

June 29, 2010

Department of Administration  
Frank Whittaker  
Purchasing Division  
Building 15  
2019 Washington Street East  
Charleston, WV 25305-0130

Dear Conferencing Services Evaluation Team,

Marketing Services Group has selected InterCall to support your digital teleconferencing recording and storage needs. Working extensively with InterCall, we believe InterCall offers the industry's best communications solutions – including hosted audio, web and video conferencing, web collaboration and Unified Communication solutions.

To support Workforce West Virginia (WV)'s program, we have assembled a dedicated team. Your InterCall dedicated support team has over 20 years combined in the conferencing communications realm, providing you with unparalleled support and solution knowledge.

By selecting Marketing Services Group as your crisis communications solutions provider, we provide WV a level of service that reaches far beyond the delivery of communications services:

- + **Unrivalled Commitment to Your Crisis Communications and Conferencing Program Needs**
  - Consultative Services to Help You Source the Right Solutions for Your Business
  - Tenured, Knowledgeable Conferencing and Telecommunications Professionals
  - Dedicated, Accessible, High Touch Account Management and Customer Service
  - Long-standing Relationship with WV
- + **Market Leading Solutions**
  - Comprehensive Telecommunications and IT Solutions
  - Full-featured Audio, Web and Video Conferencing Solutions with InterCall

Thank you for the opportunity to grow our business by servicing the WV. We look forward to personally demonstrating our distinctive and exceptional services and proposed InterCall solutions.

Best regards,  
*Steve Bush*  
Steve Bush, Vice President  
Marketing Services Group Inc.  
1-877-MSG USA1  
[steve.bush@msgusa.com](mailto:steve.bush@msgusa.com)

*Jo Ann Kendrisken*  
Jo Ann Kendrisken  
Channel Manager  
312-526-3169  
[jkendricken@intercall.com](mailto:jkendricken@intercall.com)

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WV PURCHASING  
DIVISION



Proposal for:

# Digital Teleconferencing, Recording and Storage

Bid Opening: June 29, 2010 1:30 PM

Presented to:



Department of Administration  
c/o: Frank Whittaker  
Purchasing Division  
Building 15  
2019 Washington Street East  
Charleston, WV 25305-0130  
304-558-2316

Presented by:

## **Marketing Services**

Steve Bush, Vice President  
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Channel Manager  
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[jkendricken@intercall.com](mailto:jkendricken@intercall.com)

InterCall, 8420 W. Bryn Mawr, Suite 400, Chicago, IL 60631

 InterCall is a subsidiary of West Corporation

<b>Section</b>	<b>Page</b>
Letter of Interest .....	1
Terms and Conditions .....	4
Requirements .....	7
Pricing / Cost Bid Sheet.....	11
Pricing Information	13
Company Overview .....	17
InterCall History and Background	18
InterCall's Complete Suite of Services	21
Additional Information – Proposed InterCall Solutions Overviews.....	24
Digital Recording Solutions	25
InterCall Audio Conferencing Solutions	28
Request for Quotation .....	34
Vendor Registration and Disclosure Statement .....	36

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# Letter of Interest

June 29, 2010

Dear Workforce West Virginia (WWV) RFQ Evaluation Team:

InterCall is pleased to present to the Workforce West Virginia (WWV) our hosted audio conferencing services to meet the requirements outlined in your RFQ WWV 10-866 (BOR digital teleconferencing and storage). Considering WWV's immediate and long term needs, we believe our hosted audio conferencing services provide WWV optimal solutions, easily supporting your existing equipment and network environment and requiring no special equipment or capital expense.

Conferencing solutions are at the heart of our business. We have designed our audio, web and video conferencing solutions for flexibility and versatility. To directly meet your digital teleconferencing and recording needs, our Reservationless-Plus audio platform is an easy-to-use, highly available, on-demand service that can be used to host and record your hearings. Reservationless-Plus also includes an online Call Manager to support better meeting management and audio controls.

Working as your partner for communications solutions, InterCall looks forward to supporting WWV and advancing how you host, capture and digitally store WWV hearings. InterCall also offers a full portfolio of conferencing and Unified Communications solutions. With InterCall, WWV can enjoy a single provider delivering solutions for your everyday, high profile and critical conversations:

- + Local and Global Coverage – Call Centers, Operations & Support Offices across the US, Canada and in 20+ Countries Worldwide
- + 100% Conferencing Focus with Talented Staff Delivering World Class Service
- + Dedicated Account Management And End User Training Services
- + InterCall Online – Central Portal to Easily Manage Your Conferencing Program
- + 24/7 Live End User Support

**Contact Name to Represent InterCall in Any Negotiations & Sign any Contract That May Result**

Shannon Hunt Kelly  
Assistant Counsel  
8420 W. Bryn Mawr Ave. Suite 400  
Chicago, IL 60631  
402-965-7063 direct  
706-902-3961 fax  
[shkelly@west.com](mailto:shkelly@west.com)

**Additional Contact**

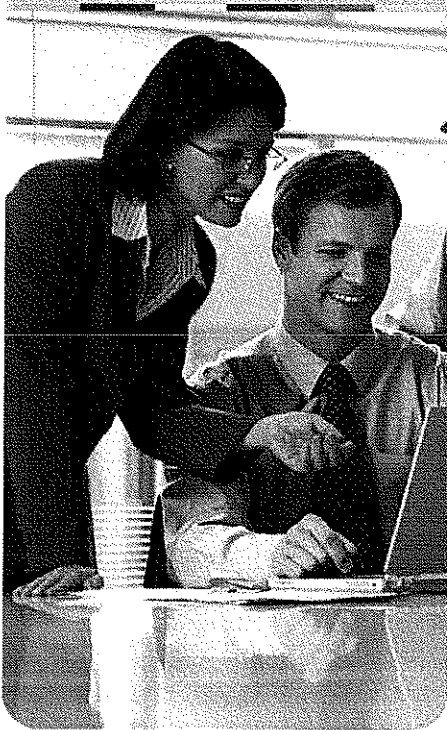
Jo Ann Kendricken, Channel Manager  
525 N Ada St #46  
Chicago, IL 60642  
312-526-3169  
[jkendricken@intercall.com](mailto:jkendricken@intercall.com)

Thank you for the opportunity to illustrate InterCall's service offering to the WWV. The enclosed proposal outlines our comprehensive and cost effective Digital Recording solution. We look forward to building a solid and long-lasting business partnership with WWV, providing your business with solutions that make sense for how you need to communicate.

Best regards,



Herb Pyles  
Senior Vice President Client Operations  
773-867-7148  
hpyles@intercall.com



# Terms and Conditions

**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/vre/hipaa.htm](http://www.state.wv.us/admin/purchase/vre/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.

**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).

Rev. 12/15/09



## General Terms and Conditions

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### InterCall Response

InterCall accepts Workforce West Virginia (WWV)'s Terms and Conditions.



