



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
WV10866

PAGE
1

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

RFQ COPY

Clear2there
 4211 N. Barnes Ave.
 Oklahoma City, OK 73112

BUREAU OF EMPLOYMENT PROGRAMS
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/27/2010				

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

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1			915-77		
<p>TELEPHONE SERVICES</p> <p><i>Original</i></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>						

RECEIVED
 2010 JUN 28 PM 12:16
 WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Maurice Bulech</i>	TELEPHONE <i>405-948-1797 x 154</i>	DATE <i>6-25-2010</i>	
TITLE <i>Projects Director</i>	FEIN <i>73-1329974</i>	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 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
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2

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

RFQ COPY

VENDOR

Clear2there
 4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SHIP TO

**BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302**

**112 CALIFORNIA AVENUE
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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> <p>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.</p> <p>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.)</p> <p>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.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Maureen Bueck</i>	TELEPHONE 405-948-1797x 154	DATE 6-25-2010
TITLE Projects Director	FEIN 73-1329974	ADDRESS CHANGES TO BE NOTED ABOVE

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



State of West Virginia
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**FRANK WHITTAKER
 304-558-2316**

RFQ COPY

CLEAR2THERE

Clear2there
 4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SHIP TO

**BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302**

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<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 style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 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>Maureen Buck</i>	TELEPHONE 405-948-1797 x 154	DATE 6-25-2010
TITLE Projects Director	FAX 73-1329974	ADDRESS CHANGES TO BE NOTED ABOVE

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 Department of Administration
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4

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

RFQ COPY

PURCHASER



4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
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<p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 405-948-9222</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): Maureen Bucek</p> <p>-----</p> <p>***** THIS IS THE END OF RFQ WWV10866 ***** TOTAL: _____</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Maureen Bucek</i>	TELEPHONE 405-948-1797x154	DATE 06-25-2010
TITLE Projects Director	FEIN 73-1329974	ADDRESS CHANGES TO BE NOTED ABOVE

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

STATE OF WEST VIRGINIA
WORKFORCE WEST VIRGINIA
REQUISITION FOR QUOTATION
WWV•10.866

5

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.

Response of C2T, Inc. dba Clear2there: C2T understands, acknowledges and agrees to provide the desired service.

Functions and Features

Clear2there combines long distance and conference bridge services with a service to digitally record the hearings. A client agency does not need to purchase, lease, house, or maintain any hardware, software, or server associated with conference bridging or digital recording. The Clear2there Appellate Hub includes the following functionality:

Accessibility

The Clear2there [C2T] system is accessible by all hearing receptionists, hearing officers, and Higher authority reviewers from their differing locations [state office, satellite offices, home offices, etc.] via the internet. Access is secure.

High Volume Capabilities

C2T ensures adequate bridging capacity and recording storage for your case volumes, and is scalable to grow as you do. An individual hearing session can have as few or as many participants as you wish.

Automated Conference Control Features

Automatic dialing of telephone numbers for conference participants;
Mute and Unmute any conference line;
Add and drop participants at any time during the conference;
Provide an audible cue [when available from the called party's local telephone company] to notify conference host [hearing officer] when any party becomes disconnected, and a visual listing of the name of the party that became disconnected;
Allows international calls at no extra charge;
System redundancy, fault tolerance and disaster recovery features;
Indexable Recordings: Allows search for recordings by key index values such as case #, Applicant ID number, Conference host [hearing officer] Name, and Hearing Date.

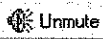
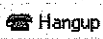
St	Case	A#	H#	Board#	Claimant	A..	Loc	Time	Issues	Employer	Bill	CP
	demo1006	1	1		Carole Lombard	CLT	02	8:00a	01	Warner Bros.	Test	C
	demo1002	1	2	1235br09	Clark Gable	CLT	05	9:00a	QT, FD	Paramount Pictures	Test	
	demo1003	1	1		Katharine Hepburn	CLT	05	11:00a			Test	C
	demo1004	1	1		James Cagney			1:30p	1234, 5A, ...	United Artists	Test	
	demo1001	1	1		Humphrey Bogart	CLT	05	2:15p	04, 01	Warner Bros.	Test	CP

Conference Control:

System calls HD HD calls System (1-800)

Vol: []

Status	Name	Job Title	OBO	Phone Number	Extn	Special Instructions	id	Called in at	Muted
Conferenced	Maureen Bucek	Hearing Officer		3617724466					
Conferenced	James Stewart		CL...	361-293-5393			MB	2:32p Apr 27	Yes
Conferenced	Howard Hughes	Owner	E...	405-948-1797	154		MB	2:33p Apr 27	



Disconnect All

Add Participant

Edit Participant

Recording Control:

Recording 0:04:29

Playback Control: Apr 1, Hig 2, 2009-12-14

Case#: demo1008 Change

Description	Time
Recording 1: Start	0:00:00
JOINED: James Stewart	0:00:10
JOINED: Howard Hughes	0:00:21
End of Introductory Stmts	0:01:21
Note:	0:01:25
Employer's Testimony	0:02:06

Bookmark
 Delete

Description	Time
Recording 1: End	0:00:15
Recording 2: Start	0:00:00
JOINED: Bonnie Bell	0:00:25
LEFT: Bonnie Bell	0:00:34
JOINED: Terry Warsop	0:01:16

Stopped
 Play Pause Stop
 < Skip 10 Skip >
 Bookmark Delete

Automated Recording Features

High quality recording-- clarity, non-distortion;

Allows access, selection and playback of any prior hearing recordings or any earlier portion of the current conference recording during a conference/hearing so that all participants on the telephone call can hear the playback;

Creates automatic bookmarks in the recording to tag noteworthy events such as when participants join or leave the conference call, or a playback of prior recordings starts or stops;

Allows users to enter additional bookmarks from a pick list or identified with their own text tag;

Allows easy retrieval of recordings for downloading. Recordings can be replayed through C2T application of through any media player that plays mp3 format;

Burn recordings to CD with standard commercial software;

Allows sending copies of hearing recordings as email attachments;

Case Notes

Users can append Notes to a case viewable by all other users

Entering Call Back Telephone Numbers From Parties

If staff currently receive calls from parties in advance of the hearing to take names and telephone numbers

of parties, this information along with any special instructions can be entered directly in C2T so that the hearing officer can do One-click dialing to connect that party at the time of hearing

On-Line Registration

In addition, C2T provides a website where parties can securely register their names and phone numbers on-line in advance of the scheduled hearing. Parties or their representatives enter their telephone contact information directly in C2T so that the hearing officer can do One-click dialing to connect those participants at the time of hearing. On-line registrants are given a unique Confirmation Number that allows them to make updates and changes to their on-line information. On-line registrations receive a date/time stamp in the C2T system.

Reports and Billing

C2T generates itemized monthly reports showing usage of the conference bridge by user name, length of call, number called, date and time of call, cost of call. The on-line report feature allows you to view usage or billing info at any time, for any period.

Record Retention

C2T retains recordings for any retention period specified in the contract.

Training

C2T provides training in use of the service to your personnel at the time of initial deployment of the service. Training materials are provided. Training consists of a combination of lecture/demonstration to learn the functionality of C2T followed by participation in mock hearings/conferences for Hearing Officers to get hands on experience.

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 tele 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

Clear2there understands, acknowledges and agrees.

Clear2there is a web-based service with an Active X control to operate conference bridging and digital recording needs. Clear2there will work effectively in all of the environments detailed above. Clear2there will work at most home office locations, too, if the internet connection is high speed, faster than the dial-up level. Its portability to any location with a computer, internet connection and a telephone, provides flexibility for your agency in meeting diverse needs for staffing locations.

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.

Clear2there provides all equipment, hardware and software necessary to create teleconferences and digital recordings, and store the recordings for you, with anytime, web-based access to the Clear2there system for review of recordings.

2. host and store all services and related data on the Vendor's equipment;

Clear2there hosts and stores all services, data and recording files on our equipment located in Oklahoma City, OK. You do not have to purchase, maintain, store or manage any hardware or software associated with creating teleconferences and digital recordings. Your Windows operating system and the Internet Explorer web-browser are all you need.

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;

Clear2there's web interface is compatible with Internet Explorer 6.X and higher. It is not compatible with Firefox because Firefox does not support Active X controls and does not currently have an available Active X plug-in. Netscape Navigator has been discontinued by AOL.

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:

C2T is unaware of any plan to discontinue Internet Explorer during 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.

The Clear2there bridging and recording software that would be used to provide services to Workforce West Virginia

[hereafter WWV] will be the same software currently in use to provide the same services to Unemployment Insurance Appeals operations in Texas, Mississippi, Oklahoma, Virginia, Arizona, Minnesota, Connecticut, Tennessee and other others due to be deployed in the summer of 2010..

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.

Clear2there will store and retain recordings for the 2 year retention period plus one month. Recording can be downloaded for listening to through your Windows Media Player or any product WWV uses to play MP3 files.

7. not purge any hearing along with that hearing's associated files without the written approval of a designated BOR employee(s).

Clear2there will provide notice on a monthly basis, at the conclusion of the 2 year retention period, that a set of files is due for purging and will be purged in 30 days. A list of those files will follow. If the agency wishes to increase the retention period on select files [such as cases that have been appealed to court] you have the ability to find that recording file on the Clear2there website and extend the retention period on that file for up to an additional year. Or, you are free at any time to download the recording file from C2T and store it on your network. As .mp3 files, the C2T recordings are small files and easily downloaded and stored for retention that you might need beyond the 2 years and one month minimum retention that we provide. Data associated with your hearing recordings and conferences will be stored for the life of the contract plus 2 years and one month.

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.

Clear2there understand, acknowledges and agrees to this requirement.

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).

See Response to Requirement 7 above. C2T will provide monthly notice of any files due to be purged because they are more than 2 years old and not previously marked for special retention by BOR staff. The Purging notice to WWV will allow Board staff 30 days to determine whether any of the files on the accompanying list should be retained longer, and to mark them for extended retention. Or, the BOR staff is always free to download a recording and retain it on your own network or burn to CD to accompany a file, at whatever time you wish to do so. Access to C2T file records and recordings is always available to staff to perform these special retention functions whenever you feel it is necessary.

10. notify WFWV within one hour of the beginning of the lapse in service if the successful vendor is unable to provide services.

Clear2there understand, acknowledges and agrees to this requirement.

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.

Clear2there understand, acknowledges and agrees to this requirement.

12. provide system redundancy, fault tolerance, and a fully functional and tested disaster recovery facility..

Clear2there performs nightly incremental backups of all data and recordings on our servers. A full back-up is performed at the end of each week and moved offsite for storage in a fireproof safe. Clear2there employs modern standard business practices to provide system redundancy, and fault tolerance, and has an established plan to provide its services from a disaster recovery facility, if needed.

13. securely destroy all WFWV records following WFWV's extraction.

Clear2there understand, acknowledges and agrees to this requirement.

14. ensure the security of unemployment insurance records, including compliance with applicable State and Federal data privacy statutes, in complete detail.

