipality based systems.

**General Value of the Project:** \$560,000

**Length of Project:** November 1, 2007 – December 31, 2009

**SECTION II**

**STAFFING CATEGORY**

**COMPUTER SYSTEMS  
ANALYSIS**

## Supplemental Staffing Categories

### Client Reference Computer Systems Analysis

**Customer Name:** New York State Department of Environmental Conservation (NYSDEC)  
**Customer Address:** NYSDEC, Bureau of Fish and Wildlife, 625 Broadway, 5th Floor, Albany, NY 12233-4751  
**Contact Name:** Gordon Batchellor  
[grbatche@gw.dec.state.ny.us](mailto:grbatche@gw.dec.state.ny.us)  
**Telephone Number:** 703-284-4756

#### **Project Description:**

Verizon Business contracted with NYSDEC to design, develop, implement, and operate DECALS which is a web-based statewide Point-of-Sale (POS) system for the sale of sporting licenses (hunting, fishing and trapping), magazine subscriptions and donations for conservation related projects. DECALS is a series of web-based applications for sales and the administration of the program.

The Verizon Business team utilized a variety of system analysis processes in the design and implementation of the DECALS program. The design of DECALS was the culmination of the move from a primarily paper-based process for issuing licenses to an automated process. Verizon was required to elicit and document requirements and design and build a comprehensive system to automate all the processes. Detailed system documentation was generated and provided to NYSDEC and will be kept updated for the contract life.

The Verizon Business Team has a dedicated staff of Business Analysts, designers and developers who are responsible for analyzing the workflow and business processes of our State customers and developing requirements specifications with the ultimate goal of automating or updating automated processes. In our contract with the New York State Department of Environmental Conservation, we provide the following services with our staff:

#### **Description of Duties:**

**Requirements Definition** - The requirements team then works in collaboration with the software engineers, developers and testers to ensure all documented requirements are specific, measurable, achievable, realistic and traceable (SMART).

**Requirements Analysis** - Project requirements are managed throughout the project lifecycle using Verizon Business's standard Requirements Management Process (RMP) using the IBM Rational Requisite Pro™ application.

**Design and Development** - Utilize a Service Oriented Architecture (SOA) framework to develop complete solutions for our customers.

**User Manuals** - Develops User Manuals, user guides and other documentation to help users become proficient in the operation of the systems that we support.

**Training** - Has a staff dedicated to training user groups. To ensure successful training results, our training staff starts by developing a customized training plan.

**Data Transformation Services** - The Verizon Business data warehousing solution performs the basic services of transforming and consolidating data between disparate system, and then electronically storing that data and facilitating real-time reporting and analysis.

**Project Management Services** - The Verizon Business Team utilizes the PMI methodology for project management. This methodology is based on standards developed by the Project Management Institute (PMI), the leading organization in setting standards for Project Management.

Verizon Employees included Verizon IT developers, project and program managers, data analysts, training specialists, documentation specialists

**General Value of the Project:** \$31.3 million over the contract term

**Length of Project:** 11 years

**Description of Duties:** Verizon IT developers, project and program managers, data analysts, training specialists, documentation specialists



**SECTION II**  
**STAFFING CATEGORY**

**COMPUTER SYSTEMS/NETWORK  
SECURITY**

## Supplemental Staffing Categories

### Client Reference Computer Systems/Network Security

**Customer Name:** Texas Parks and Wildlife Department (TPWD)  
**Customer Address:** 4200 Smith School Road, Austin, TX 78744  
**Contact Name:** Mr. Tom Newton  
[tom.newton@tpwd.state.tx.us](mailto:tom.newton@tpwd.state.tx.us)  
**Telephone Number:** (512) 389-4477

#### Project Description:

Verizon Business contracted with TPWD to design, develop, implement, and operate/support/enhance the Texas Licensing Connection (TLC) program which is a web-based statewide Point-of-Sale (POS) system for the sale of sporting licenses (hunting, fishing and trapping).

#### Description of Person's Duties:

The Verizon Business Team has a dedicated staff who are responsible for system and network security. Description of our security expertise and approaches put forth for the Texas Parks & Wildlife Department by our staff is listed below.

