



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: IPT10

PAGE: 1

ADDRESS FOR CORRESPONDENCE/ATTENTION OF:
 JO ANN ADKINS
 304-558-8802

RFQ COPY
TYPE NAME/ADDRESS HERE
 CITYNET LLC
 113 PLATINUM DR
 SUITE B
 BRIDGEPORT WV 26330 2009

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

DATE PRINTED	REMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/02/2010				
BID OPENING DATE: 01/05/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-16		
<p>INTERNET PROTOCOL VOICE (VOIP) COMMUNICATIONS EQUIPMENT PER THE ATTACHED SPECIFICATIONS EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN</p>						

RECEIVED
 2011 JAN -4 PM 1:44
 WV PURCHASING
 DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Craig S. Behn* TELEPHONE: 304.554.0007 DATE: 1/3/2011

TITLE: VP Managed Services GEN 55-0780814 ADDRESS CHANGES TO BE NOTED ABOVE

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



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BID OPENING DATE: 01/05/2011	BID OPENING TIME		01:30PM	

LINE	QUANTITY	UNIT	UNIT PRICE	ITEM NUMBER	DESCRIPTION	AMOUNT
<p>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>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED 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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Craig & Kern</i>	TELEPHONE 304.554.0007	DATE 1/3/2011	TITLE VP Managed Services
55-0780814		ADDRESS CHANGES TO BE NOTED ABOVE	

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



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LINE	QUANTITY	UOF	CD	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: JO ANN ADKINS 42</p> <p>RFQ. NO.: IPT10</p>						

SIGNATURE <i>Craig A. Beck</i>		TELEPHONE 304.554.0007	DATE 1/3/2011
TITLE VP Managed Services 55-0780814		ADDRESS CHANGES TO BE NOTED ABOVE	

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



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

**RFQ COPY
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**CITYNET LLC
 113 PLATINUM DR
 SUITE B
 BRIDGEPORT WV 26330 2009**

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BID OPENING DATE: 01/05/2011		BID OPENING TIME 01:30PM		
LINE	QUANTITY	UNIT	UNIT PRICE	AMOUNT
BID OPENING DATE AND TIME: 01/05/2011 1:30 PM----- PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 304-848-5410 ----- CONTACT PERSON (PLEASE PRINT CLEARLY): Craig S. Behr ----- ***** THIS IS THE END OF RFQ IPT10 ***** TOTAL:				
SEE REVERSE SIDE FOR TERMS AND CONDITIONS				
SIGNATURE <i>Craig S. Behr</i>		TELEPHONE 304.554.0007	DATE 1/3/2011	
TITLE VP Managed Services		FAX 55-0780814	ADDRESS CHANGES TO BE NOTED ABOVE	

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

EXHIBIT 10

REQUISITION NO.: IPT10

ADDENDUM ACKNOWLEDGEMENT

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

ADDENDUM NO.'S:

NO. 1

NO. 2

NO. 3

NO. 4

NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

Craig S Behr

.....
SIGNATURE

Citynet, LLC
.....
COMPANY

1/3/2011.....
DATE

Rev. 09/08

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

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

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

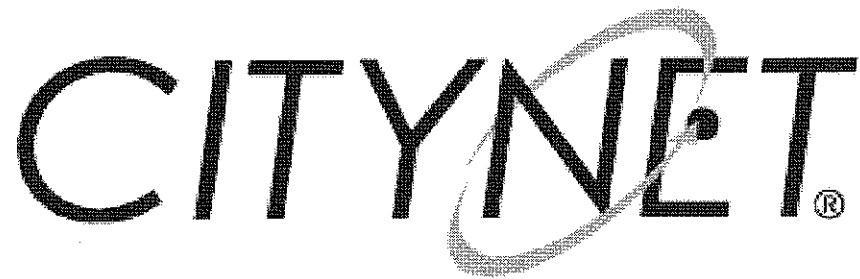
Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to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

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

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

Bidder: Citynet - Craig S. BehrSigned: Date: 1/2/2011Title: VP Managed Services

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



Response to RFQ: IPT10

For

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

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Managed Services Overview

Overview

Please find attached the response to RFQ IPT10. We hope that Citynet will be considered as an approved vendor for procurement of Cisco products and services.

