

November 26, 2018

Mark Atkins, Senior Buyer
Department of Administration Purchasing Division
2019 Washington St. E
Charleston, WV 25305

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WV PURCHASING
DIVISION

Dear Mr. Atkins

CBTS appreciates the opportunity to offer the State of West Virginia this response to your RFP CRFP 0212 SWC1900000001 for "Managed and Hosted Voice Services (OT18027)."

CBTS provides a complete suite of end-to-end IT and communications solutions that allow mid-sized and enterprise businesses to improve operational efficiency, enable innovation, mitigate risk and reduce expenditures. With over 700 technical consultants, CBTS enables you to acquire and manage technology in a manner that meets your business and financial goals—today and tomorrow. From building enablement infrastructure, to deploying cloud services and managed applications, to offering top-notch technology consultants, CBTS is your technology partner to deliver quality and efficiency.

In today's self-serve world, the customer journey is a connected, digital experience fueled by voice, video, and written communications. To succeed, states are adopting a Unified Communications strategy that delivers a contextual, continuous, and high-capability customer experience. With fault tolerance to help ensure uninterrupted operation, and comprehensive reporting CBTS can provide the same high level of Unified Communications that we are currently supplying to the states of Ohio and Indiana.

We look forward to continuing our work and partnership with the State of West Virginia on this project and await your evaluation of our proposal.

Sincerely,



Jonathan Cornette

Account Manager

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Managed and Hosted Voice Services (OT18027)

CBTS' Response to the State of West Virginia's RFP
CRFP 0212 SWC1900000001

NOVEMBER 26, 2018



Consult Build Transform Support

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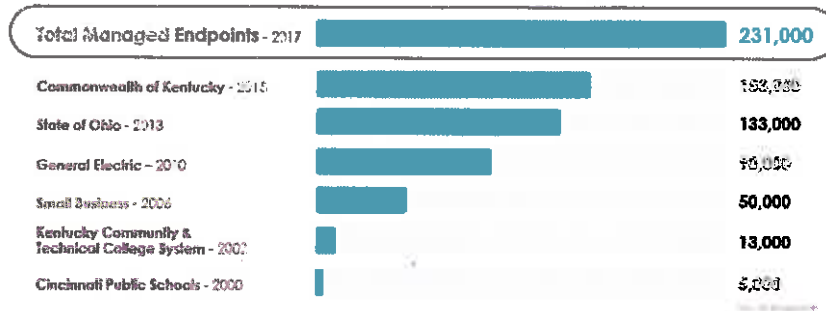
EXECUTIVE SUMMARY

Hosted Enterprise Unified Communications from CBTS

Hosted Enterprise Unified Communications (Hosted Enterprise UC) is a secure and innovative cloud-based collaboration platform built from day one with productivity, scalability, flexibility, efficiency, and performance in mind. By design the Hosted Enterprise UC platform enables organizations to provide differentiated collaboration solutions for users based on their roles, regardless of their location.

Hosted Enterprise UC is powered by the industry leading Cisco Hosted Collaboration Solution (HCS), which includes unified communications, collaboration, contact center and more. Organizations now have the freedom and flexibility to deploy user-based collaboration features and functionality to meet the ever-changing market demands. It features a complete suite of technology including standard telephony, collaboration and conferencing, instant messaging and presence (IM&P), peer-to-peer video, call detail reporting, enhanced 911 and unlimited local and nationwide calling.

Hosted Enterprise UC is hosted and managed by CBTS, which means that we are responsible for all the day-to-day management of the platform for the client. We designed Hosted Enterprise UC to be extremely reliable with dual MPLS networks, dual data centers, etc.



- Our UCaaS business has grown to managing 231,000 users across more than 2,400 organizations
- Clients include major commercial, government, and education organizations

It is sold as a "as a Service" model, which means that the client can purchase users in increments of one, starting from 300 users to as many as they would like. Besides the phones themselves, there's no communications/data center hardware to buy, services to maintain, etc. It is all included in the monthly per

user price.

Over **750,000 endpoints** managed, hosted, or maintained.

Unified Communications as a Service (UCaaS)



Managed UC and Maintenance clients



Value Proposition

Hosted Enterprise UC offers the following benefits:

- **Cutting-Edge Technology:** Organizations now gain access to the latest applications, software updates, and functionality at no additional cost or effort.
- **Flexibility:** Organizations now have the ability to quickly ramp services up or down per user profile depending on the organization's need at any time.
- **Lower CapEx and OpEx:** Organizations can quickly deploy new technologies and innovative collaboration tools without having to invest in costly hardware infrastructure or operations.
- **Anytime, Anywhere, Any Device* Collaboration:** Efficient collaboration can now happen at anytime and anywhere regardless of where the user is located or the device* they are using.
- **State of the Art Management:** IT departments are already taxed with managing their organization's technology needs. With this in mind Hosted Enterprise UC provides an easy to use, standardized management portal. Hosted Enterprise UC also provides user self-service portals to further lower the demands on IT.
- **24x7x365 Support:** Hosted Enterprise UC is fully integrated with CBTS Managed Services. This delivers operational excellence and removes the burden of infrastructure monitoring and management from your IT staff, allowing them to focus on strategic business initiatives.