Clear2there understand, acknowledges and agrees to this requirement.

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.

Clear2there understand, acknowledges and agrees to this requirement.

16. restrict access to the proposed system by WFWV staff via a secure socket layer protocol.

Clear2there uses SSL encryption protocols in the provision of its services.

17. Provide a method of encrypting data in transit equivalent to or better than SSL3.0.

Clear2there understand, acknowledges and agrees to this requirement. In addition, we use SecureFTP as the protocol for secure transfer of the data file sent from WWV to C2T each evening containing the hearing schedule information that will be uploaded to the C2T database.

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.

Clear2there provides detailed reports containing all of the data elements requested in this requirement. These reports are available to you at any time through the Clear2there website by simply selecting a time frame [beginning and ending date], and clicking on a report button. Reports provide detailed information for each cost center and each program type for which you want to identify employees or cases in the data sent to us.

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. 7

Clear2there understand, acknowledges and agrees to this requirement. Its invoices will contain this information and the detailed reports will be available online to personnel from WWV to whom you give permissions to access the Reports and Billing Feature on your Clear2there website.

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.

Clear2there maintains a domestic Help Desk for you during core business hours from 7AM to 6PM ET Monday through Friday. You will be provided with local and toll free numbers as well as the cell phone number for your primary support contact. In addition, email addresses for support personnel provide an accurate and fast way to send screen shots off error messages or other visual documentation of problems. Often this is a more accurate and speedy way of getting sufficient information to technical support personnel.

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.

Clear2there will provide initial on-site training to all WWV personnel that will need to interact with C2T, including BOR staff, any technical staff, any staff from Finance departments, etc. Special training for BOR staff will consist of lecture training for 2 hours for all BOR judges to demonstrate C2T functionality, followed by mock hearings for the judges to use C2T and get hands-on experience with creating the teleconferences and managing them and the recordings and playbacks. Support staff will receive trainings to learn how to update or enter party telephone numbers for telephone hearings, to edit scheduling information directly in C2T when needed, establishing and maintaining User Profiles and permissions in C2T, and downloading recordings for listening or burning to CD.

22. provide training materials for 25 BOR employees that can be used by these key personnel to train other users.

Clear2there will provide a detailed, full color electronic copy of the Clear2there User Guide that can be stored electronically or printed out by Users as they prefer.

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.

Vendor Performance History

Texas Workforce Commission

Clear2there acquired its first contract for state operations to conference and record Unemployment Insurance telephone hearings when it signed the contract with the Texas Workforce Commission in the fall of 2004. TWC requested a phased deployment to begin about 10 weeks after contract execution with training and rollout starting on November 4, 2004 and ending January 6, 2005. TWC conducts 100% telephone hearings and at the time of the contract award employed 150 hearing officers and scheduled approximately 3000 hearings *per week*. TWC currently employs more than 200 Hearing Officers and schedules over 3500 hearings per week. Clear2there was awarded its 5th consecutive contract term with TWC in September 2009 and its services are now approved under a statewide contract with the Texas Department of Information Resources.

Mississippi Dept. Employment Security

The Mississippi Department of Employment Security contracted for our services under an emergency contract following the spike in caseloads occasioned by the impact of Hurricane Katrina in 2005. Clear2there provided the ideal solution to allow MDES to have its 32 hearing officers [regular staff of 12 plus the temporary emergency staff of 20 more hearing officers working from their homes across the country] using one conferencing and recording system and receiving one monthly bill for these services [rather than the hodgepodge of telephone bills they would have received from telco providers across the nation].

Clear2there services to MDES commenced within 14 days of receipt of the phone call on January 17, 2006 requesting C2T services. C2T personnel arrived on site Monday, January 23, 2006 and began working with staff to write the data transfer program while working with legal staff to produce a contract. The contract was signed on January 26, 2006, trainings were conducted on Monday, January 30, 2006 and users began using C2T in production on January 31, 2006. MDES renewed its contract for C2T services in January 2009. MDES is similar in size and scope to the project proposed for WWV.

Connecticut Department of Labor

Clear2there began service for the Connecticut DOL in December 2009. CDOL has approximately 15 -20 judges holding 90% in-person hearings from diverse offices and locations around the state. Although we have been providing service to CDOL for less than a year, we offer CDOL as a reference here because they have a similar mix of telephone and in-person hearings and numerous locations to hold hearings.

Arizona Department of Employment Security [AZDES]

The Arizona Department of Employment Security began using Clear2there services in February 2009. AZDES currently has 74 hearing officers using Clear2there. The agency uses Clear2there to conference and record hearings from several different program areas.

Minnesota Dept of Employment and Economic Development [DEED]

Clear2there services for Minnesota DEED began in April 2009. DEED has 40+ Hearing Officers conducting about 600 hearings per week. DEED conducts 100% telephone

hearings.

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.

Clear2there files hearing data and recordings by most of the index values listed above if WWV sends that data in their data transfer each night. We keep and display data for each case such as Claimant and Employer and Witness Telephone Numbers, but case information cannot be found with searches on those telephone numbers. You CAN search by Claimant Last name or by Employer name.

2. allow for the establishment of hearing records via an upload from WFWV.
The customer agency must affect a transfer of hearing schedule data to C2T. Most commonly, an agency keeps its schedule of hearings in a proprietary agency database. When the agency and Clear2there coordinate to synch up schedules between the agency database and C2T, the agency writes a small program to extract certain data elements relating to scheduled hearings. Typically, this program finds and sends all hearings scheduled for 3 days from the current date. The C2T service does not need all of the information related to an agency's scheduled hearings. Our system generally displays the basic identifying hearing information such as Hearing Date, Hearing Time, Hearing Officer, Case Number, Claimant Name, Employer Name, Case Issue, etc.

The agency writes the extract program and produces a file containing the rows of hearing record data. The agency and C2T coordinate to establish the agreed data format, file type, file name, order of data elements, and delimiter. The agency sends the file to C2T via SecureFTP. Usually, the agencies set up the data extract and transfer to kick off as a scheduled nightly job.

Clear2there uploads the data to our database and displays the data in meaningful ways in our user interfaces to facilitate use of the C2T hosted conferencing and digital recording service.

3. allow either a nightly electronic transfer or an automatic transfer of the data from WFWV to the successful vendor,

See response directly above this item. Clear2there understands, acknowledges and agrees to this requirement.

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.

Clear2there understands, acknowledges and agrees to comply with this requirement. SSN and FEIN are not needed to successfully use all functionality in the Clear2there service.

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),

Clear2there provides the ability to associate name and phone numbers of hearing participants through direct manual entry or update of the information on the Clear2there website. Additionally, these names and phone numbers of hearing participants can be sent through the nightly data transfer file from WWV to C2T.

6. be capable of calling and connecting all parties involved in a hearing.

7. Clear2there presents the following interface on its Hearing Control page:

Clear2there HEARING CONTROL Maureen Bucek 12:20p
 Schedule for 2009-06-01

St	Issue ID	App ID	Applicant	Issues	Time	EID	Emp	Bill	CP
Demo1001	3	111111	Spencer Tracy	EARN	8:00a	999999	Columbia Pictures	Test	
demo1002	1	222222	Katherine Hepburn	DSCG	9:00a	100222	Paramount Pictures	Test	
demo1003	1	333333	John Ford	DSCG	10:00a	111333	Paramount Pictures	Test	CP
demo1004	1	444444	Carole Lombard	DSCG	1:00p	100333	MGM Studios	Test	CP
demo1005	1	444444	Carole Lombard	AAAS	1:00p			Test	C
demo1008	1	888888	Cary Grant	QUIT	2:20p	100888	RKO Radio Pictures	Test	

Conference Control: System calls HD HO calls System (1-800)

Status	Name	Job Title	Phone Number	Extn	Special Instructions	id	Called in at	Muted
Conferenced	Maureen Bucek	Hearing Officer	361-293-5993					
Conferenced	Humphrey Bogart	CLMT	361-772-4466			MB	12:08p Jun 1	
Conferenced	Edward G. Robinson	EMP WITNESS	405-948-1787	154		MB	12:10p Jun 1	
Disconnected	Louis B. Mayer	EMP	361-555-1212			MB	12:11p Jun 1	

Recording Control: Recording 0:02:27 Playback Control: Apl 1, Hrg 4, 2009-06-01 Case#: demo1003 Change

Description	Time
Recording 1: Start	0:00:00
JOINED: Humphrey Bogart	0:00:19
JOINED: Edward G. Robinson	0:00:32
End of introduction	0:01:23
Employer's testimony	0:01:41

Stopped

Description	Time
Recording 1: Start	0:00:00
JOINED: Humphrey Bogart	0:00:19
JOINED: Edward G. Robinson	0:00:32
End of introduction	0:01:23
Employer's testimony	0:01:41

Figure 1. Hearing Control screen

A Hearing Officer logs on and sees his/her schedule of hearings for the day. When a hearing is selected in the top, schedule panel it causes related information to appear in the middle, Participant's panel. This information consists of the Hearing Officer's name and telephone number and the names and phone numbers of any other participants who should be called and connected to the Hearing Conference.

The Hearing Officer clicks on his/her own name and then clicks the dial button below the list of names. The Hearing Officer's phone on his desk will ring and when he answers it, he is told he is the first person in the conference. The conference call has been initiated without any intervention from a state operator or any other staff—the Hearing Officer has complete control of who joins the conference at what time.

When the Hearing Officer answers his phone to initiate the conference, a digital recording of the conference starts automatically on C2T equipment that is part of the conference bridge custom program. As the Hearing Officer proceeds to click on names and the dial button, other participants are joined to the conference and these events are recorded.

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.

Clear2there gives complete control of conferencing to the Hearing officer. The Hearing Officer uses one click to select the name and phone number that he wishes to dial and another click on the dial button to actually dial the selected participant. Participants can be dialed and joined to the conference by the Hearing Officer at whatever time he chooses to click on them, and no one has the ability to dial IN to the conference. All participants must be joined by the Hearing Officer making an outbound call from the C2T conference bridge to that participant.

8. be capable of auto-dialing extension phone numbers and navigating auto-attendant phone systems.

The dialing of phone numbers involves a click to select the participant and a click to dial the number. Extension numbers cannot be dialed automatically because every

auto-attendant is different and the required delay before accepting an extension number is different. Thus, the Hearing Officer needs to be able to control when to enter an extension number [or navigational numbers for Voice Response Units]. C2T autodial the basic phone number and the Hearing Officer uses his telephone keypad to dial extension numbers or auto-attendant functions when prompted.

9. be capable of dialing international numbers,

Clear2there is capable of dialing international numbers and such calls are provided at the same rate as domestic calls. No special handling is necessary to complete an international call with C2T.

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,

Clear2there provides an audible cue for all disconnects where the local telephone service provider sends C2T the signal that the "called party" has become disconnected. We present the audible cue as a "boop" sounds over the phone. If local telcos do not send us the signal that the party has become disconnected, we cannot forward it to the Hearing Officer as an audible cue. We do however provide the visual cues on screen to indicate any party that has become disconnected from the conference. We also provide visual identification of the name of the party who has become disconnected.