Contact Information:

Citynet

113 Platinum Drive, Suite B
Bridgeport, WV 26330
www.citynet.net

Craig Behr, V.P. and General Manager of Managed Services

Telephone: 304.554.0007

E-mail: craig.behr@citynet.net

Luther Toney, Chief Technology Officer

Telephone: 304.848.5414

E-mail: luther.toney@citynet.net

Introduction:

Citynet is an integrated communications provider (ICP) uniquely positioned to provide low cost telecommunication services to both wholesale and retail customers in the underserved Tier 2 and Tier 3 markets in Pennsylvania, West Virginia, Ohio, and Indiana, as well as providing wholesale connectivity to 17 other states in the mid-Atlantic and Midwest.

Citynet is a facilities-based network services provider serving 17 states and Washington, DC and offering long haul services that are scalable from DS-1 to OC-192. From New York to Phoenix and Chicago to Greensboro, Citynet stands ready to provide services to carriers, government, and Fortune 500 companies.

In addition, Citynet also offers competitive local exchange services (voice, data, and Internet) to local users in the Indianapolis, Cincinnati, Columbus, Pittsburgh, and West Virginia markets.

Citynet also offers Information Technology services through its Managed Services Division. The Managed Services division of Citynet provides hardware and software sales, server and workstation support, network design and maintenance, server implementation, IP telephony, consulting, and outsourced services.

Citynet's goal is to provide an excellent value proposition for its customers while maintaining attractive margins. In addition to competitive pricing and advanced technology, Citynet's emphasis on network quality and superior customer service enabled by a proprietary and superior back office system, puts Citynet in a "vendor of choice" position with its customer base.

Response to General Requirements:

Listed below, please find our responses to the General Requirements of this RFQ:

2.2 Any Vendor submitting bids SHALL be authorized to sell and service Cisco equipment covered under this contract. The Vendor MUST provide collaborating evidence the he is authorized be the manufacturer to sell and service his equipment.

Response:

Citynet is a Cisco Premier Certified Partner in the business of sell and servicing Cisco Equipment. Citynet's Cisco Partner ID is 100050. Additionally we hold the following Specializations with Cisco:

- Premier Certified Partner
- Advanced Unified Communications
- Advanced Wireless
- Advanced Security
- Advanced Routing and Switching
- Express Foundation
- SMB Select Partner
- Registered Partner
- Technical Solution Specialist for Security (TSS)

We also have been honored as a Partner recognized with highest distinction in achieving Cisco Customer Satisfaction Excellence

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

Response:

Citynet desires to be the prime contractor responsible for all services and products offered. Citynet will be the sole point of contact with regard to all contractual matters.

2.4 The Vendor MUST inform the Contract Administrator, on a timely basis of new or planned offerings, discontinuance of products, and any other information that will help the State make more informed decisions.

Response:

Citynet will inform the Contract Administrator, on a timely basis of new or planned offerings, discontinuance of products, and any other information that will help the State make more informed decisions.

2.5 The Vendor MUST accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract. Vendor MUST also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.

Response:

Citynet will accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases. Citynet has the ability to accept orders by email, mail, telephone, fax, web, and paper form.

2.6 The Vendor MUST provide the Contract Administrator with usage reports including a summary of all equipment (regardless of dollar amount) sold under this contract including agency name, manufacturer, model/part number, WV-39 number, date received, install date, and total amount. These reports MUST be provided electronically.

Response:

Citynet will provide the Contract Administrator with usage reports for all equipment under this contract. Usage reports will be provided electronically in the format the Contract Administrator desires and will include: agency name, manufacturer, model/part number, WV-39 number, date received, install date, and total amount.

2.7 The Vendor MUST provide their escalation procedures for problem resolution including time frames, contact names and phone numbers. This should be included with the Vendor's bid response.

Response:

In order to properly resolve any customer issues, disputes, complaints, concerns or inquiries, the following contacts are currently in place.

Contract Issues:

Level 1 Natalie Brotosky
 304.554.0011
 Natalie.Brotosky@citynet.net

Level 2 Craig Behr, VP Managed Services
 304.554.0007
 Craig.Behr@citynet.net

 Luther Toney, CTO
 304.848.5414
 Luther.Toney@citynet.net

Level 3 Jeff Ray, General Counsel
 304.848.5420
 Jeff.Ray@citynet.net

Ordering Issues:

Level 1 Natalie Brotosky
 304.554.0011
 Natalie.Brotosky@citynet.net

Level 2 Frank Gallo, Service Manager – Managed Services
 304.554.0009
 Frank.Gallo@citynet.net