- **Secure, Scalable, and Resilient:** Hosted Enterprise UC is built upon highly secure, scalable, flexible, and resilient network architecture. Hosted Enterprise UC is a fully hosted and managed solution that provides enterprise-grade voice, video, and business communications services. It can reduce or eliminate the need to install, maintain, and upgrade onsite PBX equipment and legacy applications.

Key Features

- Call detail reporting
- Peer-to-peer video
- E 911
- Single number reach
- Call control
- Unified messaging
- Informacast mass notification system
- Jabber (IM&P)
- Unlimited local and long distance
- Extension mobility
- Smartphone and mobility applications
- Hosted Enterprise Contact Center
- WebEx cloud connected audio
- Cisco Spark

Key Benefits

- OpEx model
- On-demand upgrades
- Scalability
- Lower total cost of ownership
- Single partner solution

Project Management and Implementation

CBTS assigns each Hosted Enterprise UC client a project manager and delivery team to manage the various components and nuances of each setup. In addition, an implementation manager is assigned to help at each site level.

Resilient and Stable

Hosted Enterprise UC was built from the ground up with a focus on redundancy and stability. The service leverages geographic redundant data centers and is delivered via dual MPLS networks to ensure clients experience 99.999% guaranteed uptime.

Commonly Asked Questions

What benefit does Hosted Enterprise UC have over an on-premises infrastructure supported by the client?

Allowing CBTS to host the unified communications platform enables clients to focus on their core business instead of spending time managing their communications needs. The market for qualified resources required to support unified communication is competitive and maintaining on-premises equipment can stress businesses in terms of time, energy, and capital investment. With unified communications provided as a service, we provide agility in growth and reduced time, energy, and money an organization will spend on having a first-class communications platform continuously updated with the latest technology.

What differentiates CBTS from competitors in the hosted UC space?

CBTS has created the Hosted Enterprise UC solution with efficiency and simplicity in mind for our clients. We include key features into each profile that our competitors charge for, such as E 911, long distance, auto attendants, and hunt groups. With additional optional and bolt-on services like Hosted Enterprise Contact Center, Cisco Webex Teams, and Cisco WebEx Meetings with cloud connected audio, CBTS is able to meet any communications need a client may have.

Additionally, CBTS has built redundancy and resiliency into the platform that is second to none. Providing clients 99.999% guaranteed uptime via dual MPLS networks and geographically redundant data centers, we ensure that clients have the peace of mind they require to operate their business. Coupled with CBTS and its proven history of design, implementation, and support, clients have a proven partner to manage their communications needs.

Included Services

- 24x7 incident management (break / fix)
- Service request management (MACD)
- Consulting, implementation and project management

Key Features Included

- SIP trunking for PSTN, DIDs, Local & LD
- Auto attendants and hunt groups
- E911
- Call Detail Reporting (CDR)
- Mass Notifications

Single Bill

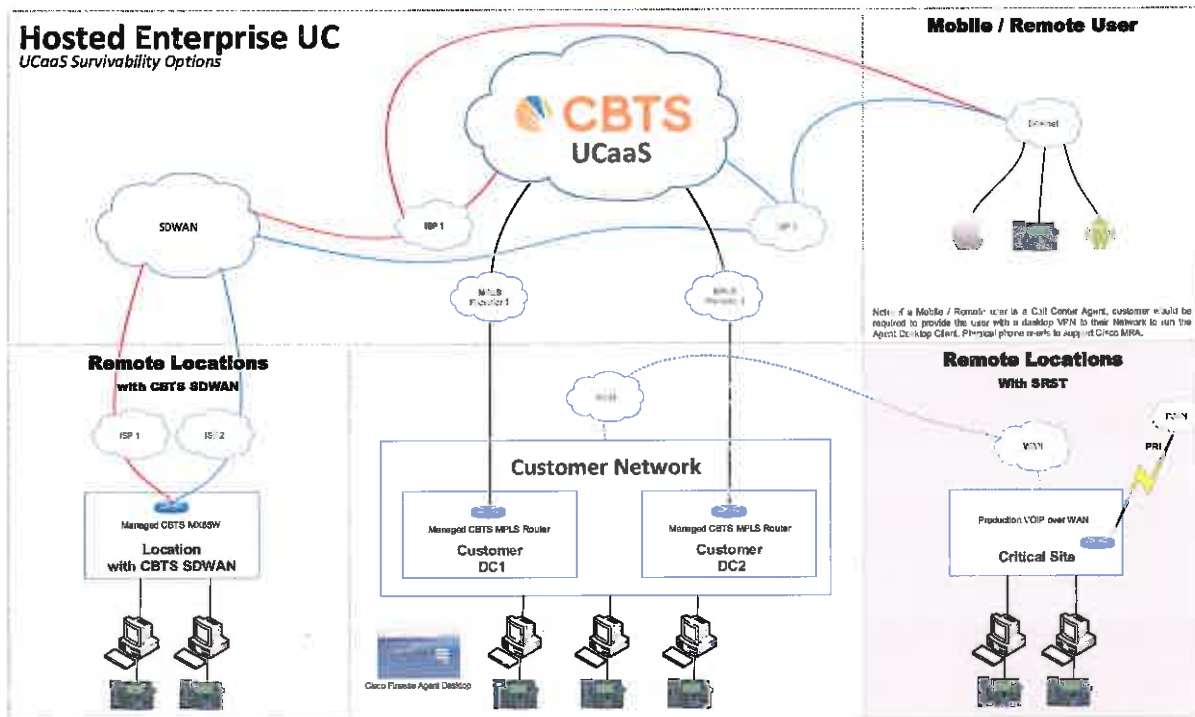
- One bill with dial tone and usage together
- Makes it easy to track and manage