11, include audio quality control, add/drop capability, and muting capability.

Clear2there conferencing functionality provides the ability to add a participant to the list on the fly during a hearing and autodial that participant at any time during the conference. See Figure 1 above to see the control buttons to Add Participant and to "Hangup" any selected participant at any time. Likewise, there are buttons to Mute or Unmute any selected participant.

Clear2there does not provide audio quality controls for the Hearing Officer. Although there is the ability to mute and unmute participants, there is no volume control and or noise reduction control for the user. Instead, volume balancing for the lines in the conference is done by the bridge itself. Clear2there believes the audio quality we provide is outstanding; in 5 years of service delivery in more than a half million hearings we have never had complaints of any substandard audio quality.

12. have a high volume capacity, such that up to 10 separate participants may participate in one conference call.

Clear2there has high volume capability. Up to 20 participants can be added to a conference call easily by the Hearing Officer. Clear2there can actually accommodate many more than 20 participants but such a conference call hearing can be difficult to manage and is rarely done. Thus, if you want to add more than 20 participants to any hearing, please give C2T 24 hours advance notice so that we can ensure sufficient bridging capacity to accommodate a hearing with 30 or more telephone lines being dialed.

13. have the capacity to set up and record 10 simultaneous hearings with at least five (5) participants each.

Clear2there has the capacity to set up and record at least 10 simultaneous hearings with at least 5 participants each. Currently, C2T provides its service to customers like the Texas Workforce Commission that conducts hundreds of simultaneous hearings with numerous participants in 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,

Clear2there is capable of hosting well over 2000 conference calls per year and your system will be infinitely scalable to accommodate your case loads. We will initially ensure you have adequate conference bridging capacity to host 5000 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.

Clear2there is capable of recording at a minimum 2000 minutes per day and is infinitely scalable as you add staff to do more hearings.

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.

See Figure 1 above. In the lower right hand corner of the Control screen we have the C2T playback control. By default, it shows the bookmarks that mirror the current recording because it stands ready to replay any portion of the current recording at any time. If previous recordings exist on the same Docket number, the HO can cue up that recording and its bookmarks by clicking on the dropdown box next to the Playback Control label. Once the bookmarks are entered [in half a second], you select a bookmark from which you wish to commence the playback and click on the Play button to replay the recording through the conference bridge for all participants to hear. If some participants are in person, they hear the playback through the HO speakerphone. If the HO wishes to replay a recording from a different docket number, the desired docket number is entered in the box next to the "Change" button. By clicking "Change" the recordings associated with that Case number are cued up and, if multiple hearings were scheduled, the HO selects the hearing date he wants so that those bookmarks appear in the Playback Control window, he selects a bookmark from which to commence playback and clicks on the "Play" button.

The playback occurs through the conference bridge so that everyone connected to the hearing conference call can hear the playback.

The current recording continues to record during the playback so that it captures a recording of the playback and allows the Hearing Officer to pause the playback and entertain objections or make other statements "on the record" and then Resume the Playback.

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).

HOs can insert bookmarks in the recording during a hearing from a picklist the customer is allowed to configure. Typically this list includes about 6 – 8 pre-defined bookmarks such as "End of Introductory Statements", "Claimant Testimony", "Employer Testimony", "Timeliness Issue" etc. Hearing Officers can also insert their own text in a bookmark to tag noteworthy events not covered by automatic bookmarks or the picklist. They insert a bookmark that says "Note" and have the option to click on it twice to turn it into a text box and type whatever they want.

18. allow authorized staff access to hearing recordings for selection and playback.

Clear2there allows you to set permissions and access for your staff on C2T. You can give access to any of your staff authorized to download hearing recording and either listen to the recorded hearing or burn it to CD or attached it to an email, or save it on a WWV network drive or other medium.

19. save hearing recordings in a format (such as .wav) that does not require special software to listen to,

Clear2there records hearings in .wav format on the conference bridge but at the conclusion of the hearing we immediately convert the file to an .mp3 for easier storage and retrieval with no loss of voice quality. These recordings can be accessed via a Clear2there webpage and downloaded from the internet to the user's PC for further action. The standard, non-proprietary .mp3 format is chosen for its ease and convenience.

20. permit authorized users to make a copy of the recording via digital media and/or file transfer
- See Response to # 19 above. C2T permits authorized users to make copies of digital recordings; any CD burning software used by the agency to copy .mp3 files can make copies of C2T recordings.

21. permit searching for recorded hearings by index values including: Applicant ID, Issue ID, Employer Account Number, and Unemployment Law Judge's Name.

You will be able to search for C2T recordings by index values of Docket#, Claimant Last Name, Employer

Name, Hearing Date, and ULJ Name.

22. permit the user to search for and playback bookmarked events from a hearing, while recording the same hearing.

See Figure 1 above. In the lower right hand corner of the Control screen we have the C2T playback control. By default, it shows the bookmarks that mirror the current recording because it stands ready to replay any portion of the current recording at any time. If previous recordings exist on the same Docket number, the HO can cue up that recording and its bookmarks by clicking on the dropdown box next to the Playback Control label. Once the bookmarks are entered [in half a second], you select a bookmark from which you wish to commence the playback and click on the Play button to replay the recording through the conference bridge for all participants to hear. If some participants are in person, they hear the playback through the HO speakerphone. If the HO wishes to replay a recording from a different docket number, the desired docket number is entered in the box next to the "Change" button. By clicking "Change" the recordings associated with that Case number are cued up and, if multiple hearings were scheduled, the HO selects the hearing date he wants so that those bookmarks appear in the Playback Control window, he selects a bookmark from which to commence playback and clicks on the "Play" button.

The playback occurs through the conference bridge so that everyone connected to the hearing conference call can hear the playback.

The current recording continues to record during the playback so that it captures a recording for the playback and allows the Hearing Officer to pause the playback and entertain objections or make other statements "on the record" and then Resume the Playback.

- 23, be available and functionally operational 99% of the time, Monday-Friday, 6:00 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. Clear2there will be available and functionally operational 99% of the time, Monday-Friday, 6:00 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.

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

ONE TIME COSTS:

On-Site Training		
<u>6</u>	(estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
System Configuration and Customization		
<u>20</u>	(estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
Initial programming		
<u>20</u>	(estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
TOTAL ONE TIME COSTS		<u>\$ -0-</u>

(1)

SOFTWARE REQUIREMENTS: Itemized list of software* required

<u>None</u>	<u>\$ -0-</u>	
_____	_____	
_____	_____	
_____	_____	
_____	_____	
TOTAL SOFTWARE COSTS:		<u>\$ -0-</u> (2)

COST FOR CALLS:**

.10 (rate per minute)
Multiplied by 130 calls per month
Multiplied by 120 minutes (2 hours per call)
Multiplied by 5 participants per call

\$ \$ 7,800.00 (3)

Grand total of Costs (1) + (2) + (3) = \$ 7,800.00
TOTAL BID

*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.

VENDOR PREFERENCE CERTIFICATE

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

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

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

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

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

Bidder: _____ Signed: _____

Date: _____ Title: _____

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

RFQ No. WWV 10866

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

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

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: C2T, Inc., dba Clear2there

Authorized Signature: Maureen Buck Date: 6-25-2010

State of

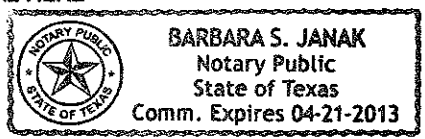
Texas
County of Dewitt, to-wit:

Taken, subscribed, and sworn to before me this 25th day of June, 2010

My Commission expires April 21, 2013, 20

AFFIX SEAL HERE

NOTARY PUBLIC Barbara S. Janak





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

RFQ COPY



4211 N. Barnes Ave.
 Oklahoma City, OK 73112

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/27/2010				
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>TELEPHONE SERVICES</p> <p><i>COPY</i></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>Maurice Bulek</i>	TELEPHONE 405-948-1777 x154 304-772-4466	DATE 6-25-2010
TITLE <i>Projects Director</i>	FEIN 73-1329974	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 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
FRANK WHITTAKER 304-558-2316

RFQ COPY

OKLAHOMA CITY

Clear2there
 4211 N. Barnes Ave.
 Oklahoma City, OK 73112

CHARLESTON

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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>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> <p>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.</p> <p>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.)</p> <p>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.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
<i>Maureen Buehler</i>	405-948-1797 x 154	6-25-2010	
TITLE	FBN	ADDRESS CHANGES TO BE NOTED ABOVE	
Projects Director	73-1329974		

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

PAGE
3

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

RFQ COPY

PROPERTY RECORDS



4211 N. Barnes Ave.
 Oklahoma City, OK 73112

PROPERTY RECORDS

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
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 style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 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 *Matthew Guack* TELEPHONE 405-948-1797 x154 DATE 6-25-2010
 TITLE Projects Director FEIN 73-1329974 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

PAGE
4

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

RFQ COPY

OKLAHOMA CITY



4211 N. Barnes Ave.
 Oklahoma City, OK 73112

OKLAHOMA CITY

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
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>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 405-948-9222</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): Maureen Bucek</p> <p>-----</p> <p>***** THIS IS THE END OF RFQ WWV10866 ***** TOTAL: _____</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE Maureen Bucek TELEPHONE 405-948-1797x 154 DATE 06-25-2010
 TITLE Projects Director FEIN 73-1329974 ADDRESS CHANGES TO BE NOTED ABOVE

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

STATE OF WEST VIRGINIA
WORKFORCE WEST VIRGINIA
REQUISITION FOR QUOTATION
WWV-10.866

5

WorkForce West Virginia (WFW), 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.

Response of C2T, Inc. dba Clear2there: C2T understands, acknowledges and agrees to provide the desired service.

Functions and Features

Clear2there combines long distance and conference bridge services with a service to digitally record the hearings. A client agency does not need to purchase, lease, house, or maintain any hardware, software, or server associated with conference bridging or digital recording. The Clear2there Appellate Hub includes the following functionality:

Accessibility

The Clear2there [C2T] system is accessible by all hearing receptionists, hearing officers, and Higher authority reviewers from their differing locations [state office, satellite offices, home offices, etc.] via the internet. Access is secure.

High Volume Capabilities

C2T ensures adequate bridging capacity and recording storage for your case volumes, and is scalable to grow as you do. An individual hearing session can have as few or as many participants as you wish.

Automated Conference Control Features

Automatic dialing of telephone numbers for conference participants;
Mute and Unmute any conference line;
Add and drop participants at any time during the conference;
Provide an audible cue [when available from the called party's local telephone company] to notify conference host [hearing officer] when any party becomes disconnected, and a visual listing of the name of the party that became disconnected;
Allows international calls at no extra charge;
System redundancy, fault tolerance and disaster recovery features;
Indexable Recordings: Allows search for recordings by key index values such as case #, Applicant ID number, Conference host [hearing officer] Name, and Hearing Date.