InterCall is a Subsidiary  
of West Corporation



# Requirements



InterCall is a Subsidiary  
of West Corporation

**MANDATORY REQUIREMENTS:**

**The vendor must:**

1. provide all equipment and services necessary for WFWV to utilize digital teleconference bridging, digital recording, and digital storage of unemployment insurance hearings. All costs associated with the proposed system must be clearly listed in the Cost Bid Sheet provided herewith.
2. host and store all services and related data on the Vendor's equipment;
3. provide access to these services through the internet. All web interfaces of the proposed system must be compatible with Internet Explorer versions 6.x, 7.x, and 8.x. All web interfaces of the proposed system must be compatible with the current versions of Internet Explorer, FireFox, and Netscape Navigator;
4. ensure that the proposed system will be compatible with the then-current web browsers throughout the life of any Purchase Order that results from this RFQ;
5. provide a system in which all software proposed is off-the-shelf; generally available; i.e. not in beta or test; and currently in production as proposed. All item(s) shall be new, in current mainstream production, and immediately available. The State shall not accept prototypes or items in test production and not formally announced for market availability.
6. must store and retain digital recordings of hearings for up to 2 years. Digital recordings of all hearings must be readily accessible during the entire length of their retention.
7. not purge any hearing along with that hearing's associated files without the written approval of a designated BOR employee(s).
8. provide a secure method of purging the hearings and associated files/data to a status from which it cannot, for all practical purposes, be recovered equivalent to or better than Department of Defense Wipe;
9. have measures in place to ensure that only hearings approved for purging are purged. Responders must provide quarterly destruction request log to BOR which must be approved in writing by designated BOR employee(s).
10. notify WFWV within one hour of the beginning of the lapse in service if the successful vendor is unable to provide services.
11. in the event of a disaster affecting the ability of the successful vendor to provide services, the vendor must notify WFWV within three hours of the estimated date and time of service restoration.
12. provide system redundancy, fault tolerance, and a fully functional and tested disaster recovery facility..
13. securely destroy all WFWV records following WFWV's extraction.
14. ensure the security of unemployment insurance records, including compliance with applicable State and Federal data privacy statutes, in complete detail.
15. require that all employees of the successful vendor who shall have access to the information acquired through the execution of any Purchase Order resulting from this RFQ must sign a data confidentiality agreement ensuring WFWV that all staff with access to West Virginia unemployment insurance records complies with the requirements of West Virginia data privacy statutes.
16. restrict access to the proposed system by WFWV staff via a secure socket layer protocol.
17. Provide a method of encrypting data in transit equivalent to or better than SSL3.0 (Secure Socket Layer)
18. generate itemized, monthly reports showing usage of the dial out conference bridge by BOR, length of call, origin of call, destination of call, date, and time of calls, etc. Reports must be able to be broken down and provided in a manner which shows records of calls by date, Applicant ID, Issue ID number, issue sequence number, and Law Judge, at the request of WFWV staff. Such requests shall not be made more than 12 times per year.

19. submit monthly bills to WFWV for the previous month's usage within 15 calendar days of the month being billed. Monthly bills must include, at a minimum, the following information: a unique invoice number and invoice date, vendor address, Purchase Order Number WWV-10-862, call date, call start time, call duration, number of participants, charges per call, Law Judge Name, phone number(s) called, origin of call, and total charges.
20. maintain a domestic Help Desk for troubleshooting problems and assisting users. The Help Desk must be operational 7 A.M. to 6 P.M. ET, Monday to Friday, excluding State Holidays. The Help Desk must be accessible via a local or toll-free telephone number.
21. provide WFWV with all on-site training for approximately 25 key personnel from WFWV's BOR staff necessary to properly use the proposed system. Training must be provided for all 25 BOR staff at one time and will require a maximum of 6 hours.
22. provide training materials for 25 BOR employees that can be used by these key personnel to train other users.
23. have three years' experience in implementing conference bridging, digital recording and storage in an integrated system. At least one completed project must be similar to this project in size and scope.

**The proposed system must:**

1. file hearings by the following index values: Issue ID Number, Issue Sequence Number, Applicant ID, Employer Account Number, Hearing Date, Hearing Time, Unemployment Law Judge, Applicant Name, Employer Name, Telephone Numbers, Witnesses' Names, Witnesses' Telephone Numbers, Representatives' Names and Representative's Telephone Numbers.
2. allow for the establishment of hearing records via an upload from WFWV.
3. allow either a nightly electronic transfer or an automatic transfer of the data from WFWV to the successful vendor.
4. have a mechanism to alert the BOR to discrepancies between record uploads from WFWV and records entered manually by BOR via the successful vendor's web interface. Note: WFWV does not anticipate transmitting social security numbers or employers' federal identification number as a part of the transmitted record.
5. allow entry of calling data (phone numbers of the parties involved) prior to a hearing to provide efficient calling of all parties. Call data must be able to be added automatically via an electronic interface and manually via a web page(s).
6. be capable of calling and connecting all parties involved in a hearing.
7. not call and connect the parties involved in a hearing without being commanded to do so by the BOR or other authorized WFWV user.
8. be capable of auto-dialing extension phone numbers and navigating auto-attendant phone systems.
9. be capable of dialing international numbers.
10. provide both audible and visible (through the web interface) cues to notify the BOR when any party becomes disconnected during the hearing. Such cues must not be a tone that would trigger disconnect if the recording is replayed at a subsequent time.
11. include audio quality control, add/drop capability, and muting capability.
12. have a high volume capacity, such that up to 10 separate participants may participate in one conference call.
13. have the capacity to set up and record 10 simultaneous hearings with at least five (5) participants each.
14. be capable of hosting at least 2,000 conference calls per year, and must be scalable to 4,000 conference calls per year.

15. be capable of recording at least 1,000 minutes of conferences per day, scalable to 2,000 minutes per day. Calls will have an average length of 60 minutes per hearing.
16. allow for access, selection, and playback of prior hearing recordings during a subsequent hearing such that all parties on the teleconference can hear the prior recording. The playback must be able to occur while continuing to record the subsequent hearing.
17. permit users the capability to create or customize "markers" to tag or "bookmark" noteworthy events in the recording (i.e., oath, introduction of exhibits, applicant, employer, and witness testimony, etc).
18. allow authorized staff access to hearing recordings for selection and playback.
19. save hearing recordings in a format (such as .wav) that does not require special software to listen to.
20. permit authorized users to make a copy of the recording via digital media and/or file transfer.
21. permit searching for recorded hearings by Index values including: Applicant ID, Issue ID, Employer Account Number, and Unemployment Law Judge's Name.
22. permit the user to search for and playback bookmarked events from a hearing, while recording the same hearing.
23. be available and functionally operational 99% of the time, Monday-Friday, 8:00 A.M. CT to 6:00 P.M. CT, not including State Holidays, such that the proposed system is available and functionally operational for 99% of all minutes within each calendar month. Force Majeure events shall not be counted against the successful vendor for the purposes of this requirement.

## **Mandatory Requirements**

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### **InterCall Response**

### **InterCall's Exceptions**

### **Mandatory Requirements**

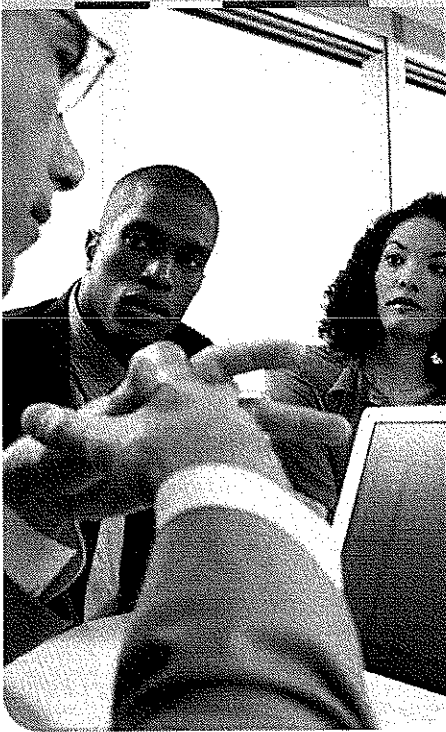
#### **The vendor must:**

8. InterCall cannot currently provide a secure method of purging files.
9. InterCall cannot currently support this requirement.
15. InterCall's current confidentiality agreement does not include West Virginia data privacy statutes.
21. InterCall provides training via audio and web conferences.

#### **The proposed system must:**

1. InterCall cannot currently support this requirement.
2. InterCall cannot currently support this requirement.
3. InterCall cannot currently support this requirement.
4. Not required.
8. Navigate auto-attendant phone systems not currently supported.
17. InterCall cannot currently support this requirement.
21. InterCall cannot currently support this requirement.
22. InterCall cannot currently support this requirement.





# Pricing / Cost Bid Sheet

**State of West Virginia**  
**WorkForce West Virginia**  
**RFQ # WWV-10-866**  
**Cost Bid Sheet**

**ONE TIME COSTS:**

On-Site Training  
6 (estimated number of hours) x \$0 (hourly rate) = \$ 0\*  
 \*Training done remotely via audio and web conference  
 System Configuration and Customization  
20 (estimated number of hours) x \$0 (hourly rate) = \$ 0  
 Initial programming  
20 (estimated number of hours) x \$0 (hourly rate) = \$ 0  
**TOTAL ONE TIME COSTS** \$ 0 (1)

**SOFTWARE REQUIREMENTS:**

Itemized list of software\* required

Standard internet explorer access, per the RFP. \$ 0  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
**TOTAL SOFTWARE COSTS:** \$ 0 (2)

**COST FOR CALLS:\*\***

\$ 0.03 (rate per minute)  
 Multiplied by 130 calls per month  
 Multiplied by 120 minutes (2 hours per call)  
 Multiplied by 5 participants per call = \$ 9308 (3)  
 Rate: \$.03 = \$2808/avg cost of calls on ResPlus/mo (a 6th line is added as the recording line)  
 Archive storage: \$50/per recording = \$6500  
 (.03x130x120x6) + (130x50) = \$9308/avg per month  
**Grand total of Costs (1) + (2) + (3)** = \$ 9308 / avg per month  
**TOTAL BID**

Recording access: \$.03/min if participants dial into listen via a toll/toll free number

\*A list of additional computer hardware needed is to be listed separately and will be purchased under an existing State-wide contract separate from any contract resulting from this RFQ

\*\*Rate per minute should include all long distance charges, conference bridging charges, recording of hearings, storing of recordings and retention, and unlimited access to download and replay recordings.