Level 3 Craig Behr, VP Managed Services
 304.554.0007
 Craig.Behr@citynet.net

 Luther Toney, CTO
 304.848.5414
 Luther.Toney@citynet.net

Technical Support

Level 1	Citynet Technical Support Center 800.881.2638
Level 2	Frank Gallo, Service Manager – Managed Services 304.554.0009 Frank.Gallo@citynet.net
Level 3	Craig Behr, VP Managed Services 304.554.0007 Craig.Behr@citynet.net
	Luther Toney, CTO 304.848.5414 Luther.Toney@citynet.net

2.8 The Vendor SHALL have on staff two (2) manufacturer certified technicians for the products they are authorized to sell under this contract, each with a minimum of one-year experience, for the term of this contract. These certifications MUST be kept current, based on industry standards. Vendor SHALL provide copies of certifications and verification of experience with their response to this RFQ, for the staff who meet the requirements for the above services. If either of the two required technicians leaves the Vendor's employment, the Vendor SHALL be required to obtain a replacement within 30 days. The Vendor SHALL provide the replacement certifications to the Contract Administrator. Until a replacement is employed, the Vendor may not be permitted to bid on procurements under this contract.

Response:

Citynet employs multiple Cisco certified technicians with various certifications. All have a minimum of 3 years experience with many having 5 to 10 years experience. All certifications are current and are kept current as per industry standards. Included in Appendix A are copies of Certification Verifications for 4 of our engineers. Additionally we employ a number of other staff who also fill Cisco certified roles. Currently employed Cisco staff members cover the following Cisco Certifications:

CCDA/CCDP/CCNA/CCNP/CCSP/CCIP
Cisco Technical Expert:
Cisco VPN SE
Cisco IP Telephony

IP Communications Express Project Coordinator
IP Communications Project Coordinator
Cisco IP Telephony Project Coordinator
Cisco IP Telephony SE
Cisco IP Telephony FE
Cisco IP Telephony Express Specialist
Cisco IP Communications Express FE
Cisco IP Communications Express SE
Cisco IP Communications FE 1
Cisco IP Communications SE
Cisco IP Communications Operations Specialist
Wireless LAN for Fes
Wireless LAN for SEs
Cisco Qualified Specialist:
CQS- Cisco VPN Specialist
CQS- Cisco VPN/Security Sales Specialist
CQS- Cisco IP Telephony Support Specialist
CQS- Cisco IP Telephony Operations Specialist
CQS- Cisco IP Telephony Design Specialist
CQS- Cisco IP Telephony Express Specialist
CQS- Cisco Call Manager Express Specialist
CQS- Cisco Wireless LAN Design Specialist
CQS- Cisco Wireless LAN Support Specialist
CQS- Cisco Wireless LAN Sales Specialist
Cisco Sales Expert:
Cisco Sales Expert
Cisco VPN Account Manager
Cisco VPN/Security Sales Specialist
VPN/Security for Account Managers
IP Communications Express Account Manager
IP Telephony Solutions
IP Telephony for Account Managers
IPT Project Management Milestones
Cisco Wireless LAN Sales Specialist
Cisco Product Solutions Essentials IPT

3.0 EXPERIENCE AND REFERENCE REQUIREMENTS

3.1 The Vendor's company SHALL have been in sales and service of the products types they are bidding for a minimum of five (5) years at the time of the bid opening. The Vendor SHALL submit documentation supporting how the company meets this requirement.

Response:

Citynet has been a Cisco Certified Partner selling Cisco products and services to commercial, educational, and government entities since January 1, 2001. Citynet is unsure of the specific documentation that the Contract Administrator is looking for, but can provide specifics if requested. At the request of the Contract Administrator, Citynet can provide copies of purchase orders, RFP awards and additional contracts should they find it necessary.

3.2 All vendors SHALL also provide three client references who have procured this type of equipment from the vendor. The reference information required is name, title, company mailing address, telephone number. And e-mail address. At least one reference should be from within West Virginia.

Response:

Our staff work on a wide variety of projects. Our projects range from small- and medium-sized businesses with local area networks to moderate-sized wide-area networks to large-scale, metro-area enterprise networking implementations. We believe that nothing demonstrates our experience and high caliber of service more than our customers' satisfaction. We have included a list of references as we want you to be comfortable with the level of service and satisfaction Citynet provides. Additional References are available upon request.