**Scalable Security Solutions** - Verizon Business incorporates a high-level, multi-tiered approach to the entire security infrastructure of physical, network, system, applications and databases. Verizon Business' approach incorporates a multi-tiered or layered security design within the network infrastructure itself and focuses on the following levels:

- Operating Systems Level
- Password Safeguards
- Logging
- Monitoring

Verizon's team included Verizon IT developers, project and program managers, data analysts, data engineers, network engineers, security analysts

**General Value of the Project:** \$36 million over the contract term for all services provided

**Length of Project:** 13 years

**SECTION II**  
**STAFFING CATEGORY**

**DATABASE MANAGEMENT**

## Supplemental Staffing Categories

### Client Reference Database Management

**Customer Name:** New York State Department of Environmental Conservation (NYSDEC)  
**Customer Address:** NYSDEC, Bureau of Fish and Wildlife, 625 Broadway, 5th Floor, Albany, NY 12233-4751  
**Contact Name:** Gordon Batchellor  
[grbatche@gw.dec.state.ny.us](mailto:grbatche@gw.dec.state.ny.us)  
**Telephone Number:** 703-284-4756

#### **Project Description:**

Verizon Business contracted with NYSDEC to design, develop, implement, and operate DECALS which is a web-based statewide Point-of-Sale (POS) system for the sale of sporting licenses (hunting, fishing and trapping), magazine subscriptions and donations for conservation related projects. DECALS is a series of web-based applications for sales and the administration of the program.

The Verizon Business Team has a dedicated staff responsible for design, development, and deployment of a centralized database system to support the New York DECALS program. Description of the database management efforts put forth for the New York Department of Conservation by our staff is listed below.

#### **Description of Duties:**

**Database Design** - Verizon Business uses Oracle 10g Enterprise Edition RDBMS as the database software to store all data. Oracle provides proven scalability on Sun hardware configurations and effectively manages very large amounts of information. Oracle Database 10g Enterprise Edition is fully compliant with American National Standards Institute (ANSI) standards.

**Data Transformation Services** - Provides data transformation services to consolidate data between disparate systems. The Verizon Business data warehousing solution performs the basic services of transforming and consolidating data between disparate system, and then electronically storing that data and facilitating real-time reporting and analysis.

**Quality Assurance Testing** - Our Quality Assurance team practices quality tracing throughout each lifecycle phase of a project, verifying that the work results fulfill the documented customer requirements, and provide full quality control tracking and reporting using IBM's Rational ClearQuest™ and Test Manager™ tool sets.

**Stress Testing of Hardware/Software Configurations** - Verizon Business utilizes significant life-cycle testing as part of the services we provide for all hardware, software and network integration projects. Our Quality Assurance team practices quality tracing throughout each lifecycle phase of a project, verifying that the work results fulfill the documented customer requirements, and provide full quality control tracking and reporting.

**Reporting and Monitoring Services** - The Verizon Business reporting solution is a standard feature of all our product offerings. Our reporting solution allows reports to be defined, scheduled, and sent to designated State personnel automatically according to pre-determined distribution lists in either spreadsheet or portable document format.

**Data Warehousing and Platforms** - Design and development of data warehouse architectures consisting of an enterprise-wide data warehouse, independent data marts or interconnected data marts, depending on how the data is used and managed.

**Monitoring Performance** - At the core of Verizon Business' management solution is an agent/server technology providing reliable, objective management of a system, including applications, databases, operating systems (OS), transactions, communication circuits, networks and system hardware.

Verizon's team included Verizon IT developers, DBAs, project and program managers, data analysts and data engineers.

**General Value of the Project:** \$36 million over the contract term

**Length of Project:** 13 years

**SECTION II**  
**STAFFING CATEGORY**

**DESKTOP SUPPORT**

## Supplemental Staffing Categories

### Client Reference Desktop Support

**Customer Name:** New York State Department of Environmental Conservation (NYSDEC)  
**Customer Address:** Bureau of Fish, Wildlife and Marine Resources  
625 Broadway, 5<sup>th</sup> Floor  
Albany, New York 12233  
**Contact Name:** Gordon Batcheller  
[grbatche@gw.dec.state.ny.us](mailto:grbatche@gw.dec.state.ny.us)  
**Telephone Number:** (518) 402-8885

#### Project Description:

Verizon Business contracted with NYSDEC to design, develop, implement, and operate DECALS which is a web-based statewide Point-of-Sale (POS) system for the sale of sporting licenses (hunting, fishing and trapping), magazine subscriptions and donations for conservation related projects. DECALS is a series of web-based applications for sales and the administration of the program.