Note: The number of calls, minutes and participants provided herein are for cost estimating purposes only and are not intended to reflect current volumes.

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 WWV-10-866 (digital teleconferencing for BOR)

## Pricing Information

Audio Conferencing	Per Min/Per User
<p><b>Reservationless-Plus Toll and Toll-free</b>                      Access a conference call whenever you need to get people together. No reservations required—all you need to initiate a call is your permanent dial-in number, conference code and PIN. Reservationless-Plus offers a variety of features to enhance your call, including record and playback, project codes for bill back, toll-free dial-in for international participants and operator assistance. Our online call management tool even lets you schedule, start, present and archive your conference on the web.</p>	Toll-free: \$0.03 Toll: \$0.03
<p><b>Conference Record Option</b>                      Record the conference for live broadcast stream or archive broadcast for later playback.</p>	\$0.03/min
<p><b>Operator Assisted Toll and Toll-free</b>                      Use this reservation-based service to hold audio conferences at anytime, with the personal assistance of an operator. It supports up to 25 connections.</p>	Toll-free: \$0.15 Toll: \$0.15
<p><b>Operator Assisted with Event Plus</b>                      Choose Event Plus, a feature available with our Operator Assisted service, to get the added benefit of speedier entry into the call for your participants. Event Plus reduces hold times for participants by allowing them to join your call through an automated process without waiting to be greeted by an operator. An operator is available during the call to offer assistance if needed.</p>	Toll-free: \$0.17 Toll: \$0.17



Audio Conferencing	Per Min/Per User
<p><b>Premium Toll and Toll-free</b>            Bring everyone together in one seamlessly planned, managed and executed event—no matter the size. Add features, like Q&amp;A, recording or transcription, to ensure you get everything you need from your call. At the time of your conference, participants dial into your call and are greeted by an InterCall operator who places them into your meeting.</p> <p>Premium and Value Added Services: Polling, Q&amp;A and/or Communication Lines.</p>	<p>Toll-free: \$0.19            Toll: \$0.19</p>
<p><b>Premium with Event Plus</b>            Get most of the features available with Premium calls and the added benefit of speedier entry into the call for your participants by choosing Event Plus, a feature available with our Premium service. Event Plus is an ideal feature to select for very large calls because it reduces hold times for participants by allowing them to join your event through an automated process. An InterCall operator will not greet your participants, but is available to support everyone throughout the call.</p>	<p>Toll-free: \$0.19            Toll: \$0.19</p>

Enhanced and Value Added Features	
<b>Schedule Your Conference</b>	
Online Reservations	No charge
Toll Free Reservations	No charge
Event Registration:	
Phone Registration	\$125 set-up fee \$2.50 per registrant
Web Registration	\$3500/program, \$100 monthly hosting fee
Phone & Web Registration	\$3750/program, \$100 monthly hosting + \$2.50/phone registrant
Recurring Call Scheduling	No charge
Project Accounting Codes	No charge
Fax/Email Confirmation	No charge
<b>Broadcast and Record Your Conference</b>	
Streaming	\$.03 min/part
Voice Broadcast	\$.45 per recipient (domestic)
Fax/Email Broadcast	\$.45/page faxed, \$.35/ email
Streaming	Volume dependent



<b>Enhanced and Value Added Features</b>	
Encore	Encore Replay daily fees are calculated based on: Number of participants dialing in for replay Number of minutes participants listen to replay Rate: \$0.17 per minute toll-Free \$0.17 toll \$20 minimum daily fee applies.
Reservationless-Plus Archive Extension	\$50 per recording
CD	\$50
CD Indexing	\$100/CD
Cassette Tape	\$20
Transcription	\$60/15 minutes, delivery in 48 hours (business day) \$70/15 minutes, delivery in 24 hours (business day) \$85/15 minutes, delivery in 12 hours (business day) \$105/15 minutes, delivery in 3 hours (business day)* *48 hour advance notice is required Question and answer session only: additional \$25 Fax delivery: additional \$40
PR Distribution	\$150
Podcasting	\$65 per audio file/CD
<b>Enter Your Conference</b>	
Dial Out (domestic)	No charge
Lecture Mode	No charge
Direct Entry	No charge
Music Entry	No charge
Entry/Exit Tones	No charge
Name Announce	No charge
Roll Call	No charge
Leader First/Last	No charge
<b>Administer Your Conference</b>	
Subconference	No charge
Communication Line	No charge
Promotional Tape	\$100
Voice Talent	\$225
Custom Script	No charge
Encore Emporium	\$125 set-up fee plus usage

<b>Enhanced and Value Added Features</b>	
Encore Digital Recording Studio	Standard Encore pricing at \$.17 per minute \$20 minimum daily fee applies.
Group Mute/Unmute	No charge
Self Mute/Unmute	No charge
<b>Gather Data For Your Conference</b>	
Leader-View	\$200 per conference
Polling	No charge
Question & Answer Session	No charge
Participant Report	Standard: \$.50/participant or \$25 minimum Enhanced: \$1/participant or \$40 minimum Premium: \$1.25/participant or \$75 minimum
Encore Plus	\$125 set-up fee plus usage
Encore Voice Prompts	No charge
Encore Reports	\$50* *Includes three pieces of information for 250 participants or less
<b>Secure Your Conference</b>	
Conference Lock	No charge
Passcode/Password	No charge
Approved Participant List	\$2.50 per participant
<b>Shipping and Handling</b>	
Domestic Standard S&H	\$15/address
Domestic Priority S&H	\$25/address
International S&H	\$50/ address
<b>Reservation Cancellation/Short Notice Scheduling</b>	
24 hour Reservation Cancellation Fee	\$5/reserved line
24-48 hour Reservation Cancellation Fee	\$35/cancellation
Pop In Scheduling Fee	\$30/reservation
Non-Automated Entry Fee	\$1/line
Operator Assisted Overage Fee	\$2.25 per participant



# Company Overview

## InterCall History and Background

In a recent market report, Wainhouse Research ranked InterCall as the largest conferencing service provider in the world. The achievement is the result of InterCall's successful expansion over the last several years through strategic acquisitions and exemplary organic growth. This solid track record of growth is inherent in our company history.

InterCall was founded in 1991 as a subsidiary of ITC Holding Company/ITC West Point, a 110-year-old telecommunications firm responsible for launching, funding and operating dozens of successful communications and Internet-related businesses. Within just a few years of our founding, InterCall became the largest privately held conference service provider in the world. In May 2003, West Corporation, a telecommunications company founded in 1986, acquired InterCall. West, headquartered in Omaha, Nebraska, is one of the nation's premier providers of customer contact solutions. West's experienced personnel, cutting-edge technology, and advanced systems enable it to provide solutions that help increase revenue, lower costs and improve customer satisfaction.

The synergies between InterCall and West have been important to our continued financial stability and growth – growth at a rate that has averaged 30% annually since the inception of the company. West's proprietary conferencing platform provides high capacity, redundancy and scalability for InterCall's customers.

### Company Timeline

- + 1991 Founded as a subsidiary of ITC Holding Company/ITC West Point
- + 2000 launched web conferencing service
- + 2002 InterCall Canada established
- + 2003 Acquired by West Corporation, acquired Conferencecall.com
- + 2004 Acquired ECI
- + 2005 Acquired Sprint's conferencing assets, acquired Raindance
- + 2006 Launched InterCall Web Meeting
- + 2008 Acquired Genesys Conferencing
- + 2009 Launched InterCall Unified Meeting, Acquired Corvent
- + 2010 Acquired Stream57, Acquired SKT

### Corporate Headquarters

InterCall  
8420 W. Bryn Mawr, Suite 400  
Chicago, IL 60631

West Corporation  
11808 Miracle Hills Drive  
Omaha, NE 68154

### Recognized Global Solutions Provider

With operations, facilities, call centers and sales offices across North America, Europe and Asia Pacific, InterCall provides our customers global presence with a truly local touch. Based on 2008 total revenue, InterCall's market share has grown to 19.9% (audio: 24.0% web: 9.0% video: 5.7%).