Wesbanco
Carl D. Burkland III
Information Technology
Wheeling, WV
(304) 234-9355
burkland@wesbanco.com

Valley Healthcare Systems
Mr. Walt DeWalt, CFO
Morgantown, WV
(304) 225-2266
wdewalt@valleyhealthcare.org

West Virginia University Foundation
Mr. Mark Cottrill, CIO
One Waterfront Place
7th Floor
P.O. Box 1650
Morgantown, WV 26507
Mcottrill@WVUF.ORG

Jill Woolcock
RESA VIII
109 South College Street
Martinsburg, WV 25401
jwoolcoc@access.k12.wv.us

4.0 SUPPORT REQUIREMENTS

4.1 The Vendor SHALL maintain a toll-free technical support telephone number, staffed for eight consecutive hours, between the hours of 8:00 a.m. and 5:00 p.m., EST, during business days for the State, and accessible to all agencies who have purchased items from the Vendor under this contract. Personnel staffing the Vendor's support line SHALL be able to give competent technical assistance to agencies for all items purchased from the Vendor.

Response:

Citynet operates a best-in-class Technical Support Center that is located in Bridgeport, WV and operates 24x7x365. Calls are received at 1. 800.881.2638. Our Technical Support Staff can assist with all technical and non-technical issues as well as handle all escalations for contracts, ordering and technical support. Citynet prides itself on its customer support center and achieve high customer satisfaction as the majority of all calls are handled in person in less than 1 minute.

5 WARRANTY REQUIREMENTS

5.1 Warranty work SHALL be performed by a technician authorized by the manufacturer to service the equipment. During the term of the contract, a copy of the technician's certifications SHALL be made available upon request of the State.

Response:

All warranty work will be performed by authorized and certified technicians. Copies of all certifications will be available to the state at any time.

5.2 If the agency specifies a particular warranty type and response time, if the Vendor responds, he is agreeing to meet the warranty provisions required in the agency's specifications.

Response:

Citynet agrees and will adhere to this requirement.

5.3 If the agency specifies a particular warranty type and response time, the warranty SHALL apply to all equipment on the agency's bid request unless otherwise noted.

Response:

Citynet agrees and will adhere to this requirement.

5.4 If the agency does not specifically address warranty coverage in its bid document, the Vendor SHALL, at a minimum, provide the manufacturer's mail-in warranty that includes parts and labor, at no cost to the State. Warranty SHALL cover all shipping costs to the manufacturer's designated repair depot, and for the equipment's return.

Response:

Citynet agrees and will adhere to this requirement.

5.5 The Vendor is responsible for registering the equipment with the manufacturer for standards warranty and extended warranty coverage if specified in the agency specifications.

Response:

Citynet will register all equipment with applicable coverage should the agency specify it.

5.6 If the agency specifies on-site warranty, and the Vendor responds positively to the bid, the Vendor SHALL "fix" the equipment on-site. If the equipment is not repaired within eight (8) business hours, the Vendor SHALL supply a "loaner" of equal to or better than, speed and capacity, unless declined by the agency. Loaner equipment will be available to the agency to use until the original equipment is returned and working to the satisfaction of the agency. This loaner requirement applies to the switch, and any other major components. The Vendor will supply the switch, but the agency will be required to load any software over and beyond the software installed on the machine as originally purchased. The agency may request the Vendor to load additional software at their billable hourly rate.

Response:

Citynet agrees and will adhere to this requirement.

5.7 If the equipment is mission critical, this requirement will be noted in the agency's bid specifications. A loaner SHALL be provided within 4 business hours to the agency until the hardware is repaired and meets the agency's satisfaction. The Vendor will be required to assist the agency in removing the software and data from the mission critical machine and loading the software and data on the loaner so that the machine can be up and running within 4 business hours, at no cost to the agency.

Response:

Citynet agrees and will adhere to this requirement.

5.8 When a warranty call is made to the Vendor, the Vendor, after hearing the problem description by the agency, will try to work with the agency to resolve the problem over the phone. At their discretion, the agency can require the Vendor to come on-site to resolve the problem when the equipment has been purchased under an on-site warranty.

Response:

Citynet agrees and will adhere to this requirement.

5.9 When the Vendor is required to come on-site, if the problem is determined to be a problem not related to the hardware and software supplied by that Vendor, they may bill the agency at their billable hourly rate for the time spent driving one-way to the user site and the time spent on-site. In the instance, the agency SHALL be notified of the error and the Vendor's intent to bill for the call. If the agency disagrees with the cause, both the agency and the Vendor will document the situation and submit it to WWOT for review and resolution.

Response:

Citynet agrees and will adhere to this requirement.