This program, which is a statewide point-of-sale system, uses Windows PCs to perform sales transactions in 1,400 separate locations. Verizon is responsible for every aspect of this desktop equipment including:

- Technology recommendation
- configuration
- deployment
- break/fix
- end-user support
- peripherals

Each POS site requires a Desktop PC, with monitor, mouse, keyboard, bar code reader, license printer, and a receipt printer. Approximately 10,000 components plus spares are managed by Verizon.

#### Description of Duties:

As part of the requirements for the contract with NYDEC, Verizon:

- Configures and supports four PC hardware platforms from DELL, HP, and Compaq

- Configures and supports six different software images for the field of 1,400 POS systems.
- Repair and/or replace non-functioning components.
- Maintain inventory records via a web-accessible application
- Perform modifications to the software/hardware configurations as new technologies become available – for example to support the move from serial connectors to USB connectors.

**Asset Management and Materials Management** - Verizon Business utilizes a proprietary web-based asset management solution to track inventory and assets. Our proprietary software provides versatility in system configurations to meet the wide range of needs of our various customers.

**Implementation of COTS Technology** - When implementing COTS software packages for State customers, Verizon Business always uses the latest and most stable version of all code and implements patches as they become available to correct any realized vulnerabilities.

Verizon's team consisted of Verizon subcontractor: PC technicians, Microsoft certified engineers and equipment warehouse staff.

**General Value of the Project:** \$31.3 million over the contract term for the Entire contract support, which includes desktop Support (bundled serviced).

**Length of Project:** 11 year contract term



**SECTION II**

**STAFFING CATEGORY**

**ELECTRONIC DOCUMENT  
MANAGEMENT**

## Supplemental Staffing Categories

### Client References

#### Electronic Document Management

<b>Customer Name:</b>	<b>Capital One</b>
<b>Customer Address:</b>	<b>Please see comment note at beginning of this Section</b>
<b>Contact Name:</b>	<b>Chris Fletcher, Director</b>
<b>Telephone Number:</b>	<b>804-270-4900</b>
<b>E-mail address:</b>	<b><u><a href="mailto:chris.fletcher@Planitech.com">chris.fletcher@Planitech.com</a></u></b>

(PlanIT is a Verizon Business subcontractor)

#### **Project Description:**

Provide full-time ownership of all of Capital One Financial's network services through an outsourced solution. Responsible for transitioning key associates from Capital One to maintain continuity and knowledge transfer. Once the targeted associates were transitioned, then focused on growing the team to support the expanding services to include Data Network engineering. Network Security engineering and Network Performance/Capacity/Planning engineering.

Maintains a staff today of nearly 80 full-time professionals between Richmond, VA and Plano, TX to meet the demands of these services. Throughout the life of the service contract some of the highest marks were consistently achieved and awarded for performance expectations being met.

The key to the success of this engagement has been the ability to recruit and retain the resources necessary to meet the growing services for the highly dynamic client environment.

<b>Description of Duties:</b>	Design, implementation and support of all Capital One's Data Network and Security needs.
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<b>General Value of Project:</b>	>\$10,000,000 annually
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<b>Length of Project:</b>	January 2005-Current
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**SECTION II**  
**STAFFING CATEGORY**

**GIS SERVICES**

## Supplemental Staffing Categories

### Client Reference GIS Services

**Customer Name:** Capital One  
**Customer Address:** Please see contact note at beginning of this section.  
**Contact Name:** Chris Fletcher, Director  
**Telephone Number:** 804-270-4900  
**E-Mail Address:** [Chris.Fletcher@Planittech.com](mailto:Chris.Fletcher@Planittech.com)

#### Project Description:

Provide full-time ownership of all of Capital One Financial's network services through an outsourced solution. PLANIT (a Verizon Business subcontractor) was responsible for transitioning key associates from Capital One to PLANIT to maintain continuity and knowledge transfer. Once the targeted associates were transitioned PLANIT then focused on growing the team to support the expanding services to include Data Network engineering, Network Security engineering and Network Performance/Capacity Planning engineering.

Today, PLANIT maintains a staff of nearly 80 full time professionals between Richmond, VA and Plano, TX to meet the demands of these services. Throughout the life of the service contract PLANIT consistently achieves some of the highest marks awarded for performance expectations being met.

The key to the success of this engagement has been the ability to recruit and retain the resources necessary to meet the growing services for the highly dynamic client environment.