CBTS Know-How & Capability

- Dual WAN/MPLS networks
- CBTS is unmatched in UCaaS experience
- Execution and flexibility

Flexible Cloud Connectivity Options

CBTS provides our clients with multiple ways to connect to the Hosted Enterprise UC cloud via MPLS, NNI (network to network interconnection) or they can leverage CBTS SD-WAN for connectivity or additional survivability by making your existing WAN more resilient.



Contact Center: There Are No Limits in the Cloud

Cloud technologies deliver rich contact center functionality, solutions that scale, reduces complexity and frees IT from daily challenges. CBTS delivers contact center as-a-service to bring you everything your organization needs on demand without the costly capital investment and ongoing management.

Contact Center as-a-service lets you:

- Deliver a compelling, consistent customer experience across the entire enterprise
- Monthly operating cost vs large capital investment
- Rapidly deploy new users
- Launch new features without costly upgrades to equipment
- Scale users up or down for seasonal influxes
- Support the use of mobile, social, visual and virtual technologies

"A 2% increase in customer retention has the same effect as decreasing costs by 10%"

Leading on the Edge of Chaos, Emmet Murphy and Mark Murphy

Contact Center Solutions that Fit Your Enterprise Business

Hosted Enterprise Contact Center from CBTS leverages industry-leading Cisco Unified Contact Center platform to deliver a world-class, Omni-channel engagement for your customers.



- Engage with customers via their preferred platform: web chat, email, social or video
- Scalable architecture allows you to increase and decrease based on business needs
- As-a-service model negates need for a large, upfront capital investment
- Built-in redundancy to guarantee uptime
- Always-on monitoring through Enterprise Network Operations Center

CBTS Enterprise Hosted Call Center at a Glance

Cloud-based contact center delivers revolutionary customer care through a connected digital experience.

A customer's first – and often last – impression of service increasingly starts with the contact center. Contact centers are a mission-critical component of customer service, but bring significant challenges in capital outlay and ongoing asset management.

The CBTS Enterprise Hosted Contact Center is a cloud-based, Cisco-powered solution that offers your customers a consistent and positive experience, through a predictable Opex cost model. This integrated Omni-channel customer experience benefits your business from both an operational and reporting standpoint. It provides real business intelligence about your customers by enabling contextual customer interactions to pass between business channels.

EHCC also allows you to offload expensive management and capital investment, and gain powerful customer experience and business operations analytics to drive your growth.



Control Costs:

No more capital investments for new hardware or software. Move your call center to the cloud, let CBTS do the work, and enjoy a predictable cost model that allows you to quickly scale as needed.



Focus IT on ROI:

Increase your IT organization's bandwidth to focus on ROI activities that further support your business. CBTS will provide call center management and upgrade cycles.



Gain Business Insights:

Leverage analytics to differentiate your customer service from the competition and support an environment of continuous improvement.

CBTS and Cisco offer a world-class, cloud-based contact center platform that will increase customer satisfaction, decrease costs, and provide powerful analytics across multiple customer touchpoints in a complex social media environment.

- Omnichannel Customer Experience
- Rich Analytics and Reporting
- Strategic Workforce Management and Optimization
- Meets Compliance Standards

Enterprise-grade cloud service

- Multiple data center cloud infrastructure provides redundancy
- Burstability to accommodate seasonality changes
- Avoid slow, manual upgrades and quickly spin up new applications
- Built on Cisco's call center platform and portable with CBTS Enterprise Hosted Communications Solution

Strategic partnership

- Eliminate need for multiple vendors to complete migration, implementation, and support
- Designed solutions for hybrid or cloud deployments
- No additional resources required. With CBTS we are a virtual extension of your staff.

Transform business with valuable insights

- Gain visibility into the end-to-end customer journey
- Introduce multi-channel experience for your customers
- Analyze customer service, training, marketing and other initiatives

CBTS

CBTS is a leading technology provider to enterprise clients in all industries, including dozens of Fortune 500 and Global 2000 companies. Our differentiator is the agility, flexible delivery models, and client focus of a smaller company, coupled with the ability to deliver the resources, scale, and capabilities required by large organizations. With over 800 certified engineers and locations throughout the United States, Canada, the United Kingdom and India. Our global footprint links our clients to diverse and comprehensive IT solutions.