5.10 Upon completion of any warranty call, the Vendor SHALL provide the agency with a signed service report that includes, at a minimum, the date, a general statement of the problem, the serial number of the problem equipment, the action taken, any materials or parts replaced, the name of the technician who performed the repair, and the number of hours required to complete the repairs. There should also be a place for the agency to sign confirming that the warranty work was performed.

Response:

Citynet agrees and will adhere to this requirement.

APPENDIX A

Certification Verifications



Credential Verification Report

Ray Toney - CSC010646503

This Publish Credential Verification Report for ray.toney@citynet.net, prepared on 11/08/2010, is available for viewing until 11/22/2010.

Candidate Information

Name **Ray Toney**
 Mailing Address **139 Lock Lane**
 City **Alum Creek**
 State/Province **West Virginia**
 Postal Code **25003**
 Country **UNITED STATES**
 Primary Email Address **ray.toney@citynet.net**

Personal Note From Candidate




Cisco Certifications

Credentials	Status	Certified	Expires
General Certifications			
Associate			
CCDA Certified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified	Certified	9/17/03	3/24/12
CCNA Certified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified	Certified	8/11/03	3/24/12
Professional			
CCDP Certified Recertified Recertified Recertified Recertified Recertified	Certified	7/16/04	11/8/11
CCNP Certified Recertified Recertified Recertified Recertified Recertified	Certified	7/8/04	11/8/11
CCNP Voice Certified Recertified	Certified	12/10/06	11/8/11
CCVP Certified Recertified	Certified	12/10/06	11/8/11





*Certified
Recertified*

Specializations

Foundation for Channel Partners

 Cisco Express Foundation Design Specialist <i>Certified Recertified Recertified</i>	Certified	1/9/07	11/8/10
 Cisco Express Foundation Field Specialist <i>Certified Recertified Recertified</i>	Certified	1/10/07	11/8/10
 Cisco Express Foundation Sales Specialist <i>Certified Recertified Recertified</i>	Certified	1/6/07	11/8/10

Unified Communications Certifications

 Cisco Advanced IP Communications Sales Specialist <i>Certified Recertified</i>	Certified	12/28/06	11/8/10
 Cisco IP Contact Center Express Specialist <i>Certified Recertified Recertified</i>	Certified	12/30/06	11/8/10
 Cisco Unity Design Specialist	Certified	3/24/09	3/24/11
 Cisco Unity Support Specialist	Certified	3/24/09	3/24/11

Video Certifications

 Cisco Rich Media Communications Specialist <i>Certified Recertified</i>	Certified	12/27/06	11/8/10
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Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Internet Based Testing

 Cisco Lifecycle Services for Advanced Unified Communications	Certified	3/26/09	3/26/11
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Retired Certifications

Retired Certifications

 Cisco IP Telephony	Certified	9/24/03	
 Cisco Wireless LAN Sales Spec	Certified	11/19/03	
 Wireless LAN for SEs	Certified	10/29/03	

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Credential Verification Report

Eric Krichbaum - CSC010023943

This Publish Credential Verification Report for craig.behr@citynet.net, prepared on 11/07/2010, is available for viewing until 11/21/2010.

Candidate Information

Name **Eric Krichbaum**
 Mailing Address **3051 Romain Trail**
 City **Spring Hill**
 State/Province **Tennessee**
 Postal Code **37174**
 Country **UNITED STATES**
 Alternative Email Address **eric@telic.us**
 Primary Email Address **erick@bboi.net**

Personal Note From Candidate

here you are.

Credentials

General Certifications

Associate



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Status	Certified	Expires
Certified	9/17/03	3/5/12



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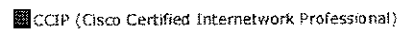
Certified	6/19/99	3/5/12
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Professional



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Certified	11/18/03	3/5/12
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Certified	1/18/04	3/5/12
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Certified

Certified	7/31/03	3/5/12
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	Recertified Recertified Recertified Recertified Recertified Recertified Recertified			
■ CCNP Voice		Certified	12/11/06	3/5/12
	Certified Recertified			
■ CCSP		Certified	1/16/04	3/5/12
	Certified Recertified Recertified Recertified Recertified Recertified Recertified			
■ CCVP		Certified	12/11/06	3/5/12
	Certified Recertified			

Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Internet Based Testing

■ Cisco Lifecycle Services Advanced Security	Certified	8/19/09	8/19/11
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Recognition

Recognition

■ 4013 Recognition	Certified	7/13/06
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Retired Certifications

Retired Certifications

■ Cisco IP Telephony	Certified	9/23/03
■ Information Systems Security (INFOSEC) Professional	Certified	1/16/04
■ MCSE: Messaging on Microsoft Windows 2000	Certified	2/2/05
■ Unity	Certified	9/23/03
■ Wireless LAN for SEs	Certified	9/19/03

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Credential Verification Report

James Thomas - CSC010995399

This Publish Credential Verification Report for craig.behr@citynet.net, prepared on 11/08/2010, is available for viewing until 11/22/2010.