St	Case	A#	H#	Board#	Claimant	A...	Loc	Time	Issues	Employer	Bill	CP
	demo1006	1	1		Carole Lombard	CLT	02	8:00a	01	Warner Bros.	Test	C
	demo1002	1	2	1235br09	Clark Gable	CLT	05	9:00a	QT, FD	Paramount Pictures	Test	
	demo1003	1	1		Katharine Hepburn	CLT	05	11:00a			Test	C
	demo1004	1	1		James Cagney			1:30p	1234, 5A, ...	United Artisits	Test	
	demo1001	1	1		Humphrey Bogart	CLT	05	2:15p	04, 01	Warner Bros.	Test	CP

Conference Control:

System calls HD HD calls System (1-800)

Vol: ...

Status	Name	Job Title	OBD	Phone Number	Extn	Special Instructions	id	Called in at	Muted
Conferenced	Maureen Bucek	Hearing Officer		3617724466					
Conferenced	James Stewart		CL...	361-293-5993			MB	2:32p Apr 27	Yes
Conferenced	Howard Hughes	Owner	E...	405-948-1797	154		MB	2:33p Apr 27	



Hangup



Unmute

Disconnect All

Add Participant

Edit Participant

Recording Control:

Recording 0:04:29

Playback Control: Apr 1, Hrg 2, 2009-12-14

Case#: demo1008 Change

Description	Time
Recording 1: Start	0:00:00
JOINED: James Stewart	0:00:10
JOINED: Howard Hughes	0:00:21
End of Introductory Stmt	0:01:21
Note:	0:01:25
Employer's Testimony	0:02:06

Bookmark

Delete

Description	Time
Recording 1: End	0:00:15
Recording 2: Start	0:00:00
LEFT: Bonnie Bell	0:00:34
JOINED: Terry Warsop	0:01:16

Play

Stopped

Automated Recording Features

High quality recording-- clarity, non-distortion;

Allows access, selection and playback of any prior hearing recordings or any earlier portion of the current conference recording during a conference/hearing so that all participants on the telephone call can hear the playback;

Creates automatic bookmarks in the recording to tag noteworthy events such as when participants join or leave the conference call, or a playback of prior recordings starts or stops;

Allows users to enter additional bookmarks from a pick list or identified with their own text tag;

Allows easy retrieval of recordings for downloading. Recordings can be replayed through C2T application of through any media player that plays mp3 format;

Burn recordings to CD with standard commercial software;

Allows sending copies of hearing recordings as email attachments;

Case Notes

Users can append Notes to a case viewable by all other users

Entering Call Back Telephone Numbers From Parties

If staff currently receive calls from parties in advance of the hearing to take names and telephone numbers

of parties, this information along with any special instructions can be entered directly in C2T so that the hearing officer can do One-click dialing to connect that party at the time of hearing

On-Line Registration

In addition, C2T provides a website where parties can securely register their names and phone numbers on-line in advance of the scheduled hearing. Parties or their representatives enter their telephone contact information directly in C2T so that the hearing officer can do One-click dialing to connect those participants at the time of hearing. On-line registrants are given a unique Confirmation Number that allows them to make updates and changes to their on-line information. On-line registrations receive a date/time stamp in the C2T system.

Reports and Billing

C2T generates itemized monthly reports showing usage of the conference bridge by user name, length of call, number called, date and time of call, cost of call. The on-line report feature allows you to view usage or billing info at any time, for any period.

Record Retention

C2T retains recordings for any retention period specified in the contract.

Training

C2T provides training in use of the service to your personnel at the time of initial deployment of the service. Training materials are provided. Training consists of a combination of lecture/demonstration to learn the functionality of C2T followed by participation in mock hearings/conferences for Hearing Officers to get hands on experience.

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 telehone/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

Clear2there understands, acknowledges and agrees.

Clear2there is a web-based service with an Active X control to operate conference bridging and digital recording needs. Clear2there will work effectively in all of the environments detailed above. Clear2there will work at most home office locations, too, if the internet connection is high speed, faster than the dial-up level. Its portability to any location with a computer, internet connection and a telephone, provides flexibility for your agency in meeting diverse needs for staffing locations.

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.

Clear2there provides all equipment, hardware and software necessary to create teleconferences and digital recordings, and store the recordings for you, with anytime, web-based access to the Clear2there system for review of recordings.

2. host and store all services and related data on the Vendor's equipment;

Clear2there hosts and stores all services, data and recording files on our equipment located in Oklahoma City, OK. You do not have to purchase, maintain, store or manage any hardware or software associated with creating teleconferences and digital recordings. Your Windows operating system and the Internet Explorer web-browser are all you need.

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;

Clear2there's web interface is compatible with Internet Explorer 6.X and higher. It is not compatible with Firefox because Firefox does not support Active X controls and does not currently have an available Active X plug-in. Netscape Navigator has been discontinued by AOL.

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:

C2T is unaware of any plan to discontinue Internet Explorer during 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.

The Clear2there bridging and recording software that would be used to provide services to Workforce West Virginia

[hereafter WWV] will be the same software currently in use to provide the same services to Unemployment Insurance Appeals operations in Texas, Mississippi, Oklahoma, Virginia, Arizona, Minnesota, Connecticut, Tennessee and other others due to be deployed in the summer of 2010..

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.

Clear2there will store and retain recordings for the 2 year retention period plus one month. Recording can be downloaded for listening to through your Windows Media Player or any product WWV uses to play MP3 files.

7. not purge any hearing along with that hearing's associated files without the written approval of a designated BOR employee(s).

Clear2there will provide notice on a monthly basis, at the conclusion of the 2 year retention period, that a set of files is due for purging and will be purged in 30 days. A list of those files will follow. If the agency wishes to increase the retention period on select files [such as cases that have been appealed to court] you have the ability to find that recording file on the Clear2there website and extend the retention period on that file for up to an additional year. Or, you are free at any time to download the recording file from C2T and store it on your network. As .mp3 files, the C2T recordings are small files and easily downloaded and stored for retention that you might need beyond the 2 years and one month minimum retention that we provide. Data associated with your hearing recordings and conferences will be stored for the life of the contract plus 2 years and one month.

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.

Clear2there understand, acknowledges and agrees to this requirement.

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).

See Response to Requirement 7 above. C2T will provide monthly notice of any files due to be purged because they are more than 2 years old and not previously marked for special retention by BOR staff. The Purging notice to WWV will allow Board staff 30 days to determine whether any of the files on the accompanying list should be retained longer, and to mark them for extended retention. Or, the BOR staff is always free to download a recording and retain it on your own network or burn to CD to accompany a file, at whatever time you wish to do so. Access to C2T file records and recordings is always available to staff to perform these special retention functions whenever you feel it is necessary.

10. notify WFWV within one hour of the beginning of the lapse in service if the successful vendor is unable to provide services.

Clear2there understand, acknowledges and agrees to this requirement.

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.

Clear2there understand, acknowledges and agrees to this requirement.

12. provide system redundancy, fault tolerance, and a fully functional and tested disaster recovery facility..

Clear2there performs nightly incremental backups of all data and recordings on our servers. A full back-up is performed at the end of each week and moved offsite for storage in a fireproof safe. Clear2there employs modern standard business practices to provide system redundancy, and fault tolerance, and has an established plan to provide its services from a disaster recovery facility, if needed.

13. securely destroy all WFWV records following WFWV's extraction.

Clear2there understand, acknowledges and agrees to this requirement.

14. ensure the security of unemployment insurance records, including compliance with applicable State and Federal data privacy statutes, in complete detail.

Clear2there understand, acknowledges and agrees to this requirement.

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.

Clear2there understand, acknowledges and agrees to this requirement.

16. restrict access to the proposed system by WFWV staff via a secure socket layer protocol.

Clear2there uses SSL encryption protocols in the provision of its services.

17. Provide a method of encrypting data in transit equivalent to or better than SSL3.0.

Clear2there understand, acknowledges and agrees to this requirement. In addition, we use SecureFTP as the protocol for secure transfer of the data file sent from WWV to C2T each evening containing the hearing schedule information that will be uploaded to the C2T database.

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.

Clear2there provides detailed reports containing all of the data elements requested in this requirement. These reports are available to you at any time through the Clear2there website by simply selecting a time frame [beginning and ending date], and clicking on a report button. Reports provide detailed information for each cost center and each program type for which you want to identify employees or cases in the data sent to us.

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. 7

Clear2there understand, acknowledges and agrees to this requirement. Its invoices will contain this information and the detailed reports will be available online to personnel from WWV to whom you give permissions to access the Reports and Billing Feature on your Clear2there website.

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.

Clear2there maintains a domestic Help Desk for you during core business hours from 7AM to 6PM ET Monday through Friday. You will be provided with local and toll free numbers as well as the cell phone number for your primary support contact. In addition, email addresses for support personnel provide an accurate and fast way to send screen shots off error messages or other visual documentation of problems. Often this is a more accurate and speedy way of getting sufficient information to technical support personnel.

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.

Clear2there will provide initial on-site training to all WWV personnel that will need to interact with C2T, including BOR staff, any technical staff, any staff from Finance departments, etc. Special training for BOR staff will consist of lecture training for 2 hours for all BOR judges to demonstrate C2T functionality, followed by mock hearings for the judges to use C2T and get hands-on experience with creating the teleconferences and managing them and the recordings and playbacks. Support staff will receive trainings to learn how to update or enter party telephone numbers for telephone hearings, to edit scheduling information directly in C2T when needed, establishing and maintaining User Profiles and permissions in C2T, and downloading recordings for listening or burning to CD.

22. provide training materials for 25 BOR employees that can be used by these key personnel to train other users.

Clear2there will provide a detailed, full color electronic copy of the Clear2there User Guide that can be stored electronically or printed out by Users as they prefer.

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.

Vendor Performance History

Texas Workforce Commission

Clear2there acquired its first contract for state operations to conference and record Unemployment Insurance telephone hearings when it signed the contract with the Texas Workforce Commission in the fall of 2004. TWC requested a phased deployment to begin about 10 weeks after contract execution with training and rollout starting on November 4, 2004 and ending January 6, 2005. TWC conducts 100% telephone hearings and at the time of the contract award employed 150 hearing officers and scheduled approximately 3000 hearings *per week*. TWC currently employs more than 200 Hearing Officers and schedules over 3500 hearings per week. Clear2there was awarded its 5th consecutive contract term with TWC in September 2009 and its services are now approved under a statewide contract with the Texas Department of Information Resources.

Mississippi Dept. Employment Security

The Mississippi Department of Employment Security contracted for our services under an emergency contract following the spike in caseloads occasioned by the impact of Hurricane Katrina in 2005. Clear2there provided the ideal solution to allow MDES to have its 32 hearing officers [regular staff of 12 plus the temporary emergency staff of 20 more hearing officers working from their homes across the country] using one conferencing and recording system and receiving one monthly bill for these services [rather than the hodgepodge of telephone bills they would have received from telco providers across the nation].