Top 10
Most Capable
Partners in US

Top 3
HCS Partner
in World

UC as a
Service on HCS



WebEx
CCA-SP

Contact Center as a
Service Provider on HCS



2016 Architectural Excellence – Collaboration
2015 SLED Transformation Partner of the Year

CBTS stays at the forefront of technology trends to offer best-of-breed solutions to our clients. We partner with all leading technology manufacturers across the broad IT landscape and offer customized solutions to achieve our clients' measurable business outcomes. Clients leverage our flexible OpEx or CapEx delivery model to:

- Enable collaboration, workforce mobility, and omnichannel customer experience.
- Modernize E-Commerce platforms, web presence, and applications to digitally transform your business.
- Improve data protection and security strategies that address ongoing cyber threats and meet industry compliance requirements.
- Implement cloud strategies that improve business agility, speed to market, and reduce costs.
- Manage technology infrastructure and maintain 24x7x365 operational uptime.

In March 2017, CIO Review magazine recognized CBTS as one of the
20 Most Promising Unified Communications Providers In 2017



The CBTS Hosted Enterprise UC solution is the primary reason why the company was included in the list.

To read the write up, click [here](#).

Introduction

CBTS is an organization that celebrates innovation and reinvention and since its inception has evolved to meet the changing needs of our clients. CBTS provides end-to-end IT and communications solutions that allow mid-sized and enterprise businesses to improve operational efficiency, enable innovation, mitigate risk and reduce expenditures. We are dedicated to building a long-term relationship with you by understanding your technology needs and delivering solutions that exceed your expectations.

To help achieve your business goals, CBTS has maintained state-of-the-art technology platforms, engineering talent, and strategic partnerships to deliver world-class technology solutions. With over 700 certified consultants, you are assured that your mission-critical data and operations are up and running at all times, protected, and compliant.

About CBTS

CBTS is the information technology division of Cincinnati Bell Inc., an award winning public company traded on the New York Stock Exchange under the symbol CBB.

CBTS provides businesses and institutions with guidance on the development and implementation of leading-edge networks, technologies, and IT related systems and applications. CBTS offers a single-source for multi-level analysis, strategic consulting and staffing, and complete system management solutions.

The critical decisions that brought CBTS to the forefront of the IT industry were developed from our leadership team. With decades of experience within the IT industry, including project management, engineering, development, and consulting, CBTS understands the direction that businesses and institutions are headed. We offer solutions and services that enable you to realize your IT goals and initiatives.

When you partner with CBTS, you gain the technical assets, expertise, and flexibility needed to optimize your initiatives and ultimately your operations. Our value is delivering customized, flexible solutions needed to meet defined customer requirements. It is important to note that our solutions are built for customer specific needs today, yet flexible enough to modify as goals and objectives change. In short, our solutions are designed specifically to help you power the next generation of technology solutions and services.

CBTS' Culture

CBTS has long-standing relationships with its customers primarily due to its efforts in understanding their technology needs and delivery of quality technology solutions, as well as flexible delivery and support options. With Over 700 highly qualified engineers and all advanced industry certifications, we take a consultative approach to our customers and their businesses. We operate by a custom-built, ITIL-based design, build, run methodology. Our practice, our customer relationships, and the rapid pace of change in the communications and IT industry have informed our way of business.

CBTS has a culture of innovation, of agility, of continuous learning. Ours is an entrepreneurial environment, promoting creativity and a climate that cultivates new ideas. CBTS' commitment to customers to providing flexible, tailored solutions breeds flexibility in our employees and the organization.

As a responsible corporate citizen, we are proud to have a culture of serving individuals, families and organizations with unparalleled products, services and experiences. Fundamental to this culture is our role to make the local communities a better place to live.

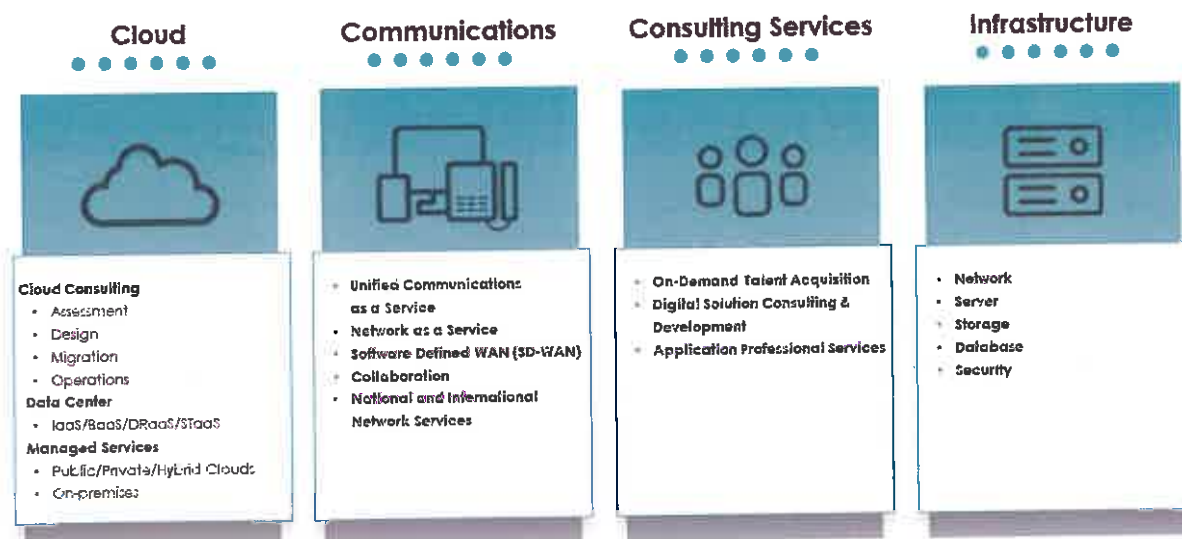
We recognize the importance of investing in the future of our community. Each year, we contribute to 125+ local nonprofit organizations and consistently rank as one of the area's top donors to both the United Way and ArtsWave.