**Description of Team's Duties:** Design, implementation & support all of Capital One's Data Network and Security needs.

**General Value of the Project:** > \$10,000,000 annually

**Length of Project:** January, 2005 - Current

**SECTION II**  
**STAFFING CATEGORY**

**HELP DESK SUPPORT**

## Supplemental Staffing Categories

### Client Reference Help Desk Support

**Customer Name:** FedEx  
**Customer Address:** 90 FedEx Parkway  
Collierville, TN 38017  
**Contact Name:** Denise Link (Verizon contact)  
**Telephone Number:** 813-978-4373  
**E-Mail:** [denise.link@vso.verizon.com](mailto:denise.link@vso.verizon.com)

#### Project Description:

The Verizon Business IT Service Desk provides help desk services for FedEx's 7,000 remote salespeople and desktop users who work in the company's IT organization. The Service Desk handles more than 4,000 calls per month for remote access systems, hardware configuration, commercial-off-the-shelf (COTS) software packages, as well as custom applications. Calls come directly into a dedicated toll-free number set up for FedEx.

FedEx Corporation (FedEx) is the world's largest express transportation company with more than 280,000 employees worldwide. More than 6.5 million customers a day depend on FedEx for timely, dependable delivery of their packages and freight.

#### Description of Duties:

- Tier I-III IT Help Desk services
- Verizon team consisted of Verizon Engineers

**General Value of the Project:** Greater than \$2 million per year

**Length of Project:** Original contract signed in 1997  
Most recent renewal extends contract through 2012

**SECTION II**  
**STAFFING CATEGORY**

**IT SUPPORT STAFF-OPERATIONS**

## Supplemental Staffing Categories

### Client Reference IT Support Staff-Operations

**Customer Name:** Northrop Grumman  
**Customer Address:** Please see contact note at beginning of this section  
**Contact Name:** Rusty Breeden, Branch Director  
**Telephone Number:** 804-612-0600  
**E-Mail Address:** [Rusty.breeden@Planittech.com](mailto:Rusty.breeden@Planittech.com)

#### Project Description:

Northrop Grumman won a ten year contract to outsource the State of Virginia's information technology delivery and support in 2006. PLANIT (a Verizon Business sub-contractor) has been a Tier 1 supplier of technology and services to Northrop Grumman since the contract's inception. Northrop's contract with the State of VA is based upon providing a wide variety of services across ten (10) towers which includes:

- Messaging Services
- Desktop Services
- Help Desk Services
- Mainframe and Server Services
- Data Network Services
- Voice and Video Telecom Services
- Database Administration Services
- Backup/Disaster Recovery Services
- Application Support Services
- Web Services

PLANIT has provided Northrop with qualified staffing personnel across all 10 towers during the life of the contract. Many of these individuals have held management roles within Northrop's tower-based organization. In addition, PLANIT has delivered a wide variety of project-based services in the Desktop and Data Center towers.

Our current team fluctuates between 40-80 individuals per month depending on the workload volumes as dictated by Northrop and the State of VA. The key to the success of this engagement has been the ability to recruit and retain the resources necessary to meet the growing services for the highly dynamic client environment.



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**Description of Team's Duties:** Staffed tower-based roles across multiple towers based upon detailed requirements and executed projects within specific towers.

**General Value of the Project:** > \$6,000,000 annually

**Length of Project:** July, 2006 - Current

**SECTION II**  
**STAFFING CATEGORY**

**LAN/WAN SUPPORT**

## Supplemental Staffing Categories

### Client Reference LAN/WAN SUPPORT

**Customer Name:** State of West Virginia

**Customer Address:** Department of Transportation  
1900 Kanawha Blvd, Building 5  
Charleston, WV 25305

**Contact:** John Dunlap  
**Telephone Number:** 304-558-8145  
**E-mail Address:** [john.d.dunlap@wv.gov](mailto:john.d.dunlap@wv.gov)

#### Project Description:

Designed and implemented a new switched infrastructure for the WVDOT Capitol Complex location. This included layer 2 and layer 3 switching products from both Enterasys and Cisco. A total of 15 switches were deployed. The new infrastructure was vlan based and designed to support both voice and data. QoS was utilized at both layer 2 and layer 3 to ensure guaranteed bandwidth and adequate queuing was available to support a converged infrastructure. Cisco's IP Telephony products have been deployed to provide phone system, voicemail, and call center functionality. The voice infrastructure includes three call processing, one voice mail, and one call center express servers. The call center allows the Department of Motor Vehicles to provide phone support for residents of the State of WV related to DMV regulations, policies, etc.

**Description of Person's Duties:** Design, implementation, & support.

**General Value of the Project:** \$350,000

**Length of Project:** 3 Months