InterCall has infrastructure strategically located in each of the main conferencing regions worldwide, ensuring our customers have local access points to our conferencing platforms. Furthermore, with sales offices and call centers in over 20 countries worldwide, InterCall delivers global account management and in-region end user support services that far out reach the competition.

By delivering all services in all regions, we provide our customers with a consistent service offering and end user experience. In doing so, InterCall easily meets the standards of multinational customers looking for a single conferencing vendor to provide seamless services to all their locations worldwide.

### **Solid Track Record of Financial Strength and Growth**

InterCall's strong financial position is illustrated by our exceptional growth. Since our inception, InterCall has grown our service offering and expanded our customer base to become the world's largest conferencing service provider. In 2009, InterCall grew our business to:

- + Deliver over 16 billion minutes annually
- + Support over 1.5 million unique conference leaders in more than 75,000 organizations
- + Handle participant connections from 179 countries – 93% of the world's countries
- + More than 430,000 ports and over 200,000 IP ports deployed worldwide
- + Generate over \$1 billion in revenue annually

These figures continue to grow annually at a pace greater than the industry average, while maintaining the highest quality standards in the industry.

As a wholly owned subsidiary of West Corporation (a privately held company), InterCall does not publish public financial reports. Our financials are included as part of our parent company's financials. To gain a greater understanding of InterCall's excellent cash position and overall profitability, please view West financial information that includes InterCall's performance and viability at <http://investor.shareholder.com/west/>.

### **Proven Conferencing Provider Uniquely Competitive in the Market**

Because conferencing is our focus, our talented professional staff is dedicated to the successful, consistent and quality delivery of our conferencing solutions. InterCall's parent company, West Corporation, boasts the capital and technical expertise that allows us to be equipped with the finest technology infrastructure. This combination of industry leading technology, a robust global infrastructure and world-class service is the backbone of our recognized position at the forefront of the conferencing and collaboration market.

Our proven conferencing solutions and exceptional customer service enable us to effectively compete with both large telecommunications firms and smaller, independent conferencing companies. Although large telecommunication firms have the financial resources to invest in the latest technology, they do not focus exclusively on conferencing and customer service, like we do. InterCall specializes in partnering with large organizations and we have significant experience in implementing high volume accounts. In fact, we have established a superior reputation for successfully executing large, auditorium and executive calls. Smaller independent conferencing companies, unlike InterCall, do not have the resources to deliver services on a large or global scale, nor can they provide the most competitive rates.

### Awards & Accolades

InterCall's dominance, innovation, vision and customer service is well established in North America. We have been working to achieve similar successes abroad by implementing true global processes resulting in a more seamless, global customer experience. These efforts are not going unnoticed.

- + 2005, Frost & Sullivan awards InterCall **Audio Conferencing Provider of the Year**
- + 2007, Frost & Sullivan names InterCall **North America Conferencing Company of the Year**
- + 2007, Wainhouse Research names InterCall **Largest Conferencing Service Provider in the World**
- + 2008, Frost & Sullivan recognizes InterCall with the 2008 North American Conferencing Services Customer Value Enhancement Award
- + 2008, Frost & Sullivan names InterCall **Asia Pacific Conferencing Provider of the Year**
- + 2009, Frost & Sullivan gives InterCall the **2009 North American Market Leadership Award**
- + 2009, Frost & Sullivan recognizes InterCall with the **2009 Asia Pacific Conferencing and Collaboration Service Provider of the Year Award**
- + 2009, Frost & Sullivan presents InterCall with the **2009 Latin America Competitive Strategy Leadership Award**



This recognition is testament to our successful growth, leading innovation and excellence in customer service. By continually developing reliable and easy-to-use services, delivered in a format that makes real business sense, InterCall effectively meets the needs of the market and remains the most dominant conferencing solutions provider in the world. To learn more about these awards and InterCall's recognition in the marketplace, please visit the News & Events section of our website and click [Press Releases](#).



### Full Portfolio of Services and Strategic Partnerships

To provide our customer base with a comprehensive portfolio of services, we have established strategic partnerships with industry-leading collaboration solutions. InterCall has strong alliances and partnerships in place with companies such as Cisco, Microsoft, IBM, Adobe, TANDBERG, Polycom, Avaya (formerly Spectel), Compunetix, AT&T and Verizon, enabling us to deliver truly robust conferencing solutions across all platforms. They also help you unify communications resources across your organization, tying together conferencing capabilities with enterprise applications, calendar and contacts tools (email, instant messaging, mobile devices, etc.).

### Creating Greener Connections

InterCall takes the environment seriously and works diligently to communicate with our customer base about the positive impact conferencing can have on greening your business while improving your bottom line results. By providing your workforce with a real viable alternative to traveling to onsite meetings, InterCall conferencing solutions reduce your overall spend, the time your workforce is on the road, and most importantly, your carbon-footprint. Please visit our dedicated web-based resource ([www.greenconferencing.com](http://www.greenconferencing.com)) and take advantage of our exciting **InterCall Rewards** program to support greener business practices. We provide you with resources to support your carbon-cutting initiatives and give you an opportunity to share ideas on making business green.

## InterCall's Complete Suite of Services

Your communications needs change depending on who you have to meet with and what you want to discuss. From sales demos and team meetings to marketing seminars and investor relations calls, InterCall, the largest conferencing provider in the world, has a solution that will help you make better connections. Listed below is our comprehensive suite of services.

No matter where you are in the world or what you need to communicate, InterCall has the tools you need to stay connected. You can depend on our years of experience, reliable technology, variety of solutions and personal support to help make your everyday meetings and specialized events successful.

### Audio Conferencing Services

#### Basic Connections

**Reservationless-Plus<sup>®</sup>**—no reservations are required to use this always-on service, which is backed by the industry's only globally-deployed VoIP conferencing network. If you're using web conferencing, Reservationless-Plus is also integrated with our online solutions for easy management of your meeting from a single interface.

**Automated**—make a reservation for your call and use a dedicated dial-in number and passcode to enter the conference without operator assistance.


#### Enhanced Connections

**Operator Assisted**—gives you added professionalism and features with the help of expert operators. This is the best service for large or high-profile calls.

**Direct Event<sup>SM</sup>**—get the speed of automated call entry while still engaging an operator to execute special functions like question and answer, dedicated assistance or any of our event features.

### Web Conferencing Services

#### Basic Connections

**InterCall Unified Meeting**—let people see what you are talking about and collaborate during your online meetings with a single system for audio, web and video conferencing tools. 

**Microsoft<sup>®</sup> Office Live Meeting, offered by InterCall**—host interactive, collaborative meetings by showing presentations, software and web sites.



**IBM LotusLive: Meetings, offered by InterCall**—a powerful, yet simple to use tool for securely displaying and orchestrating real-time presentations online.



**Cisco WebEx<sup>™</sup> Meeting Center, provided by InterCall**—use the Internet to share a PowerPoint<sup>®</sup> presentation, demonstrate software or show web site navigation.



#### Enhanced Connections

**Cisco WebEx<sup>™</sup> Event Center<sup>®</sup>, provided by InterCall**—get everything you need to manage your online event, from planning the seminar to conducting the meeting to post-event follow-up.

**Cisco WebEx<sup>™</sup> Support Center, provided by InterCall**—allow technical support professionals to transfer issues between reps, gather system information and diagnose desktop issues online.



**Cisco WebEx™ Training Center®**, provided by InterCall—deliver live, interactive training sessions. Share presentation, software and web sites, test and poll participants and hold breakout sessions.

**Adobe® Acrobat® Connect™ Pro**, provided by InterCall—cutting edge online conferencing and collaboration solution, offering a powerful combination to support successful eLearning, marketing communications and enterprise-wide web conferencing.



### Streaming Services

**Streaming**—reach a remote audience with rich media communications, available through our partnership with ON24, the global leader in webcasting and virtual event solutions, while also reducing costs and complexity.