Candidate Information

Name **James Thomas**
 Mailing Address **5413 Tiffany Dr.**
 City **Cross Lanes**
 State/Province **West Virginia**
 Postal Code **25313**
 Country **UNITED STATES**
 Primary Email Address **James.Thomas@citynet.net**
 Alternative Email Address **james.thomas@suddenlink.net**

Personal Note From Candidate

Certifications

Credentials	Status	Certified	Expires
General Certifications			
Associate			
<ul style="list-style-type: none"> CCNA <ul style="list-style-type: none"> Certified Recertified Recertified Recertified Recertified Recertified Recertified Recertified CCNA Security <ul style="list-style-type: none"> Certified Recertified 	Certified	11/18/05	8/7/12
Professional			
<ul style="list-style-type: none"> CCNP 	Certified	11/8/08	11/8/11

Specializations

Advanced Routing and Switching			
<ul style="list-style-type: none"> Cisco Routing and Switching Field Specialist 	Certified	8/10/09	8/10/11

Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Internet Based Testing			
<ul style="list-style-type: none"> Cisco Lifecycle Services Advanced Routing and Switching 	Certified	8/10/09	8/10/11

Recognition

Recognition			
<ul style="list-style-type: none"> 4011 Recognition 	Certified	4/14/09	

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Credential Verification Report

Bob Harden - CSC010662581

This Publish Credential Verification Report for craig.behr@admin.citynet.net, prepared on 11/08/2010, is available for viewing until 11/22/2010.

Candidate Information

Name **Bob Harden**
 Mailing Address **303 Shepard Ave**
 City **South Charleston**
 State/Province **West Virginia**
 Postal Code **25303**
 Country **UNITED STATES**
 Primary Email Address **bob.harden@citynet.net**

Personal Note From Candidate

cert

Credentials	Status	Certified	Expires
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General Certifications

Credentials	Status	Certified	Expires
Associate CCDA <i>Certified</i> <i>Recertified</i> <i>Recertified</i>	Certified	3/23/09	8/27/12
CCNA <i>Certified</i> <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	7/21/03	8/27/12
Professional CCNP	Certified	11/10/08	11/10/11

Specializations

Advanced Routing and Switching Cisco Routing and Switching Solutions Specialist	Certified	8/18/09	8/18/11
VPN and Security Certifications Cisco Security Solutions and Design Specialist	Certified	8/27/09	8/27/11

Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Cisco Technical Expert Wide Area Application Services for System Engineers <i>Certified</i> <i>Recertified</i>	Certified	4/6/09	8/18/11
Internet Based Testing Cisco Lifecycle Services Advanced Routing and Switching	Certified	8/10/09	8/10/11

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Credential Verification Report

Jeffrey Morris - CSC011485094

This Publish Credential Verification Report for craig.behr@citynet.net, prepared on 11/07/2010, is available for viewing until 11/21/2010.

Candidate Information

Name **Jeffrey Morris**
 Mailing Address **1002 Pinnacle Height Dr.**
 City **Morgantown**
 State/Province **West Virginia**
 Postal Code **26505**
 Country **UNITED STATES**
 Alternative Email Address **jdm720@gmail.com**
 Primary Email Address **jd.morris@citynet.net**

Personal Note From Candidate

credential verification

Credentials	Status	Certified	Expires
General Certifications			
Associate			
CCNA <i>Certified Recertified Recertified</i>	Certified	3/12/09	2/11/13
CCNA Security <i>Certified Recertified</i>	Certified	9/3/09	2/11/13
CCNA Voice	Certified	2/11/10	2/11/13

Recognition

Recognition			
4011 Recognition	Certified	9/3/09	

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RFQ No. IPT10

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: Citynet

Authorized Signature: [Signature] Date: 1/3/2011

State of West Virginia

County of Monongalia, to-wit:

Taken, subscribed, and sworn to before me this 3rd day of January, 2011.

My Commission expires March 3, 2019.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

