



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2



General Information

Contact


Default Values

Discount

Document Information

Procurement Folder: 401750


Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000011538 

Legal Name: Lucid Technologies Inc

Alias/DBA:

Total Bid: \$524,078.00

Response Date: 12/27/2017 

Response Time: 13:27

SO Doc Code: CRFQ

SO Dept: 0203

SO Doc ID: CPR1800000001

Published Date: 12/21/17

Close Date: 12/27/17

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum 2 - RFQ for Hosted VOIP Solution

Total of Header Attachments: 2

Total of All Attachments: 2



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 401750
Solicitation Description : Addendum 2 - RFQ for Hosted VOIP Solution
Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-12-27 13:30:00	SR 0203 ESR12271700000002900	1

VENDOR
VS0000011538 Lucid Technologies Inc

Solicitation Number: CRFQ 0203 CPR1800000001

Total Bid : \$524,078.00 **Response Date:** 2017-12-27 **Response Time:** 13:27:42

Comments:

FOR INFORMATION CONTACT THE BUYER
 Linda B Harper
 (304) 558-0468
 linda.b.harper@wv.gov

Signature on File	FEIN #	DATE
--------------------------	---------------	-------------

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	ENTER TOTAL COST FROM EXHIBIT B PRICING PAGE	1.00000	YR	\$524,078.000000	\$524,078.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description : Vendors should attach Exhibit B Pricing Page as an attachment with detailed pricing for Year One (1) through Year (4).

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

**EXHIBIT A
MANDATORY REQUIRMENTS**

Requirements List	Acknowledgement	Comments
The ability to control/configure any ACD Groups or Caller Queues via Administration module at CPRB location	Yes	
Control flow notifications	Yes	
Add users/telephones/queues as needed via Administration module	Yes	
Ability for Supervisor to "Whisper" (guide staff) while a Call Agent is in call with client without interrupting	Yes	
Ability for Supervisor to "Barge" (take control) into an ongoing call if necessary	Yes	
On demand Call recording by Agents or specified staff with ability to download recorded calls to alternate media if necessary	Yes	
Ability for a Supervisor to "Monitor" (eavesdrop) on a Call Agent's ongoing call for training purposes.	Yes	
Online real time reporting for management purposes	Yes	
Online tool allowing users to "chat" or instant message with users and also to initiate an online chat window either directly or via email notification, allowing staff to aid or demonstrate to users/clients functions via screen shares.	Yes	
Auto attendant functionality which would allow users to select alternate queues when on hold	Yes	
Customer Queue number notification or Wait time Notifications or Comfort Messages to Caller.	Yes	
Ability for staff to maintain current 5 digit extensions	Yes	
Voice mail with email notifications for all staff	Yes	
Possible api interface option with our internal Pension Administration System (future)	Yes	

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

Integrate Current Toll Free lines (3) with new Hosted solution	Yes	Note: Plan includes 10,000 toll free minutes. Additional billed at 3.9 cents per minute
Integrate current private telephone numbers or (DIDs) into new solution. Total of 12 currently in use.	Yes	
Ability to transfer/transition on site calls to cell phone easily and with no disruption to current call	Yes	
Administrator/Supervisor/Agent Training for software necessary to perform solution operations	Yes	

If additional space is needed, please attach separate pages.

REQUEST FOR QUOTATION

Hosted VOIP Solution

EXHIBIT B PRICING PAGE

CPRB's Current Equipment Telephone Items (Can be reused if possible)	QTY
Cisco model 7961 headsets powered by POE switches	105
Cisco IP Conference Phone Model 7937	2
Cisco IP Conference Phone Model 7936	1
New Equipment needs (please detail any new equipment necessary and make sure to include in the itemized proposed solution Cost under initial Start-up Cost)	QTY
<i>Cisco SPA525 G2 Desk Phones</i>	<i>105</i>
<i>Polycom IP6000 Conference Phones</i>	<i>3</i>

Please itemize your proposed solution for the First Year Cost

Item	QTY	Initial (Start up) Cost	Recurring (Monthly) Cost
<i>Cisco SPA525 G2 Desk Phone</i>	<i>105</i>	<i>\$35,595.00</i>	<i>0</i>
<i>Polycom IP6000 Conference Phone</i>	<i>3</i>	<i>\$2,247.00</i>	<i>0</i>
<i>set up, Training and Implementation</i>	<i>1</i>	<i>\$9,500.00</i>	<i>0</i>
<i>Monthly VoIP service</i>	<i>1</i>		<i>\$9,932.00</i>
List total:		<i>\$47,342.00</i>	<i>\$9,932.00/mo</i>

REQUEST FOR QUOTATION
Hosted VOIP Solution

Year One (1) Total Fee

Price: \$ 166,526.⁰⁰

(including all items listed from previous "First Year Cost" table including Initial Start Up and a 12-month recurring fee totals)

Year Two (2) Total Fee

Price: \$ 119,184.⁰⁰

Year Three (3) Optional Renewal Fee

Price: \$ 119,184.⁰⁰

Year Four (4) Optional Renewal Fee

Price: \$ 119,184.⁰⁰

*TOTAL COST \$ 524,078.⁰⁰

Award will be based on TOTAL COST over all five (4) years. Renewal options will be initiated by the Agency, agreed to by the Vendor, and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.