**Virtual Show**—an interactive and engaging solution for online events with powerful networking capabilities, offered to you through ON24. Conduct trade shows, partner pavilions, conferences and training summits on a highly customizable and cost efficient virtual platform.

### Event Services

**Event Management**—if you are short on resources and want to ensure a flawless event, rely on our team of event professionals. InterCall's Event Services group can help you plan, conduct and wrap-up your seminar so you can focus on your message.

**Event Registration**—provides powerful tools to help manage the entire registration, communication and reporting aspects of your event campaigns. Gather data across multiple touch points, easily access mission-critical reports and improve event effectiveness, all while saving valuable time.

**Additional Event Services**—our extra services help you get even more from your events, like voice, fax or email broadcasts, voice talent, LeaderView, custom script, lecture mode, Q&A session, encore, reports, archiving, transcription, podcasting, on-demand file creation, editing and file hosting.

### Video Conferencing Services

**Video Conferencing**—keep connected and utilize the latest in product innovation, proven service and reliability to communicate your message. Virtual meetings save time and travel costs while giving your conferences more impact.

**Reservationless Video**—arrange face-to-face meetings with employees, vendors and prospects, link cross-functional teams from around the world and do it all with no reservations.

**Video Managed Services**—outsource the management of some or all of your video conferencing services. InterCall can manage your bridges, schedule your conference rooms and provide dedicated personnel to support video conferencing usage, call monitoring and equipment maintenance.

**Video Equipment**—let us assist you in purchasing the right equipment to get the most out of your video conferencing systems. No matter what your equipment or network requirements, we can find the right solution for you through our broad network of vendor relationships.

**TANDBERG**

**Video Networking Services** – in partnership with global service provider MASERGY, InterCall offers a complete IP network and managed service solution, including the ability to run video conferences on a secured IP overlay network with the management of InterCall's expert technicians.



**On-site Video Production**—rely on our expertise to deliver high quality presentations around the globe with the latest video and multimedia technologies

**Worldwide Public Room Rentals**—make it easy to join a virtual meeting by using our database of more than 9000 public video conference rooms. The rooms are available in almost every major city so you or your client can conduct business without having to spend time and money traveling.

**Training and Development**—increase your understanding of video conferencing with courseware that provides you with the knowledge and skills required to effectively operate video conferencing equipment.

### Unified Communications

Get more done in a smarter fashion by integrating audio, web and video conferencing in a single, intuitive user interface while leveraging elements of presence and mobility. InterCall offers tools you can use now, like Mobile Assistant, Connect2Meeting, and Outlook® integration.



More in depth services include expert consultation and assistance with pilot, deployment and adoption programs, and Hosted and Managed Unified Communications solutions with our market leading partners, CallTower and Azaleos.



### Communications Tools and Technology

**Brainshark**—repurpose existing content from Live Meeting archives or native PowerPoint files to create, edit, and deliver on-demand presentations. The user friendly tool that provides the ability to administer polls, track views and pull reports.



**CrisisConnect**—take control of your messaging so you can connect with employees, customer, vendors or PR and legal teams in a moment's notice through email, voice, fax, pager or text broadcasts.



**GoldMail**—quickly and easily create personal and powerful messages using voice recording over content from PowerPoint, PDFs, TXT documents and image files.



**Huddle**—arrange meetings, share dial-in details, upload agendas and presentations, take notes and post meeting minutes from your InterCall phone or web meetings in a secure, personal workspace. Then carry over conversations on group discussion forms.



**IntelliCast**—automate messages to stay in touch with your customers, create and manage notification campaigns, and reduce your customer contact costs. The blast voice-messaging platform allows for interactive, two way communications.



**MeetingSense**—empower teams to easily capture, summarize, distribute, and collaboratively manage meeting information and action items online in real-time, with or without a conference or web meeting.





## Additional Information – Proposed InterCall Solutions Overviews



InterCall is a Subsidiary  
of West Corporation

## Digital Recording Solutions

### Reservationless-Plus Record & Playback

Record & Playback digitally records your Reservationless-Plus conference call for participants who were unable to attend or for those who would like to listen to it again. For easy, 24/7 availability, the recording can be accessed on the Internet or by dialing a toll-free number. You may also purchase a CD, downloadable link or a transcription of your recording.

To capture your conference calls for later playback, call leaders can easily initiate and self-manage call recordings using a DTMF keypad command. These recordings are then available for replay online using Real Media player, through dialing of the Reservationless-Plus replay number and entering the assigned conference code or through purchase from InterCall of the recording on CD. Recordings are stored in both 16bit ulaw (\*.au), mp3 (when ordered through InterCall Online) and Real Media (\*.rm) formats. They are retained for a period of 30 days from the date of the recording. The length of retention is controllable through the end users owner library pages.

### How to Record a Conference Call

1. Initiate a Reservationless-Plus conference call
  - a. Give your participants the date and time of your conference call, your dial-in number, conference code and security passcode, if this option is enabled.
  - b. At the specified time, dial your Reservationless-Plus dial-in number.
  - c. When prompted, enter your conference code followed by #.
  - d. When prompted, press \* to identify yourself as the leader, then enter your leader PIN followed by #.
  - e. Press 1 to begin your conference or press 2 to change your default conference options.
    - i. If the security passcode option is enabled you will be prompted to enter the passcode at this time.
2. Participants join your conference by following steps b and c above.
3. Start the Recording
  - a. Once your conference begins, press \*2 on your telephone keypad to start a recording.
  - b. When prompted, press 1 to confirm that you would like the recording to begin.
  - c. Your conference is being recorded once you hear, 'The conference is now being recorded.'
4. End the Recording
  - a. Press \*2 to end your recording.
  - b. When prompted, press 1 to confirm that you would like the recording to end.
  - c. Your recording will end once you hear, 'This conference is no longer being recorded.'

### To Playback a Recording

Detailed playback instructions will be automatically emailed to you within one hour after the end of your conference. You can choose to playback your recording over the Internet or by telephone. Your recorded conference is available for playback for a period of 30 days.

Playback DTMF Keypad Commands include:

3	Fast forward 30 seconds	#	Pause 30 seconds (or until any key is pressed)
7	Rewind 30 seconds	*	Exit recording

## Operator Assisted Encore Recording Solutions

Because not everyone is able to attend every conference call or maybe you need to keep an ongoing record of all hosted conference calls, InterCall's Encore service allows you to digitally record your Operator Assisted or Automated conference calls for future playback at any time using a toll, toll-free or international toll-free (ITFS) dial-in number.

Use the service to create a library of all audio conference calls held, provide individuals access to conference calls they could not attend live, issue announcements and more. Recording your conference lets people listen to it again to get additional information or catch up on the entire meeting if they were unable to attend.

Encore is ideal for:

- + Basic meetings - Make your conference call available to those who missed it live or for those who would like to hear important content again—essential for fast-paced companies and employees on-the-go.
- + Corporate communications - Give everyone access to important company announcements, policy changes and breaking news. You can make sure your entire team has the same information.
- + Product announcements - Update your employees and customers on new product information. Record announcements on Encore so everyone has access to the latest and greatest about your products at any time.
- + Training - Create a library of training calls that are available when your audience needs to brush up on key concepts. Listeners can pause, rewind and fast forward, so it's easy for them to review what they need and when.

## How to Record a Call

Upon booking your call with InterCall's Reservations desk, simply specify your need to record the conference using Encore. Our operators will set up the bridge specific to your call reservation requirements in advance of your call. Once you join/start your call, the recording will begin.

## Playback with Easy to Use Keypad Commands

Listen at your own pace - Encore makes it easy to get what you need from the conference recording. By using your phone keypad, you can control the playback with the following commands:

1 Fast forward (5 seconds)	5 Speed up the recording	9 Skip to the end
2 Fast forward (30 seconds)	6 Slow down the recording	0 Return to the beginning
3 Rewind (5 seconds)	7 Increase volume	* Pause (press again to restart)
4 Rewind (30 seconds)	8 Decrease volume	# Resume playback

## Additional Features and Functionality

Encore offers several features to help manage your recordings and give you valuable insight into who is listening to them.



**Encore Plus**

Used in conjunction with basic Encore or Encore Digital Recording Studio, this polling/survey tool allows participants to respond to recorded questions by using their telephone keypads. The responses are transcribed into a report and sent to you at the end of the Encore playback period.