CBTS' Portfolio of Services

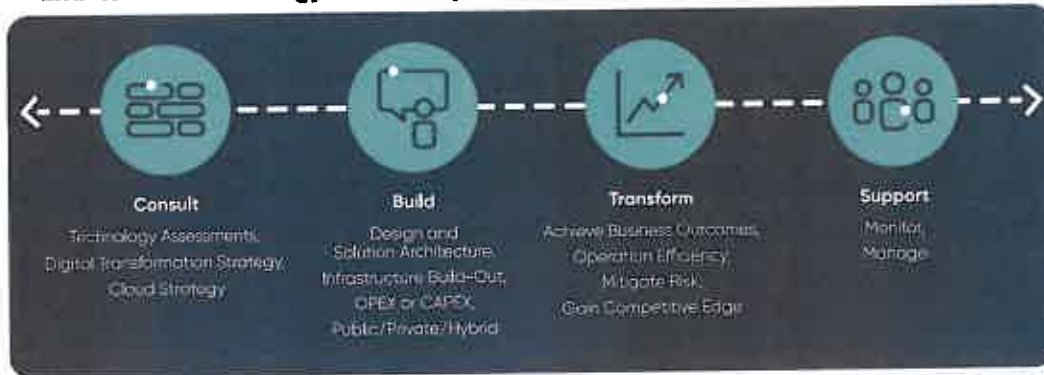
CBTS provides a complete suite of end-to-end IT and communications solutions that allow businesses and organizations to mitigate risk, improve operational efficiencies, enable innovation, and reduce expenditures.

Whether your goal is to build a complex architecture, implement a dynamic cloud strategy, deploy a unified communications solution, utilize managed data center services, or protect your data from unforeseen occurrences, CBTS is fully equipped to meet your infrastructure and service needs.

To help achieve your business goals, CBTS has built a state-of-the-art platform of technology assets, engineering talent, and strategic partnerships to deliver world-class services. In addition to configuring and deploying cutting-edge technology solutions, we also use the same platform to fuse the right security, disaster recovery, and management portfolio around your environment. With CBTS, you are assured that your mission critical data is up and running at all times, protected, and compliant.



End-to-End Technology Partnership



For More Information

Company Overview: <http://cbts.com>

Investor Resources: <http://investor.cincinnati-bell.com/annual-report>

Annual Report

The Cincinnati Bell Annual Reports available on our web site contain the audited financial reports for the previous 20 years of the corporation (each Annual Report also contains a financial overview of the previous 4 years).

The 2002-2017 Annual Reports are available for public inspection at:

<http://investor.cincinnati-bell.com/annual-report>

The selected financial data should be read in conjunction with the consolidated financial statements and "Management's Discussion and Analysis of Financial Condition and Results of Operations" included in this document.

(All data in millions, except per share amounts)	2017 (a)	2016	2015	2014	2013 (b)
Operating Data					
Revenue	\$ 1,288.5	\$ 1,185.8	\$ 1,167.8	\$ 1,161.5	\$ 1,073.4
Cost of services and products, selling, general and administrative, depreciation and amortization expense	1,195.2	1,079.8	1,031.3	979.5	877.8
Other operating costs and losses (c)	55.2	13.0	8.5	5.1	56.0
Operating expense	98.3	95.0	128.0	176.9	139.8
Initial expense	85.2	75.7	103.1	145.9	176.8
Loss on extinguishment of debt, net	3.2	19.0	20.8	19.6	29.6
Loss from CyrusOne investment (c)	—	—	—	3.1	10.7
Gain on sale of CyrusOne investment	(13.7)	(157.0)	(449.2)	(102.8)	—
Income (loss) from continuing operations	55.1	101.3	290.8	117.7	(64.9)
Income (loss) from discontinued operations, net of tax	—	0.3	62.9	(42.1)	10.2
Net income (loss)	55.1	102.1	353.7	75.6	(54.7)
Basic earnings (loss) per common share from continuing operations	\$ 0.59	\$ 2.17	\$ 6.69	\$ 2.57	\$ (1.83)
Basic earnings (loss) per common share from discontinued operations	\$ —	\$ 0.01	\$ 1.50	\$ (1.01)	\$ 0.25
Basic earnings (loss) per common share	\$ 0.59	\$ 2.18	\$ 8.19	\$ 1.56	\$ (1.58)

RFP SECTION 4.2: PROJECT GOALS AND MANDATORY REQUIREMENTS

4.2. Project Goals and Mandatory Requirements: The State of West Virginia is seeking to establish a contract with a Vendor for the management of the State's current Legacy Environment and to migrate its Legacy Environment to a Hosted VoIP Solution, including Contact Center Services. Vendor should describe its approach and methodology to providing the service or solving the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches as well as identify areas where the proposed solution exceeds the project expectations.