Clear2there services to MDES commenced within 14 days of receipt of the phone call on January 17, 2006 requesting C2T services. C2T personnel arrived on site Monday, January 23, 2006 and began working with staff to write the data transfer program while working with legal staff to produce a contract. The contract was signed on January 26, 2006, trainings were conducted on Monday, January 30, 2006 and users began using C2T in production on January 31, 2006. MDES renewed its contract for C2T services in January 2009. MDES is similar in size and scope to the project proposed for WWV.

Connecticut Department of Labor

Clear2there began service for the Connecticut DOL in December 2009. CDOL has approximately 15 -20 judges holding 90% in-person hearings from diverse offices and locations around the state. Although we have been providing service to CDOL for less than a year, we offer CDOL as a reference here because they have a similar mix of telephone and in-person hearings and numerous locations to hold hearings.

Arizona Department of Employment Security [AZDES]

The Arizona Department of Employment Security began using Clear2there services in February 2009. AZDES currently has 74 hearing officers using Clear2there. The agency uses Clear2there to conference and record hearings from several different program areas.

Minnesota Dept of Employment and Economic Development [DEED]

Clear2there services for Minnesota DEED began in April 2009. DEED has 40+ Hearing Officers conducting about 600 hearings per week. DEED conducts 100% telephone

hearings.

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.

Clear2there files hearing data and recordings by most of the index values listed above if WWV sends that data in their data transfer each night. We keep and display data for each case such as Claimant and Employer and Witness Telephone Numbers, but case information cannot be found with searches on those telephone numbers. You CAN search by Claimant Last name or by Employer name.

2. allow for the establishment of hearing records via an upload from WFWV.

The customer agency must affect a transfer of hearing schedule data to C2T. Most commonly, an agency keeps its schedule of hearings in a proprietary agency database. When the agency and Clear2there coordinate to synch up schedules between the agency database and C2T, the agency writes a small program to extract certain data elements relating to scheduled hearings. Typically, this program finds and sends all hearings scheduled for 3 days from the current date. The C2T service does not need all of the information related to an agency's scheduled hearings. Our system generally displays the basic identifying hearing information such as Hearing Date, Hearing Time, Hearing Officer, Case Number, Claimant Name, Employer Name, Case Issue, etc.

The agency writes the extract program and produces a file containing the rows of hearing record data. The agency and C2T coordinate to establish the agreed data format, file type, file name, order of data elements, and delimiter. The agency sends the file to C2T via SecureFTP. Usually, the agencies set up the data extract and transfer to kick off as a scheduled nightly job.

Clear2there uploads the data to our database and displays the data in meaningful ways in our user interfaces to facilitate use of the C2T hosted conferencing and digital recording service.

3. allow either a nightly electronic transfer or an automatic transfer of the data from WFWV to the successful vendor,

See response directly above this item. Clear2there understands, acknowledges and agrees to this requirement.

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.

Clear2there understands, acknowledges and agrees to comply with this requirement. SSN and FEIN are not needed to successfully use all functionality in the Clear2there service.

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),

Clear2there provides the ability to associate name and phone numbers of hearing participants through direct manual entry or update of the information on the Clear2there website. Additionally, these names and phone numbers of hearing participants can be sent through the nightly data transfer file from WWV to C2T.

6. be capable of calling and connecting all parties involved in a hearing.

7. Clear2there presents the following interface on its Hearing Control page:

Clear2there® HEARING CONTROL Notes Maureen Bucek
Schedule for 2009-06-01 12:20p

St	Issue ID	AH	HH	App ID	Applicant	Issues	Time	EID	Emp	BR	CP
	Demo1001	3	1	111111	Spencer Tracy	EARN	8:00a	999999	Columbia Pictures		Test
	demo1002	1	1	222222	Katherine Hepburn	DSCG	9:00a	100222	Paramount Pictures		Test
Act	demo1003	1	1	333333	Charles Chaplin	DSCG	10:00a	100333	Paramount Pictures		Test
	demo1004	1	1	444444	Carole Lombard	DSCG	1:00p	100333	MGM Studios		Test CP
	demo1005	1	1	444444	Carole Lombard	AAAS	1:00p				Test C
	demo1008	1	1	888888	Cary Grant	QUIT	2:20p	100888	RKO Radio Pictures		Test

Conference Control: System calls HO HO calls System (1-800)

Status	Name	Job Title	Phone Number	Extn	Special Instructions	id	Called in at	Muted
Conferenced	Maureen Bucek	Hearing Officer	361-293-5993					
Conferenced	Humphrey Bogart	CLMT	361-772-4466			MB	12:08p Jun 1	
Conferenced	Edward G. Robinson	EMP WITNESS	405-948-1797	154		MB	12:10p Jun 1	
Disconnected	Louis B. Mayer	EMP	361-555-1212			MB	12:11p Jun 1	

Recording Control: Recording 0:02:27 **Playback Control:** Apr 1, Hig 4, 2009-06-01 Case#: demo1003 Change

Description	Time	Stopped
Recording 1: Start	0:00:00	
JOINED: Humphrey Bogart	0:00:19	
JOINED: Edward G. Robinson	0:00:32	
End of introduction	0:01:23	
Employer's testimony	0:01:41	

Figure 1. Hearing Control screen

A Hearing Officer logs on and sees his/her schedule of hearings for the day. When a hearing is selected in the top, schedule panel it causes related information to appear in the middle, Participant's panel. This information consists of the Hearing Officer's name and telephone number and the names and phone numbers of any other participants who should be called and connected to the Hearing Conference.

The Hearing Officer clicks on his/her own name and then clicks the dial button below the list of names. The Hearing Officer's phone on his desk will ring and when he answers it, he is told he is the first person in the conference. The conference call has been initiated without any intervention from a state operator or any other staff—the Hearing Officer has complete control of who joins the conference at what time.

When the Hearing Officer answers his phone to initiate the conference, a digital recording of the conference starts automatically on C2T equipment that is part of the conference bridge custom program. As the Hearing Officer proceeds to click on names and the dial button, other participants are joined to the conference and these events are recorded.

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.

Clear2there gives complete control of conferencing to the Hearing officer. The Hearing Officer uses one click to select the name and phone number that he wishes to dial and another click on the dial button to actually dial the selected participant. Participants can be dialed and joined to the conference by the Hearing Officer at whatever time he chooses to click on them, and no one has the ability to dial IN to the conference. All participants must be joined by the Hearing Officer making an outbound call from the C2T conference bridge to that participant.

8. be capable of auto-dialing extension phone numbers and navigating auto-attendant phone systems. The dialing of phone numbers involves a click to select the participant and a click to dial the number. Extension numbers cannot be dialed automatically because every

auto-attendant is different and the required delay before accepting an extension number is different. Thus, the Hearing Officer needs to be able to control when to enter an extension number [or navigational numbers for Voice Response Units]. C2T autodial the basic phone number and the Hearing Officer uses his telephone keypad to dial extension numbers or auto-attendant functions when prompted.

9. be capable of dialing international numbers,

Clear2there is capable of dialing international numbers and such calls are provided at the same rate as domestic calls. No special handling is necessary to complete an international call with C2T.

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,

Clear2there provides an audible cue for all disconnects where the local telephone service provider sends C2T the signal that the "called party" has become disconnected. We present the audible cue as a "boop" sounds over the phone. If local telcos do not send us the signal that the party has become disconnected, we cannot forward it to the Hearing Officer as an audible cue. We do however provide the visual cues on screen to indicate any party that has become disconnected from the conference. We also provide visual identification of the name of the party who has become disconnected.

11, include audio quality control, add/drop capability, and muting capability.

Clear2there conferencing functionality provides the ability to add a participant to the list on the fly during a hearing and autodial that participant at any time during the conference. See Figure 1 above to see the control buttons to Add Participant and to "Hangup" any selected participant at any time. Likewise, there are buttons to Mute or Unmute any selected participant.

Clear2there does not provide audio quality controls for the Hearing Officer. Although there is the ability to mute and unmute participants, there is no volume control and or noise reduction control for the user. Instead, volume balancing for the lines in the conference is done by the bridge itself. Clear2there believes the audio quality we provide is outstanding; in 5 years of service delivery in more than a half million hearings we have never had complaints of any substandard audio quality.

12. have a high volume capacity, such that up to 10 separate participants may participate in one conference call.

Clear2there has high volume capability. Up to 20 participants can be added to a conference call easily by the Hearing Officer. Clear2there can actually accommodate many more than 20 participants but such a conference call hearing can be difficult to manage and is rarely done. Thus, if you want to add more than 20 participants to any hearing, please give C2T 24 hours advance notice so that we can ensure sufficient bridging capacity to accommodate a hearing with 30 or more telephone lines being dialed.

13. have the capacity to set up and record 10 simultaneous hearings with at least five (5) participants each.

Clear2there has the capacity to set up and record at least 10 simultaneous hearings with at least 5 participants each. Currently, C2T provides its service to customers like the Texas Workforce Commission that conducts hundreds of simultaneous hearings with numerous participants in 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,

Clear2there is capable of hosting well over 2000 conference calls per year and your system will be infinitely scalable to accommodate your case loads. We will initially ensure you have adequate conference bridging capacity to host 5000 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.

Clear2there is capable of recording at a minimum 2000 minutes per day and is infinitely scalable as you add staff to do more hearings.

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.

See Figure 1 above. In the lower right hand corner of the Control screen we have the C2T playback control. By default, it shows the bookmarks that mirror the current recording because it stands ready to replay any portion of the current recording at any time. If previous recordings exist on the same Docket number, the HO can cue up that recording and its bookmarks by clicking on the dropdown box next to the Playback Control label. Once the bookmarks are entered [in half a second], you select a bookmark from which you wish to commence the playback and click on the Play button to replay the recording through the conference bridge for all participants to hear. If some participants are in person, they hear the playback through the HO speakerphone. If the HO wishes to replay a recording from a different docket number, the desired docket number is entered in the box next to the "Change" button. By clicking "Change" the recordings associated with that Case number are cued up and, if multiple hearings were scheduled, the HO selects the hearing date he wants so that those bookmarks appear in the Playback Control window, he selects a bookmark from which to commence playback and clicks on the "Play" button.

The playback occurs through the conference bridge so that everyone connected to the hearing conference call can hear the playback.

The current recording continues to record during the playback so that it captures a recording of the playback and allows the Hearing Officer to pause the playback and entertain objections or make other statements "on the record" and then Resume the Playback.

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).

HOs can insert bookmarks in the recording during a hearing from a picklist the customer is allowed to configure. Typically this list includes about 6 – 8 pre-defined bookmarks such as "End of Introductory Statements", "Claimant Testimony", "Employer Testimony", "Timeliness Issue" etc. Hearing Officers can also insert their own text in a bookmark to tag noteworthy events not covered by automatic bookmarks or the picklist. They insert a bookmark that says "Note" and have the option to click on it twice to turn it into a text box and type whatever they want.

18. allow authorized staff access to hearing recordings for selection and playback.