**Encore Report**

This feature allows you to obtain a participant list from Encore. Prompts, placed before or after your recording, ask participants to record their names, companies or other pieces of information. This data is transcribed and sent to you at the end of the Encore playback period.

**Encore Emporium**

Encore Emporium keeps all of your recordings in one easy-to-access menu that's tailored to your needs. Your listeners choose the call that they want to hear by using their telephone keypad.

**Encore Digital Recording Studio**

Increase the reach of your conference calls by providing a digital recording with InterCall's Encore Digital Recording Studio solution. Encore Digital Recording Studio is a professional and easy-to-use method for capturing an audio message that you can disseminate to a broad audience.

Encore Digital Recording Studio enables you to record a message for digital playback over the telephone—no conference call required. You can record, review, edit and post your message any time by simply dialing a toll-free number and giving your presentation or reciting your message. The file is accessible anytime by dialing in to a domestic or international toll or toll-free number.

**How It Works**

Using Encore Digital Studio is simple. To get started:

1. Schedule a recording session by dialing 800.374.2441.
2. At the scheduled time, dial 877.836.2673 or +1.706.634.5549.
3. After the prompt, enter the conference ID that was provided to you when you made your reservation.
4. After the prompt, press **1** to record over an existing message or press **2** for other options including:

<b>1</b> Play/Record	<b>5</b> Record from current position	<b>0</b> End and discard recording
<b>2</b> Verify current position	<b>6</b> Record and add to end of message	<b>*</b> Save recording
<b>3</b> Fast forward 30 seconds	<b>7</b> Rewind 30 seconds	<b>Any key</b> End recording
<b>4</b> Record from beginning	<b>#</b> Pause 30 seconds	

**Listen To a Recording**

Your listeners have 24/7 access to the recording using a toll-free number. Simply forward the number and Conference ID to your audience. They can dial-in and listen at their convenience.

**Organize Several Recordings**

Organize a customized menu of your recordings with Encore Emporium. Listeners can access all of your messages with one toll-free number and select the recording they want to hear using their telephone keypads.



## InterCall Audio Conferencing Solutions

### Reservationless-Plus

Reservationless-Plus offers **self-service, on-demand audio conferencing** 24 hours a day, 7 days a week, without the need to make a reservation or utilize an operator. This feature-rich service gives call leaders complete control over their conference via a touch-tone phone and/or a web interface.

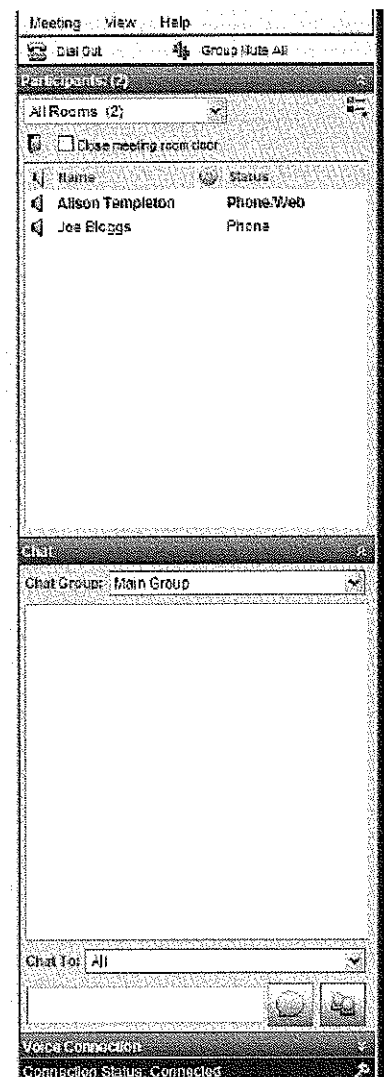
Convenience, ease of use, customizable features and access to web conferencing tools are what customers value the most in Reservationless-Plus. Accounts are set up on a named- user basis. Each account holder receives a unique conference code (or conference room) accessible via permanent toll and domestic U.S. toll-free dial-in numbers. To initiate/join a conference call, the leader (account holder) and participants simply dial into the Reservationless-Plus conferencing platform via touchtone telephone. Call leaders can customize one or all calls based on the features they need.

#### Benefits of Reservationless-Plus

- + **Fast and easy-to-use - self-service and on-demand**
  - No reservations or operator required
  - Quick and easy conference call access
    - Up to 125 lines per conference leader
    - Permanent toll, toll-free dial in numbers
    - Dial out to participants
    - Mobile Assistant for one-touch call access via mobile device
- + **Secure**
  - Call passcodes, lock/unlock conference room, entry/exit tones, roll call, participant count
  - View participants via online tool, disconnect unwanted participants
  - Bridges/platforms are monitored 24/7 for unusual activity and notification procedures are in place should we find something out of users' normal conferencing patterns
- + **Dynamic features and controls**
  - Leader controls all conference commands
  - Music hold waiting room
  - Conference recordings - playback via telephone or online
  - Auto-continuation, no time limits on calls
  - Supports Project Accounting Codes (PAC)
  - 24/7 operator assistance
  - Integrates tightly with InterCall's web conferencing solutions

#### Online Call Manager

The Reservationless-Plus Call Manager adds the power of the Internet to your audio call. It turns your call into an integrated experience that adds impact to your message, increases conference participation and puts you in control with a click of your mouse.



Call Manager Interface



WWW can access the online Call Manager from within InterCall Online and more easily manage your audio only conference calls. Available at no additional charge, using this feature rich tool, your Reservationless-Plus call hosts can:

- + See all participant connections
- + View who is speaking with Active Talker
- + Mute/unmute any and all lines
- + Move participants to/from sub conference rooms
- + Lock the conference
- + Access the Dial Me feature
- + Chat with participants and presenters online

For more advanced features, including application sharing, online presentations, polling and more, WWW can upgrade to InterCall Unified Meeting for full collaboration features.

Reservationless-Plus Keypad Commands		
Touch-tone	Command	Availability
**	<b>Menu</b> – hear a list of available commands	Leader/participant
*0	<b>Operator assistance</b> – request assistance for the conference	Leader/participant
00	<b>Operator assistance</b> – request assistance for individual	Leader
*1	<b>Dial-Out</b> place calls from the conference bridge to connect new participants to a conference. *1 Connect self/participant dialed to the conference *2 Connect participant dialed and dial another *3 Disconnect line and rejoin self to conference *4 Disconnect line and dial another participant	Leader
*2	<b>Conference Record</b> – start/stop recording the conference	Leader
*3	<b>Entry / Exit Announcement</b> - choose what participants hear when they join or leave a conference (options include: Tone, Name Announce, Silence)	Leader
*4	<b>Roll Call</b> – privately hear a list of participants on the line	Leader
*5 #5	<b>Mutes</b> – silences all lines except leader's <b>Unmutes</b> – open all lines	Leader
*6 #6	<b>Mute</b> – silence individual line <b>Unmute</b> – open individual line	Leader/participant
*7 #7	<b>Lock</b> - prevent additional participants from joining <b>Unlock</b> - allow additional participants to join	Leader
*8	<b>Auto Continuation</b> allows participants to continue to conference after leader disconnects	Leader

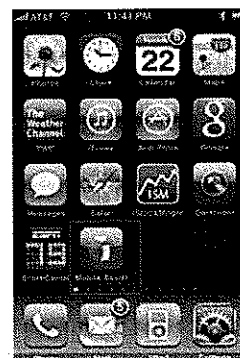
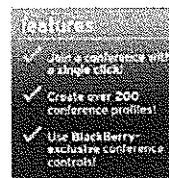


Reservationless-Plus Keypad Commands		
*9	<b>Subconference</b> - allow the leader and participants to transfer their line to one of nine supported sub-conferences (participants press *9 from the sub-conference to return to the main conference).	Leader / Participant
*51/#51	<b>Lecture Mode</b> on/off – silence/open all lines except leader's (participants cannot unmute themselves)	Leader
#99	<b>Disconnect</b> – drop all lines except leader's	Leader
*#	<b>Private Participant Count</b> – privately check the number of participants in the conference at any time.	Leader / Participant
11	<b>Third Party Conference Start</b> – For use by users when a conference does not have QuickStart on and the leader is late or cannot attend.	Participant
*	<b>Bypass Prompts</b> – Expert Mode	Leader / Participant

**Mobile Assistant: Conference Call Access Anytime, Anywhere**  
 Unique in the industry, Mobile Assistant from InterCall, gives you **one-touch dialing into your conferences from your mobile phone**. Via a simple one-time download, WWV conference call users can easily and conveniently start and join InterCall Reservationless-Plus audio conferences with the push of a single button.