4.2.1. Goals and Objectives - The project goals and objectives are listed below.

4.2.1.1 Voice Services

CBTS acknowledges.

4.2.1.1.1 Managed Voice Services - Support of State's Legacy IP Environment

4.2.1.1.1.1 The State's goal is to contract with a single Vendor for all application, hardware, and MACD management, maintenance, and support of its current IP Telephony platforms (as described in Appendix A), with the goal of the Vendor migrating the State's current IP telephony infrastructure, excluding network infrastructure, to a unified, hosted IP platform within 24 months. The State further desires an economical monthly per phone cost for these support services. As such, The State is proposing the following division of duties for the support of its Legacy IP Environment:

Vendor Duties:

1. Create an operational plan of the State's Legacy IP Environment for the State's review and approval
2. Daily management, operational support, and ongoing maintenance of the State's current telephony environment, as outlined in Appendix A.
3. MACD changes to the State's current telephony infrastructure.
4. Replacement of failed parts where feasible, outdated telephony equipment, or other telephony components. If the Vendor is unable to furnish parts or replace equipment, the State expects the Vendor to migrate that site to the Vendor's Hosted VoIP platform.
5. Set-up mutually agreed upon standing meetings with the State to address concerns, changes, service interruptions, and project progress.
6. The Vendor should alert the State points of contact after being notified of any service interruptions, in writing, that exceed sixty (60) minutes. The Vendor should provide updates to the State every sixty (60) minutes thereafter until the issue is resolved.
7. The Vendor should have a 24x7x365 operations center that includes Tier 1 support to receive trouble tickets and onsite operational support for critical failures.

State Duties:

1. Management of State's LAN/WAN Network Infrastructure
2. Ordering, disconnecting, and billing services

Compliant

4.2.1.1.1.2 The State desires the Vendor provide the State with its proposed Operations Plan within 30 calendar days of contract effective date, outlining its plan for managing, supporting, and maintaining the State's current IP telephony infrastructure.

The Vendor's Operations Plan should include a strategy for assuming its duties, as outlined above. Please describe your company's experience and strategy in developing operations plans for supporting legacy environments.

4.2.1.1.1.3 The State desires that the State and Vendor finalize and agree upon an Operations Plan within 60 calendar days of contract effective date for the management, support, and maintenance of the State's current telephony infrastructure. Please describe your company's ability to deliver the finalized Operations

Plan to the State within 60 calendar days of contract effective date with scheduling the appropriate meetings, making changes after State input, and meeting deadlines.
 4.2.1.1.1.4 The State desires the Vendor to be fully managing its Legacy Environment within 90 calendar days of contract effective date and until all sites wishing to adopt these services have been migrated to a Hosted VoIP solution. Please describe your company's experience in providing support of a Legacy Environment, its experience in taking over existing infrastructure, and provide a plan showing how this goal can be met.

Compliant with 4.2.1.1.1.2, 4.2.1.1.1.3 and 4.2.1.1.1.4.

CBTS is uniquely qualified to successfully walk-in and take over the current operations for the State of West Virginia. While CBTS is a leader in Unified Communications as a Service (UCaaS) with our Hosted Enterprise UC service, CBTS has been providing on-premises Cisco voice implementations and managed Cisco voice solutions since 1999. Please see the following timeline for CBTS' 145+ year history providing telecommunication services:



- 1873** Officially Incorporated, 1st company in Cincinnati to connect homes and businesses
- 1876** Alexander Graham Bell placed the 1st phone call
- 1876-1983**, continued to connect homes and businesses
- 1983** Became an Avaya Business Partner
- 1992** 1st company in nation to deploy SONET ring technology
- 1994** 1st company in the nation to deploy metro Ethernet services
- 1997** 1st company to install ADSL in North America
- 1999** Became a Cisco Partner
- 2000** Started offering UCaaS (before it was called UCaaS)
- 2002** One of the 1st IP Telephony adopters
- 2002** Avaya Business Partner of the Year

- 2002** Hosted Cisco UC for KCTCS (now 8K+ UC endpoints)
- 2006** CBTS became a Broadsoft Partner
- 2007** Avaya Business Partner of the Year
- 2008** Launched virtual data center
- 2010** Hosted Cisco UC for General Electric (now 60K+ UC endpoints)
- 2012** Avaya Business Partner of the Year
- 2012** Hosted Cisco UC for the State of Ohio (now 52K+ UC endpoints)
- 2013** Successful spinoff of CyrusOne data center business
- 2016** Hosted Cisco UC for the State of Indiana (now 11K+ UC endpoints)
- 2015** Cisco's SLED Transformational Partner of the Year
- 2015** Hosted Avaya for Commonwealth of Kentucky (now 22K+ UC endpoints)
- 2016** Cisco's Architectural Excellence for Collaboration Award
- 2016** National Association of State CIOs (NACIO) – Best Communications Solution at State Level
- 2017** Avaya Business Partner of the Year
- 2017** Named 20 Most Promising Unified Communications Solution Providers by CIO Review