Clear2there allows you to set permissions and access for your staff on C2T. You can give access to any of your staff authorized to download hearing recording and either listen to the recorded hearing or burn it to CD or attached it to an email, or save it on a WWV network drive or other medium.

- 19, save hearing recordings in a format (such as .wav) that does not require special software to listen to,

Clear2there records hearings in .wav format on the conference bridge but at the conclusion of the hearing we immediately convert the file to an .mp3 for easier storage and retrieval with no loss of voice quality. These recordings can be accessed via a Clear2there webpage and downloaded from the internet to the user's PC for further action. The standard, non-proprietary .mp3 format is chosen for its ease and convenience.

20. permit authorized users to make a copy of the recording via digital media and/or file transfer

See Response to # 19 above. C2T permits authorized users to make copies of digital recordings; any CD burning software used by the agency to copy .mp3 files can make copies of C2T recordings.

21. permit searching for recorded hearings by index values including: Applicant ID, Issue ID, Employer Account Number, and Unemployment Law Judge's Name.

You will be able to search for C2T recordings by index values of Docket#, Claimant Last Name, Employer

Name, Hearing Date, and ULJ Name.

22. permit the user to search for and playback bookmarked events from a hearing, while recording the same hearing.

See Figure 1 above. In the lower right hand corner of the Control screen we have the C2T playback control. By default, it shows the bookmarks that mirror the current recording because it stands ready to replay any portion of the current recording at any time. If previous recordings exist on the same Docket number, the HO can cue up that recording and its bookmarks by clicking on the dropdown box next to the Playback Control label. Once the bookmarks are entered [in half a second], you select a bookmark from which you wish to commence the playback and click on the Play button to replay the recording through the conference bridge for all participants to hear. If some participants are in person, they hear the playback through the HO speakerphone. If the HO wishes to replay a recording from a different docket number, the desired docket number is entered in the box next to the "Change" button. By clicking "Change" the recordings associated with that Case number are cued up and, if multiple hearings were scheduled, the HO selects the hearing date he wants so that those bookmarks appear in the Playback Control window, he selects a bookmark from which to commence playback and clicks on the "Play" button.

The playback occurs through the conference bridge so that everyone connected to the hearing conference call can hear the playback.

The current recording continues to record during the playback so that it captures a recording for the playback and allows the Hearing Officer to pause the playback and entertain objections or make other statements "on the record" and then Resume the Playback.

23. be available and functionally operational 99% of the time, Monday-Friday, 6:00 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. Clear2there will be available and functionally operational 99% of the time, Monday-Friday, 6:00 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.

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

ONE TIME COSTS:

On-Site Training <u>6</u> (estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
System Configuration and Customization <u>20</u> (estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
Initial programming <u>20</u> (estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
TOTAL ONE TIME COSTS	<u>\$ -0-</u>

(1)

SOFTWARE REQUIREMENTS: Itemized list of software* required

<u>None</u>	<u>\$ -0-</u>	
_____	_____	
_____	_____	
_____	_____	
		\$ <u>\$ -0-</u> (2)
		TOTAL SOFTWARE COSTS:

COST FOR CALLS:**

.10 (rate per minute)
Multiplied by 130 calls per month
Multiplied by 120 minutes (2 hours per call)
Multiplied by 5 participants per call

\$ \$ 7,800.00 (3)

Grand total of Costs (1) + (2) + (3) = \$ 7,800.00
TOTAL BID

*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.

VENDOR PREFERENCE CERTIFICATE

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

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

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

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

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

Bidder: _____ Signed: _____

Date: _____ Title: _____

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

RFQ No. WWV 10866

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

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

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: C2T, Inc., dba Clear 2 there

Authorized Signature: Maureen Bales Date: 6-25-2010

State of

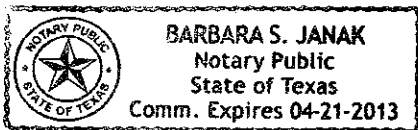
County of Texas, to-wit:

Taken, subscribed, and sworn to before me this 25th day of June, 2010

My Commission expires April 21, 2013, 20

AFFIX SEAL HERE

NOTARY PUBLIC Barbara S. Janak





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
WV10866

PAGE
1

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

RFQ COPY

VENDOR



4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SUPPLIER

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/27/2010				

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>TELEPHONE SERVICES</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>						

COPY

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Maurice Bulech* TELEPHONE *405-948-1797 x 154* DATE *6-25-2010*
361-772-4466

TITLE *Projects Director* FEIN *73-1329974* 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 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

RFQ NUMBER
WV10866

PAGE
2

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

RFQ COPY

VENDOR

Clear2there
 4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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>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> <p>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.</p> <p>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.)</p> <p>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.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Maureen Buletz</i>	TELEPHONE 405-948-1797 x 157	DATE 6-25-2010
TITLE <i>Projects Director</i>	FEIN 73-1329974	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

PAGE
3

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

RFQ COPY

VENDOR



4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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 style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 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>Mallory Guack</i>	TELEPHONE 405-948-1797 x 154	DATE 6-25-2010
TITLE <i>Projects Director</i>	FEB 73-1329974	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

PAGE
4

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

RFQ COPY

VENDOR

Clear2there
 4211 N. Barnes Ave.
 Oklahoma City, OK 73112

SHIP TO

**BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302**

**112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 405-948-9222</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): Maureen Bucek</p> <p>-----</p> <p>***** THIS IS THE END OF RFQ WWV10866 ***** TOTAL:</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE Maureen Bucek TELEPHONE 405-948-1797x 154 DATE 06-25-2010
 TITLE Projects Director FEIN 73-1329974 ADDRESS CHANGES TO BE NOTED ABOVE

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

STATE OF WEST VIRGINIA
WORKFORCE WEST VIRGINIA
REQUISITION FOR QUOTATION
WWV-10.866

5

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.

Response of C2T, Inc. dba Clear2there: C2T understands, acknowledges and agrees to provide the desired service.

Functions and Features

Clear2there combines long distance and conference bridge services with a service to digitally record the hearings. A client agency does not need to purchase, lease, house, or maintain any hardware, software, or server associated with conference bridging or digital recording. The Clear2there Appellate Hub includes the following functionality:

Accessibility

The Clear2there [C2T] system is accessible by all hearing receptionists, hearing officers, and Higher authority reviewers from their differing locations [state office, satellite offices, home offices, etc.] via the internet. Access is secure.

High Volume Capabilities

C2T ensures adequate bridging capacity and recording storage for your case volumes, and is scalable to grow as you do. An individual hearing session can have as few or as many participants as you wish.

Automated Conference Control Features

Automatic dialing of telephone numbers for conference participants;
Mute and Unmute any conference line;
Add and drop participants at any time during the conference;
Provide an audible cue [when available from the called party's local telephone company] to notify conference host [hearing officer] when any party becomes disconnected, and a visual listing of the name of the party that became disconnected;
Allows international calls at no extra charge;
System redundancy, fault tolerance and disaster recovery features;
Indexable Recordings: Allows search for recordings by key index values such as case #, Applicant ID number, Conference host [hearing officer] Name, and Hearing Date.

St	Case	A#	H#	Board#	Claimant	A...	Loc	Time	Issues	Employer	Bill	CP
	demo1006	1	1		Carole Lombard	CLT	02	8:00a	01	Warner Bros.	Test	C
	demo1002	1	2	1235br09	Clark Gable	CLT	05	9:00a	QT, FD	Paramount Pictures	Test	
	demo1003	1	1		Katharine Hepburn	CLT	05	11:00a			Test	C
	demo1004	1	1		James Cagney			1:30p	1234, 5A, ...	United Artists	Test	
	demo1001	1	1		Humphrey Bogart	CLT	05	2:15p	04, 01	Warner Bros.	Test	CP

Conference Control:

System calls HO HO calls System (1-800)

Vol:

Status	Name	Job Title	OBO	Phone Number	Extn	Special Instructions	id	Called in at	Muted
Conferenced	Maureen Bucek	Hearing Officer		3617724466					
Conferenced	James Stewart		CL...	361-293-5993			MB	2:32p Apr 27	Yes
Conferenced	Howard Hughes	Owner	E...	405-948-1797	154		MB	2:33p Apr 27	

Recording Control:

Recording 0:04:29

Playback Control:

Apr 1, Hrg 2, 2009-12-14

Case#: demo1009

Change

Description	Time
Recording 1: Start	0:00:00
JOINED: James Stewart	0:00:10
JOINED: Howard Hughes	0:00:21
End of Introductory Stmt	0:01:21
Note:	0:01:25
Employer's Testimony	0:02:06

Description	Time
Recording 1: End	0:00:15
Recording 2: Start	0:00:00
LEFT: Bonnie Bell	0:00:34
JOINED: Terry Warsaw	0:01:16

Stopped

Automated Recording Features

High quality recording-- clarity, non-distortion;

Allows access, selection and playback of any prior hearing recordings or any earlier portion of the current conference recording during a conference/hearing so that all participants on the telephone call can hear the playback;

Creates automatic bookmarks in the recording to tag noteworthy events such as when participants join or leave the conference call, or a playback of prior recordings starts or stops;

Allows users to enter additional bookmarks from a pick list or identified with their own text tag;

Allows easy retrieval of recordings for downloading. Recordings can be replayed through C2T application of through any media player that plays mp3 format;

Burn recordings to CD with standard commercial software;

Allows sending copies of hearing recordings as email attachments;

Case Notes

Users can append Notes to a case viewable by all other users

Entering Call Back Telephone Numbers From Parties

If staff currently receive calls from parties in advance of the hearing to take names and telephone numbers

of parties, this information along with any special instructions can be entered directly in C2T so that the hearing officer can do One-click dialing to connect that party at the time of hearing

On-Line Registration

In addition, C2T provides a website where parties can securely register their names and phone numbers on-line in advance of the scheduled hearing. Parties or their representatives enter their telephone contact information directly in C2T so that the hearing officer can do One-click dialing to connect those participants at the time of hearing. On-line registrants are given a unique Confirmation Number that allows them to make updates and changes to their on-line information. On-line registrations receive a date/time stamp in the C2T system.

Reports and Billing

C2T generates itemized monthly reports showing usage of the conference bridge by user name, length of call, number called, date and time of call, cost of call. The on-line report feature allows you to view usage or billing info at any time, for any period.

Record Retention

C2T retains recordings for any retention period specified in the contract.

Training

C2T provides training in use of the service to your personnel at the time of initial deployment of the service. Training materials are provided. Training consists of a combination of lecture/demonstration to learn the functionality of C2T followed by participation in mock hearings/conferences for Hearing Officers to get hands on experience.

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 tele honelinternet 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

Clear2there understands, acknowledges and agrees.

Clear2there is a web-based service with an Active X control to operate conference bridging and digital recording needs. Clear2there will work effectively in all of the environments detailed above. Clear2there will work at most home office locations, too, if the internet connection is high speed, faster than the dial-up level. Its portability to any location with a computer, internet connection and a telephone, provides flexibility for your agency in meeting diverse needs for staffing locations.

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.