Mobile Assistant is a free download that enables InterCall customers to:

- + Start and join InterCall audio conferences with one touch
  - \* No need to enter the ten digit dial-in number, conference code or leader PIN
- + Store up to 256 unique sets of audio conference details - from weekly recurring meetings to one time calls
- + Join audio conferences via dial-out as a participant or a leader.
- + Have conference controls, as a leader, available to you directly on your iPhone.



InterCall's Mobile Assistant is available for the iPhone, BlackBerry, Windows Mobile 5 & 6 and Windows Smartphones like Motorola Q. In fact, you can use any of these BlackBerry smartphones: BlackBerry 7200 Series, BlackBerry 7520, BlackBerry 8800 Series, BlackBerry Bold, BlackBerry Curve, BlackBerry Pearl, BlackBerry Storm.

## 24/7 Operator Assisted and Event Services Reservations

InterCall's reservations desk is easily accessed 24/7 by telephone or online to support your Operator Assisted and Premium conference call scheduling. To ensure your specific call needs are met, our reservations process guides you through the scheduling requirements to capture your call details, desired feature requirements and selects the best InterCall service.

Reservation confirmations are automatically sent to the call leader by email or fax and include all call details, e.g., conference number, date and time of call, any booked premium or value added services, access information, etc. Distributing your reserved call access details can be done directly by the call leader or through InterCall's notification services. Services include Email, Fax and Voice Broadcast and online event registration. Pre-call registration enables you to better gauge how many participants will join your call and gather information about them.

## Operator Assisted Conferencing

InterCall's Operator Assisted conferencing is a reservations-based audio conferencing solution. Available 24 hours a day, 7 days a week, this service is designed to support your small audio conference calls that require the personal touch and assistance of one of our professional operators.

Operator Assisted services can be tailored to suit a variety of conference call needs. Engineered to support participants dialing in from any kind of telephone, WWV can host up to 25 participants on a single call. With our dynamic, redundant, scalable bridging network, InterCall has ample capacity to support your large and small Operator Assisted calls.

Designed to meet your everyday audio call needs, Operator Assisted delivers the most popular call features and security needs: operator meet and greet, group and individual mute/unmute capabilities, call recording and various layers of call security (conference lock, passcode, entry/exit tones, roll call). At the scheduled call time, leader and participants dial in using a toll or toll-free dial and are then greeted by one of our trained operators who capture specific caller details prior to joining them to the conference. After the call, a participant list can be delivered to the call host.

## Commitment to Service and Quality

InterCall employs over 1,600 operators worldwide to facilitate traditional operator managed audio conference calls to high profile, feature-rich event calls. This trained staff of operators is ready to handle all your diverse scheduled call requirements. With our strong focus on delivering world class service, **InterCall dedicates one operator to every 15 call participants.** This service level is well-above the industry standard of 1:25. By committing greater resources to your attended call needs, we ensure - from start to finish - you and your call participants have an excellent call experience each and every time you meet.

Conference Commands		
Touch-tone	Command	Availability
*0	<b>Operator assistance</b> – request assistance for the conference	Leader / participant
*5	<b>Group mute/un-mute</b> - mute/un-mute all participant lines	Leader
*6	<b>Individual mute</b> - mute/un-mute an individual line	Leader / participant
*7	<b>Conference lock/unlock</b> – to prevent/allow access to call	Leader / participant

<b>Standard Operator Assisted Features</b>	
<b>Feature</b>	<b>Description</b>
Dial-In Access Options	Toll Access: A U.S. local number is provided for local or international participants. Toll-Free Access: A toll-free number is permanently assigned to owner. ITFS (International Toll-Free Service): An international toll-free number is available from select countries.
Dial-Out	Ten minutes prior to call start time, operators call participants from a list provided during reservations and join them to the conference.
Direct Entry	Participants are placed directly into the conference and may communicate with each other prior to the leader joining.
Email/Fax Confirmation	Automated reservation confirmation is automatically sent to the call scheduler to confirm the booking.
Entry/Exit Tone	A tone plays when each participant joins or leaves the conference.
Leader First	The leader is joined to the conference before any participants.
Leader Last	The leader is joined to the conference after all participants have joined, when the leader requests to be placed into the conference or at the scheduled start time.
Name Announce	An operator announces each participant's name as they are joined to the call.
Music Entry	Participants are placed on music hold until the leader joins the conference.
Password	Participants are required to provide a valid password (specified by the leader when the reservation is made) in order to join the conference.
Roll Call	Once the leader joins the call, the operator recites the names of all participants who are in the conference.

<b>Premium and Value Added Features</b>	
Digital Recording Studio	Deliver your message without holding a conference call. Record, review and edit your message by dialing into the Encore recording system and using your telephone keypad to enter commands. The recording is accessibly 24/7 by dialing a toll-free number. Digital Recording Studio is an easy and flexible way to craft messages for your audience.
Encore	Digitally record your call for anyone who was unable to attend it live or would like to listen again. It's available by dialing a toll, toll-free or International Toll-Free (ITFS) number for easy, 24/7 access.
Encore Plus	Allow participants who are listening to your Encore replay to respond to recorded polling questions using their telephone keypads. The responses are transcribed and sent to you in a report. Encore Plus can be used in conjunction with basic Encore or Encore Digital Recording Studio.

<b>Premium and Value Added Features</b>	
Encore Emporium	Organize your Encore recordings in an easy-to-use, customized menu that is accessible through a toll-free number. Encore Emporium is frequently used to organize training lectures and sales updates.
Encore Report	Capture information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records.
Playback	Offers the convenience of listening to recorded conferences at a later time.
Polling	Survey your participants during your call by having an operator ask your predetermined questions and participants respond using their telephone keypads. Polling allows you to collect instant feedback and increases participants' involvement in the call. After your conference, you receive a report with all responses that is organized by question and participant.
Taping	Capture your recorded event on a CD, cassette, microcassette or DAT. For easy navigation through your recorded conference, we also provide CD Indexing.
Transcription	Receive a written record of what was said during the conference via email, fax or hard copy. Choose to transcribe the entire call or just the Question and Answer session. We provide several different delivery options to fit your specific needs. Transcriptions delivered via email are encrypted.



# Request for Quotation



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  
**WWV10866**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**FRANK WHITTAKER  
 304-558-2316**

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

InterCall, Inc.  
 8420 W Bryn Mawr  
 Suite 400  
 Chicago, IL 60631

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS  
 OFFICE OF ADMIN. SUPPORT-5302  
 112 CALIFORNIA AVENUE  
 CHARLESTON, WV  
 25305-0112 558-2634

DATE PRINTED <b>05/27/2010</b>	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
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BID OPENING DATE: **06/29/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		915-77		
<p><b>TELEPHONE SERVICES</b></p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, WORKFORCE WEST VIRGINIA, BOARD OF REVIEW, IS SOLICITING BIDS FOR DIGITAL TELECONFERENCING, RECORDING AND STORAGE OF THEIR HEARINGS, PER THE ATTACHED SPECIFICATIONS.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV AND CC KRISTA FERRELL AT KRISTA.S.FERRELL@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR TECHNICAL QUESTIONS IS 06/09/10 AT 5:00 P ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Heidi Dyer</i>	TELEPHONE 773-867-7148	DATE June 28, 2010
TITLE SVP Client Operations	FEN 581942497	ADDRESS CHANGES TO BE NOTED ABOVE

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

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. 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.