For more info: <http://unified-communications.cioreview.com/vendor/2017/cbts>

- 2017** Acquired SunTel located in Michigan and OnX a \$600 million dollar VAR in the Northeast & Canada
- 2018** Acquisition of Hawaiian Telcom which will provide access to additional fiber assets, including Trans-Asia underwater fiber run
- 2018** Named as a Notable UCaaS Vendor in October 2018 Gartner Magic Quadrant for Unified Communications as a Service Worldwide report

cbts

Powered by Cisco

- Gold Partner
- Master Unified Communications Partner
- Master Cloud Builder Partner
- Master Service Provider
- Master Security Partner

1 of 9

Most Capable Partners in N. America

Top 3

HCS Partner in World

Top 5

Broadsoft Partner in World

Service Management

- ITIL-based Service Management
- 24x7x365 Monitoring / Staffed ENOC
- 24x7x365 Incident Management (break/fix)
- Service Request Management (MACD)
- Problem Management
- Root Cause Analysis
- SLOs with SLAs
- Self-Service Admin Portal



As one of Cisco's top partners with over 700 certified engineers, CBTS has the resources and history in telecommunications to successfully manage the State's current solutions while transitioning to a single hosted solution. CBTS will assign a Project Manager (PM) who is responsible for managing and overseeing all the design and build service implementation activities. Below is a high-level plan:

- Conduct project meetings with CBTS and Customer to develop plans to assume management of current solutions. (First 30 days)
- Finalize plans to have CBTS assume management (30-60 days)
- CBTS to start assuming management responsibilities (60-90 days)
- CBTS assumes full responsibilities of current solution (90 days)

Please note: CBTS has included the cost to manage the environment on the Cost Sheet based on the data the State provided. What was excluded from the State's provided content and what will be discussed more during the discovery process will be the additional hardware such as voice gateways, analog voice gateways and any additional hardware that extends the data provided by the State.

4.2.1.1.5 It is the State's desire that the awarded Vendor of this contract will establish a local support system to continue support and maintenance of the State's Legacy IP systems. Please describe your company's ability to provide maintenance and support of the State's Legacy Environment.

Compliant - CBTS will establish local presence for the State in addition to leveraging company-wide resources regardless of geography. CBTS maintains a substantial managed services group who will be responsible for day to day management of the State's Legacy Environment in addition to the local

presence. CBTS has a long history of providing the same and/or similar migrations services from managed to hosted. CBTS has done this for Customers such as the Commonwealth of Kentucky and we are currently in the process of doing this for University of Louisville. If afforded the opportunity to present to the State, CBTS will provide additional detail.

4.2.1.1.1.6 The State desires all application, hardware, and MACD support for the State's current telephony infrastructure will be entered via the Vendor's self-service web portal and/or a Vendor-provided toll-free number within 90 calendar days from contract effective date. If the Vendor determines that an issue or problem falls within the State's purview, the Vendor should notify the State's points of contact in writing within one hour of reaching this determination. Please describe your company's support offerings or its ability/plan to accomplish this.

Compliant – CBTS will provide a Service Management Portal for the State to access as well as an 800#. If CBTS determines that an issue or problem falls within the State's purview, CBTS will notify the State's points of contact in writing via updating the CBTS ticket within an hour after reaching this determination. CBTS handles this workflow within our Service Management Portal.

4.2.1.1.2 Transition from the State's Legacy IP Environment to the Vendor's Hosted Solution

4.2.1.1.2.1 The State desires all sites listed in Appendix_A be migrated to a Hosted VoIP solution within 730 calendar days from contract effective date. The State reserves the right to reprioritize this list as necessary. Please describe your company's plan to accomplish these migrations.

Compliant - The CBTS PM will be responsible for managing efforts to migrate all State sites from the State's Legacy Environment to the CBTS Hosted Enterprise UC service as specified in 4.2.1.1.2.2. The CBTS PM will be responsible for creating a detailed plan with the schedule to successfully migrate all sites within the first two (2) years.