Clear2there provides all equipment, hardware and software necessary to create teleconferences and digital recordings, and store the recordings for you, with anytime, web-based access to the Clear2there system for review of recordings.

2. host and store all services and related data on the Vendor's equipment;

Clear2there hosts and stores all services, data and recording files on our equipment located in Oklahoma City, OK. You do not have to purchase, maintain, store or manage any hardware or software associated with creating teleconferences and digital recordings. Your Windows operating system and the Internet Explorer web-browser are all you need.

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;

Clear2there's web interface is compatible with Internet Explorer 6.X and higher. It is not compatible with Firefox because Firefox does not support Active X controls and does not currently have an available Active X plug-in. Netscape Navigator has been discontinued by AOL.

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:

C2T is unaware of any plan to discontinue Internet Explorer during 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.

The Clear2there bridging and recording software that would be used to provide services to Workforce West Virginia

[hereafter WWV] will be the same software currently in use to provide the same services to Unemployment Insurance Appeals operations in Texas, Mississippi, Oklahoma, Virginia, Arizona, Minnesota, Connecticut, Tennessee and other others due to be deployed in the summer of 2010..

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.**

Clear2there will store and retain recordings for the 2 year retention period plus one month. Recording can be downloaded for listening to through your Windows Media Player or any product WWV uses to play MP3 files.

7. **not purge any hearing along with that hearing's associated files without the written approval of a designated BOR employee(s).**

Clear2there will provide notice on a monthly basis, at the conclusion of the 2 year retention period, that a set of files is due for purging and will be purged in 30 days. A list of those files will follow. If the agency wishes to increase the retention period on select files [such as cases that have been appealed to court] you have the ability to find that recording file on the Clear2there website and extend the retention period on that file for up to an additional year. Or, you are free at any time to download the recording file from C2T and store it on your network. As .mp3 files, the C2T recordings are small files and easily downloaded and stored for retention that you might need beyond the 2 years and one month minimum retention that we provide. Data associated with your hearing recordings and conferences will be stored for the life of the contract plus 2 years and one month.

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.**

Clear2there understand, acknowledges and agrees to this requirement.

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).**

See Response to Requirement 7 above. C2T will provide monthly notice of any files due to be purged because they are more than 2 years old and not previously marked for special retention by BOR staff. The Purging notice to WWV will allow Board staff 30 days to determine whether any of the files on the accompanying list should be retained longer, and to mark them for extended retention. Or, the BOR staff is always free to download a recording and retain it on your own network or burn to CD to accompany a file, at whatever time you wish to do so. Access to C2T file records and recordings is always available to staff to perform these special retention functions whenever you feel it is necessary.

10. **notify WFWV within one hour of the beginning of the lapse in service if the successful vendor is unable to provide services.**

Clear2there understand, acknowledges and agrees to this requirement.

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.**

Clear2there understand, acknowledges and agrees to this requirement.

12. **provide system redundancy, fault tolerance, and a fully functional and tested disaster recovery facility..**

Clear2there performs nightly incremental backups of all data and recordings on our servers. A full back-up is performed at the end of each week and moved offsite for storage in a fireproof safe. Clear2there employs modern standard business practices to provide system redundancy, and fault tolerance, and has an established plan to provide its services from a disaster recovery facility, if needed.

13. **securely destroy all WFWV records following WFWV's extraction.**

Clear2there understand, acknowledges and agrees to this requirement.

14. **ensure the security of unemployment insurance records, including compliance with applicable State and Federal data privacy statutes, in complete detail.**

Clear2there understand, acknowledges and agrees to this requirement.

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.

Clear2there understand, acknowledges and agrees to this requirement.

16. restrict access to the proposed system by WFWV staff via a secure socket layer protocol.

Clear2there uses SSL encryption protocols in the provision of its services.

17. Provide a method of encrypting data in transit equivalent to or better than SSL3.0.

Clear2there understand, acknowledges and agrees to this requirement. In addition, we use SecureFTP as the protocol for secure transfer of the data file sent from WWV to C2T each evening containing the hearing schedule information that will be uploaded to the C2T database.

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.

Clear2there provides detailed reports containing all of the data elements requested in this requirement. These reports are available to you at any time through the Clear2there website by simply selecting a time frame [beginning and ending date], and clicking on a report button. Reports provide detailed information for each cost center and each program type for which you want to identify employees or cases in the data sent to us.

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. 7

Clear2there understand, acknowledges and agrees to this requirement. Its invoices will contain this information and the detailed reports will be available online to personnel from WWV to whom you give permissions to access the Reports and Billing Feature on your Clear2there website.

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.

Clear2there maintains a domestic Help Desk for you during core business hours from 7AM to 6PM ET Monday through Friday. You will be provided with local and toll free numbers as well as the cell phone number for your primary support contact. In addition, email addresses for support personnel provide an accurate and fast way to send screen shots off error messages or other visual documentation of problems. Often this is a more accurate and speedy way of getting sufficient information to technical support personnel.

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.

Clear2there will provide initial on-site training to all WWV personnel that will need to interact with C2T, including BOR staff, any technical staff, any staff from Finance departments, etc. Special training for BOR staff will consist of lecture training for 2 hours for all BOR judges to demonstrate C2T functionality, followed by mock hearings for the judges to use C2T and get hands-on experience with creating the teleconferences and managing them and the recordings and playbacks. Support staff will receive trainings to learn how to update or enter party telephone numbers for telephone hearings, to edit scheduling information directly in C2T when needed, establishing and maintaining User Profiles and permissions in C2T, and downloading recordings for listening or burning to CD.

22. provide training materials for 25 BOR employees that can be used by these key personnel to train other users.

Clear2there will provide a detailed, full color electronic copy of the Clear2there User Guide that can be stored electronically or printed out by Users as they prefer.

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.

Vendor Performance History

Texas Workforce Commission

Clear2there acquired its first contract for state operations to conference and record Unemployment Insurance telephone hearings when it signed the contract with the Texas Workforce Commission in the fall of 2004. TWC requested a phased deployment to begin about 10 weeks after contract execution with training and rollout starting on November 4, 2004 and ending January 6, 2005. TWC conducts 100% telephone hearings and at the time of the contract award employed 150 hearing officers and scheduled approximately 3000 hearings *per week*. TWC currently employs more than 200 Hearing Officers and schedules over 3500 hearings per week. Clear2there was awarded its 5th consecutive contract term with TWC in September 2009 and its services are now approved under a statewide contract with the Texas Department of Information Resources.

Mississippi Dept. Employment Security

The Mississippi Department of Employment Security contracted for our services under an emergency contract following the spike in caseloads occasioned by the impact of Hurricane Katrina in 2005. Clear2there provided the ideal solution to allow MDES to have its 32 hearing officers [regular staff of 12 plus the temporary emergency staff of 20 more hearing officers working from their homes across the country] using one conferencing and recording system and receiving one monthly bill for these services [rather than the hodgepodge of telephone bills they would have received from telco providers across the nation].

Clear2there services to MDES commenced within 14 days of receipt of the phone call on January 17, 2006 requesting C2T services. C2T personnel arrived on site Monday, January 23, 2006 and began working with staff to write the data transfer program while working with legal staff to produce a contract. The contract was signed on January 26, 2006, trainings were conducted on Monday, January 30, 2006 and users began using C2T in production on January 31, 2006. MDES renewed its contract for C2T services in January 2009. MDES is similar in size and scope to the project proposed for WWV.

Connecticut Department of Labor

Clear2there began service for the Connecticut DOL in December 2009. CDOL has approximately 15 -20 judges holding 90% in-person hearings from diverse offices and locations around the state. Although we have been providing service to CDOL for less than a year, we offer CDOL as a reference here because they have a similar mix of telephone and in-person hearings and numerous locations to hold hearings.

Arizona Department of Employment Security [AZDES]

The Arizona Department of Employment Security began using Clear2there services in February 2009. AZDES currently has 74 hearing officers using Clear2there. The agency uses Clear2there to conference and record hearings from several different program areas.

Minnesota Dept of Employment and Economic Development [DEED]

Clear2there services for Minnesota DEED began in April 2009. DEED has 40+ Hearing Officers conducting about 600 hearings per week. DEED conducts 100% telephone

hearings.

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.

Clear2there files hearing data and recordings by most of the index values listed above if WWV sends that data in their data transfer each night. We keep and display data for each case such as Claimant and Employer and Witness Telephone Numbers, but case information cannot be found with searches on those telephone numbers. You CAN search by Claimant Last name or by Employer name.

2. allow for the establishment of hearing records via an upload from WFWV.
The customer agency must affect a transfer of hearing schedule data to C2T. Most commonly, an agency keeps its schedule of hearings in a proprietary agency database. When the agency and Clear2there coordinate to synch up schedules between the agency database and C2T, the agency writes a small program to extract certain data elements relating to scheduled hearings. Typically, this program finds and sends all hearings scheduled for 3 days from the current date. The C2T service does not need all of the information related to an agency's scheduled hearings. Our system generally displays the basic identifying hearing information such as Hearing Date, Hearing Time, Hearing Officer, Case Number, Claimant Name, Employer Name, Case Issue, etc.

The agency writes the extract program and produces a file containing the rows of hearing record data. The agency and C2T coordinate to establish the agreed data format, file type, file name, order of data elements, and delimiter. The agency sends the file to C2T via SecureFTP. Usually, the agencies set up the data extract and transfer to kick off as a scheduled nightly job.

Clear2there uploads the data to our database and displays the data in meaningful ways in our user interfaces to facilitate use of the C2T hosted conferencing and digital recording service.

3. allow either a nightly electronic transfer or an automatic transfer of the data from WFWV to the successful vendor,

See response directly above this item. Clear2there understands, acknowledges and agrees to this requirement.

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.

Clear2there understands, acknowledges and agrees to comply with this requirement. SSN and FEIN are not needed to successfully use all functionality in the Clear2there service.

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),

Clear2there provides the ability to associate name and phone numbers of hearing participants through direct manual entry or update of the information on the Clear2there website. Additionally, these names and phone numbers of hearing participants can be sent through the nightly data transfer file from WWV to C2T.

6. be capable of calling and connecting all parties involved in a hearing.