**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).



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  
**WWV10866**

PAGE  
**2**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
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 304-558-2316**

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VENDOR

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SHIP TO

**BUREAU OF EMPLOYMENT PROGRAMS  
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 25305-0112 558-2634**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
<b>05/27/2010</b>				

BID OPENING DATE: **06/29/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>CONTRACT.</b></p> <p><b>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.</b></p> <p><b>CANCELLATION: 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.</b></p> <p><b>OPEN MARKET CLAUSE: 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.)</b></p> <p><b>QUANTITIES: 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.</b></p> <p><b>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT</b></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE <b>773-867-7148</b>	DATE <b>June 28, 2010</b>
TITLE <b>SVP Client Operations</b>	FEIN <b>581942497</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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





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  
**WWV10866**

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**3**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
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05/27/2010				

BID OPENING DATE: **06/29/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>WITHOUT FURTHER ORDER.</p> <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>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            BUILDING 15            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 44</p> <p>RFQ. NO.: WWV10866</p> <p>BID OPENING DATE: 06/29/10</p> <p>BID OPENING TIME: 1:30 PM</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 773-867-7148	DATE June 28, 2010
TITLE SVP Client Operations	FEIN 581942497	ADDRESS CHANGES TO BE NOTED ABOVE

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**STATE OF WEST VIRGINIA  
WORKFORCE WEST VIRGINIA  
REQUISITION FOR QUOTATION  
WWV-10-866**

WorkForce West Virginia (WFWV), Board of Review (BOR) is responsible for conducting administrative hearings for disputed claims of unemployment compensation benefits. Currently, BOR utilizes a standard teleconferencing service to conduct telephonic hearings; manual transcription of both the telephone and on-site hearings; and hard copy and cassette storage of those transcripts. BOR desires to convert this process to digital to reduce expense and improve efficiency.

The purpose of this Requisition of Quotation (RFQ) is to solicit potential vendors to provide digital teleconferencing, recording and storage of BOR's hearings.

**SCOPE OF WORK:**

The successful vendor must evaluate the following information regarding current equipment, resources, and site connectivity to determine what will be required to implement digital teleconference bridging, and digital recording and storage of the telephonic hearings conducted.

Currently, BOR conducts hearings at the following West Virginia locations with the following equipment and telephone/internet service:

Location	Internet Connection	Telephone Service	Equipment Info.
200 Value City Center in Beckley	Frame Relay T1	Verizon	Laptops with Windows XP, Intel Core 2 Duo processor, 2.80 GHZ processor speed and 2GB RAM (at minimum)
1321 Plaza East in Charleston	10 meg circuit	Verizon	Same as above
320 Adams Street in Fairmont	Frame Relay T1	Verizon	Same as above
2699 Park Avenue in Huntington	10 meg circuit	Verizon	Same as above
212 Dingess Street in Logan	Clear Channel T1	Verizon	Same as above
891 Auto Parts Place in Martinsburg	Frame Relay T1	Verizon	Same as above
304 Scott Avenue in Morgantown	Frame Relay T1	Verizon	Same as above
300 Lakeview Center in Parkersburg	Clear Channel T1	Verizon	Same as above
830 Northside Drive in Summersville	Clear Channel T1	Verizon	Same as above
1275 Warwood Avenue in Wheeling	Frame Relay T1	Verizon	Same as above

**MANDATORY REQUIREMENTS:****The vendor must:**

1. provide all equipment and services necessary for WFWV to utilize digital teleconference bridging, digital recording, and digital storage of unemployment insurance hearings. All costs associated with the proposed system must be clearly listed in the Cost Bid Sheet provided herewith.
2. host and store all services and related data on the Vendor's equipment;
3. provide access to these services through the internet. All web interfaces of the proposed system must be compatible with Internet Explorer versions 6.x, 7.x, and 8.x. All web interfaces of the proposed system must be compatible with the current versions of Internet Explorer, FireFox, and Netscape Navigator;
4. ensure that the proposed system will be compatible with the then-current web browsers throughout the life of any Purchase Order that results from this RFQ;
5. provide a system in which all software proposed is off-the-shelf; generally available; i.e. not in beta or test; and currently in production as proposed. All item(s) shall be new, in current mainstream production, and immediately available. The State shall not accept prototypes or items in test production and not formally announced for market availability.
6. must store and retain digital recordings of hearings for up to 2 years. Digital recordings of all hearings must be readily accessible during the entire length of their retention.
7. not purge any hearing along with that hearing's associated files without the written approval of a designated BOR employee(s).
8. provide a secure method of purging the hearings and associated files/data to a status from which it cannot, for all practical purposes, be recovered equivalent to or better than Department of Defense Wipe.
9. have measures in place to ensure that only hearings approved for purging are purged. Responders must provide quarterly destruction request log to BOR which must be approved in writing by designated BOR employee(s).
10. notify WFWV within one hour of the beginning of the lapse in service if the successful vendor is unable to provide services.
11. In the event of a disaster affecting the ability of the successful vendor to provide services, the vendor must notify WFWV within three hours of the estimated date and time of service restoration.
12. provide system redundancy, fault tolerance, and a fully functional and tested disaster recovery facility..
13. securely destroy all WFWV records following WFWV's extraction.
14. ensure the security of unemployment insurance records, including compliance with applicable State and Federal data privacy statutes, in complete detail.
15. require that all employees of the successful vendor who shall have access to the information acquired through the execution of any Purchase Order resulting from this RFQ must sign a data confidentiality agreement ensuring WFWV that all staff with access to West Virginia unemployment insurance records complies with the requirements of West Virginia data privacy statutes.
16. restrict access to the proposed system by WFWV staff via a secure socket layer protocol.
17. Provide a method of encrypting data in transit equivalent to or better than SSL3.0(Secure Socket Layer)
18. generate itemized, monthly reports showing usage of the dial out conference bridge by BOR, length of call, origin of call, destination of call, date, and time of calls, etc. Reports must be able to be broken down and provided in a manner which shows records of calls by date, Applicant ID, Issue ID number, issue sequence number, and Law Judge, at the request of WFWV staff. Such requests shall not be made more than 12 times per year.

19. submit monthly bills to WFWV for the previous month's usage within 15 calendar days of the month being billed. Monthly bills must include, at a minimum, the following information: a unique invoice number and invoice date, vendor address, Purchase Order Number WWV-10-862, call date, call start time, call duration, number of participants, charges per call, Law Judge Name, phone number(s) called, origin of call, and total charges.
20. maintain a domestic Help Desk for troubleshooting problems and assisting users. The Help Desk must be operational 7 A.M. to 6 P.M. ET, Monday to Friday, excluding State Holidays. The Help Desk must be accessible via a local or toll-free telephone number.
21. provide WFWV with all on-site training for approximately 25 key personnel from WFWV's BOR staff necessary to properly use the proposed system. Training must be provided for all 25 BOR staff at one time and will require a maximum of 6 hours.
22. provide training materials for 25 BOR employees that can be used by these key personnel to train other users.
23. have three years' experience in implementing conference bridging, digital recording and storage in an integrated system. At least one completed project must be similar to this project in size and scope.

**The proposed system must:**

1. file hearings by the following index values: Issue ID Number, Issue Sequence Number, Applicant ID, Employer Account Number, Hearing Date, Hearing Time, Unemployment Law Judge, Applicant Name, Employer Name, Telephone Numbers, Witnesses' Names, Witnesses' Telephone Numbers, Representatives' Names and Representative's Telephone Numbers.
2. allow for the establishment of hearing records via an upload from WFWV.
3. allow either a nightly electronic transfer or an automatic transfer of the data from WFWV to the successful vendor.
4. have a mechanism to alert the BOR to discrepancies between record uploads from WFWV and records entered manually by BOR via the successful vendor's web interface. Note: WFWV does not anticipate transmitting social security numbers or employers' federal identification number as a part of the transmitted record.
5. allow entry of calling data (phone numbers of the parties involved) prior to a hearing to provide efficient calling of all parties. Call data must be able to be added automatically via an electronic interface and manually via a web page(s).
6. be capable of calling and connecting all parties involved in a hearing.
7. not call and connect the parties involved in a hearing without being commanded to do so by the BOR or other authorized WFWV user.
8. be capable of auto-dialing extension phone numbers and navigating auto-attendant phone systems.
9. be capable of dialing international numbers.
10. provide both audible and visible (through the web interface) cues to notify the BOR when any party becomes disconnected during the hearing. Such cues must not be a tone that would trigger disconnect if the recording is replayed at a subsequent time.
11. include audio quality control, add/drop capability, and muting capability.
12. have a high volume capacity, such that up to 10 separate participants may participate in one conference call.
13. have the capacity to set up and record 10 simultaneous hearings with at least five (5) participants each.
14. be capable of hosting at least 2,000 conference calls per year, and must be scalable to 4,000 conference calls per year.