7. Clear2there presents the following interface on its Hearing Control page:

Clear2there® HEARING CONTROL Maureen Bucek
Schedule for 2009-06-01 12:20p

St	Issue ID	AH	HR	App ID	Applicant	Issues	Time	EID	Emp	B#	CP
	Demo1001	3	1	111111	Spencer Tracy	EARN	8:00a	999999	Columbia Pictures		Test
	demo1002	1	1	222222	Katherine Hepburn	DSCG	9:00a	100222	Paramount Pictures		Test
Act	demo1003	1	1	333333	John Ford	QUIT	11:00a	111111	Warner Bros		Test
	demo1004	1	1	444444	Carole Lombard	DSCG	1:00p	100333	MGM Studios		Test CP
	demo1005	1	1	444444	Carole Lombard	AAAS	1:00p				Test C
	demo1008	1	1	888888	Cary Grant	QUIT	2:20p	100888	RKO Radio Pictures		Test

Conference Control System calls HD HD calls System (1-800)

Status	Name	Job Title	Phone Number	Extn	Special Instructions	id	Called in at	Muted
Conferenced	Maureen Bucek	Hearing Officer	361-293-5993					
Conferenced	Humphrey Bogart	CLMT	361-772-4466			MB	12:08p Jun 1	
Conferenced	Edward G. Robinson	EMP WITNESS	405-948-1797	154		MB	12:10p Jun 1	
Disconnected	Louis B. Mayer	EMP	361-555-1212			MB	12:11p Jun 1	

Recording Control Recording 0:02:27 **Playback Control** Apr 1, Hig 4, 2009-06-01 Case#: demo1003 Change

Description	Time
Recording 1: Start	0:00:00
JOINED: Humphrey Bogart	0:00:19
JOINED: Edward G. Robinson	0:00:32
End of introduction	0:01:23
Employer's testimony	0:01:41

Playback Control (Stopped)

Description	Time
Recording 1: Start	0:00:00
JOINED: Humphrey Bogart	0:00:19
JOINED: Edward G. Robinson	0:00:32
End of introduction	0:01:23
Employer's testimony	0:01:41

Figure 1. Hearing Control screen

A Hearing Officer logs on and sees his/her schedule of hearings for the day. When a hearing is selected in the top, schedule panel it causes related information to appear in the middle, Participant's panel. This information consists of the Hearing Officer's name and telephone number and the names and phone numbers of any other participants who should be called and connected to the Hearing Conference.

The Hearing Officer clicks on his/her own name and then clicks the dial button below the list of names. The Hearing Officer's phone on his desk will ring and when he answers it, he is told he is the first person in the conference. The conference call has been initiated without any intervention from a state operator or any other staff—the Hearing Officer has complete control of who joins the conference at what time.

When the Hearing Officer answers his phone to initiate the conference, a digital recording of the conference starts automatically on C2T equipment that is part of the conference bridge custom program. As the Hearing Officer proceeds to click on names and the dial button, other participants are joined to the conference and these events are recorded.

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.

Clear2there gives complete control of conferencing to the Hearing officer. The Hearing Officer uses one click to select the name and phone number that he wishes to dial and another click on the dial button to actually dial the selected participant. Participants can be dialed and joined to the conference by the Hearing Officer at whatever time he chooses to click on them, and no one has the ability to dial IN to the conference. All participants must be joined by the Hearing Officer making an outbound call from the C2T conference bridge to that participant.

8. be capable of auto-dialing extension phone numbers and navigating auto-attendant phone systems.

The dialing of phone numbers involves a click to select the participant and a click to dial the number. Extension numbers cannot be dialed automatically because every

auto-attendant is different and the required delay before accepting an extension number is different. Thus, the Hearing Officer needs to be able to control when to enter an extension number [or navigational numbers for Voice Response Units]. C2T autodial the basic phone number and the Hearing Officer uses his telephone keypad to dial extension numbers or auto-attendant functions when prompted.

9. be capable of dialing international numbers,

Clear2there is capable of dialing international numbers and such calls are provided at the same rate as domestic calls. No special handling is necessary to complete an international call with C2T.

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,

Clear2there provides an audible cue for all disconnects where the local telephone service provider sends C2T the signal that the "called party" has become disconnected. We present the audible cue as a "boop" sounds over the phone. If local telcos do not send us the signal that the party has become disconnected, we cannot forward it to the Hearing Officer as an audible cue. We do however provide the visual cues on screen to indicate any party that has become disconnected from the conference. We also provide visual identification of the name of the party who has become disconnected.

11, include audio quality control, add/drop capability, and muting capability.

Clear2there conferencing functionality provides the ability to add a participant to the list on the fly during a hearing and autodial that participant at any time during the conference. See Figure 1 above to see the control buttons to Add Participant and to "Hangup" any selected participant at any time. Likewise, there are buttons to Mute or Unmute any selected participant.

Clear2there does not provide audio quality controls for the Hearing Officer. Although there is the ability to mute and unmute participants, there is no volume control and or noise reduction control for the user. Instead, volume balancing for the lines in the conference is done by the bridge itself. Clear2there believes the audio quality we provide is outstanding; in 5 years of service delivery in more than a half million hearings we have never had complaints of any substandard audio quality.

12. have a high volume capacity, such that up to 10 separate participants may participate in one conference call.

Clear2there has high volume capability. Up to 20 participants can be added to a conference call easily by the Hearing Officer. Clear2there can actually accommodate many more than 20 participants but such a conference call hearing can be difficult to manage and is rarely done. Thus, if you want to add more than 20 participants to any hearing, please give C2T 24 hours advance notice so that we can ensure sufficient bridging capacity to accommodate a hearing with 30 or more telephone lines being dialed.

13. have the capacity to set up and record 10 simultaneous hearings with at least five (5) participants each.

Clear2there has the capacity to set up and record at least 10 simultaneous hearings with at least 5 participants each. Currently, C2T provides its service to customers like the Texas Workforce Commission that conducts hundreds of simultaneous hearings with numerous participants in 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,

Clear2there is capable of hosting well over 2000 conference calls per year and your system will be infinitely scalable to accommodate your case loads. We will initially ensure you have adequate conference bridging capacity to host 5000 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.

Clear2there is capable of recording at a minimum 2000 minutes per day and is infinitely scalable as you add staff to do more hearings.

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.

See Figure 1 above. In the lower right hand corner of the Control screen we have the C2T playback control. By default, it shows the bookmarks that mirror the current recording because it stands ready to replay any portion of the current recording at any time. If previous recordings exist on the same Docket number, the HO can cue up that recording and its bookmarks by clicking on the dropdown box next to the Playback Control label. Once the bookmarks are entered [in half a second], you select a bookmark from which you wish to commence the playback and click on the Play button to replay the recording through the conference bridge for all participants to hear. If some participants are in person, they hear the playback through the HO speakerphone. If the HO wishes to replay a recording from a different docket number, the desired docket number is entered in the box next to the "Change" button. By clicking "Change" the recordings associated with that Case number are cued up and, if multiple hearings were scheduled, the HO selects the hearing date he wants so that those bookmarks appear in the Playback Control window, he selects a bookmark from which to commence playback and clicks on the "Play" button.

The playback occurs through the conference bridge so that everyone connected to the hearing conference call can hear the playback.

The current recording continues to record during the playback so that it captures a recording of the playback and allows the Hearing Officer to pause the playback and entertain objections or make other statements "on the record" and then Resume the Playback.

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).

HOs can insert bookmarks in the recording during a hearing from a picklist the customer is allowed to configure. Typically this list includes about 6 – 8 pre-defined bookmarks such as "End of Introductory Statements", "Claimant Testimony", "Employer Testimony", "Timeliness Issue" etc. Hearing Officers can also insert their own text in a bookmark to tag noteworthy events not covered by automatic bookmarks or the picklist. They insert a bookmark that says "Note" and have the option to click on it twice to turn it into a text box and type whatever they want.

18. allow authorized staff access to hearing recordings for selection and playback.

Clear2there allows you to set permissions and access for your staff on C2T. You can give access to any of your staff authorized to download hearing recording and either listen to the recorded hearing or burn it to CD or attached it to an email, or save it on a WWV network drive or other medium.

19. save hearing recordings in a format (such as .wav) that does not require special software to listen to,

Clear2there records hearings in .wav format on the conference bridge but at the conclusion of the hearing we immediately convert the file to an .mp3 for easier storage and retrieval with no loss of voice quality. These recordings can be accessed via a Clear2there webpage and downloaded from the internet to the user's PC for further action. The standard, non-proprietary .mp3 format is chosen for its ease and convenience.

20. permit authorized users to make a copy of the recording via digital media and/or file transfer
- See Response to # 19 above. C2T permits authorized users to make copies of digital recordings; any CD burning software used by the agency to copy .mp3 files can make copies of C2T recordings.

21. permit searching for recorded hearings by index values including: Applicant ID, Issue ID, Employer Account Number, and Unemployment Law Judge's Name.

You will be able to search for C2T recordings by index values of Docket#, Claimant Last Name, Employer

Name, Hearing Date, and ULJ Name.

22. permit the user to search for and playback bookmarked events from a hearing, while recording the same hearing.

See Figure 1 above. In the lower right hand corner of the Control screen we have the C2T playback control. By default, it shows the bookmarks that mirror the current recording because it stands ready to replay any portion of the current recording at any time. If previous recordings exist on the same Docket number, the HO can cue up that recording and its bookmarks by clicking on the dropdown box next to the Playback Control label. Once the bookmarks are entered [in half a second], you select a bookmark from which you wish to commence the playback and click on the Play button to replay the recording through the conference bridge for all participants to hear. If some participants are in person, they hear the playback through the HO speakerphone. If the HO wishes to replay a recording from a different docket number, the desired docket number is entered in the box next to the "Change" button. By clicking "Change" the recordings associated with that Case number are cued up and, if multiple hearings were scheduled, the HO selects the hearing date he wants so that those bookmarks appear in the Playback Control window, he selects a bookmark from which to commence playback and clicks on the "Play" button.

The playback occurs through the conference bridge so that everyone connected to the hearing conference call can hear the playback.

The current recording continues to record during the playback so that it captures a recording of the playback and allows the Hearing Officer to pause the playback and entertain objections or make other statements "on the record" and then Resume the Playback.

- 23, be available and functionally operational 99% of the time, Monday-Friday, 6:00 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. Clear2there will be available and functionally operational 99% of the time, Monday-Friday, 6:00 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.

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

ONE TIME COSTS:

On-Site Training <u>6</u> (estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
System Configuration and Customization <u>20</u> (estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
Initial programming <u>20</u> (estimated number of hours) x <u>\$.00</u> (hourly rate)	<u>\$ -0-</u>
TOTAL ONE TIME COSTS	<u>\$ -0-</u>

(1)

SOFTWARE REQUIREMENTS: Itemized list of software* required

<i>None</i>		\$ <u>-0-</u>
	TOTAL SOFTWARE COSTS:	<u>\$ -0-</u> (2)

COST FOR CALLS:**

<u>.10</u> (rate per minute) Multiplied by 130 calls per month Multiplied by 120 minutes (2 hours per call) Multiplied by 5 participants per call	<u>\$ 7,800.00</u> (3)
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Grand total of Costs (1) + (2) + (3)	=	<u>\$ 7,800.00</u> TOTAL BID
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*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.

VENDOR PREFERENCE CERTIFICATE

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

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

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

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

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

Bidder: _____ Signed: _____

Date: _____ Title: _____

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

RFQ No. WWV 10866

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

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

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: C2T, Inc., dba Clear2there

Authorized Signature: Maurice Buck Date: 6-25-2010

State of

County of Texas, to-wit: Dallas

Taken, subscribed, and sworn to before me this 25th day of June, 2010

My Commission expires April 21, 2013, 20

AFFIX SEAL HERE

NOTARY PUBLIC Barbara S. Janak