4.2.1.1.2.2 The Vendor should include site preparation and coordination services to implement a turn-key solution at various State locations, including simultaneous deployments to the Vendor's hosted solution. These services should be provided by Vendor personnel knowledgeable in both the Vendor's solution and legacy public switched telephone services. The State desires the Vendor perform site assessment and readiness work for the implementation of its hosted solution, at no additional cost, including a proposed division of duties (Vendor, State), which results in a Statement of Work for each site, as follows:

VENDOR duties:

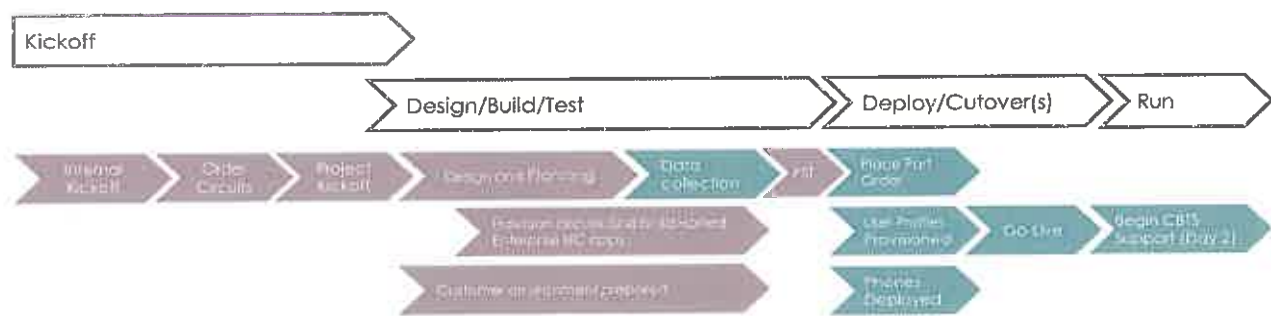
- Gather site's end-user data in order to get site ready for Vendor's hosted solution;
- Provide list of equipment/specifications needed for site readiness, including cabling infrastructure requirements;
- Conduct review to move, at a minimum, existing telephony system to new environment;
- Provide the State with necessary ordering information for TCRs;
- The State owns all data gathered under the scope of the contract and is able to obtain copies of all configuration files gathered as part of this contract. The Vendor should update, maintain the data repository in a manner negotiated with the State upon award, and provide information upon request in an Excel or csv format;
- Configure, tag, label, and drop-ship phones to site, STATE duties.
- Confirm site readiness;
- Coordinate between the Agency, Vendor, and other applicable parties;
- Purchase, configure, update and refresh network hardware;
- Prepare, process, and submit TCR to Vendor based on information provided;

- Place physical phones
- The Vendor should describe its solution's capability to meet or exceed each of these objectives

Compliant - CBTS will establish connectivity to the Customer's network environment and provision Customer's users on the CBTS Hosted Enterprise UC service based upon the orders from the Customer per the profile definitions in this SOW. The service implementation project will be managed by a CBTS project manager (PM) in collaboration with a Customer's single point of contact (CSPOC). Additionally, CSPOC will be responsible for identifying internal Customer resources to assist in the implementation process. These responsibilities include, but are not limited to, the items listed in the Service Implementation Roles and Responsibilities section.

Note: the phases are not sequential and for cases where an implementation consists of multiple cutovers the build and run phases will be active at the same time.

The project will take place generally in three (3) phases as depicted below.



Note: Number of port events and timing customer's context and telephony porting constraints

- ▶ Activities occurring once per implementation project
- ▶ Activities occurring once per port/migration group

The project follows the diagram above and the specific service implementation timeline will depend on a number of factors including but not limited to:

- Customer's existing telephone numbers and desire to retain or get new telephone numbers (I.e., if Centrex, number of accounts/billing telephone numbers, or other related factors)
- Grouping of users into [one or more] migration groups so there is alignment with Customer's business objectives
- Status of environmental factors such as Customer network and facilities (E.g., number of ports available at end user locations), Customer's resource availability

Note: the above project is predicated on the completion of the Customer network and facilities readiness projects (if applicable).

Service implementation roles and responsibilities will be outlined in our SOW.

4.2.1.1.3 Hosted Voice Services

The State's goal is to obtain a reliable, customizable, and scalable UCaaS solution providing hosted voice-over-IP (VOIP) services for an estimated 10,000 state employees located at various sites throughout the State. The State desires these services be provided at no additional cost, except where noted in this section. To that end:

4.2.1.1.3.1 The Vendor's solution should offer four voice packages. These packages should include: A Basic Package with at least Ad Hoc Conferencing, Call Forwarding, Call History, Call Hold, Call Waiting, Caller ID, and Do Not Disturb; an Enhanced Package including at least all features in the Basic package plus Voice Mail (including Immediate Divert to Voicemail and Message Waiting Indicator); a Premium Package including at least all of the features in the Enhanced Package plus Extension Mobility, and an Analog line option. All packages should be available with high and standard security options. Equipment for the analog line package will not be required for this contract. Please describe your Company's offerings.

Compliant with providing the features and functionality as described in 4.2.1.1.3.1.

CBTS offers two simple HEUC Profiles that provide easy alignment with the four voice packages that the State has documented as noted in the following table:

State Required Voice Packages	CBTS HEUC Profiles
Analog	Common Space Profile
Basic	
Enhanced	User Profile
Premium	

All features and functionality that the State listed in 4.2.1.1.3.1 align with the CBTS HEUC Profiles as noted in the following table:

CBTS HEUC User Profile (Premium & Enhanced)	CBTS HEUC Common Space Profile (Basic & Analog)
Ad Hoc Conferencing	Ad Hoc Conferencing
Call Forwarding	Call Forwarding
Call History	Call History
Call Hold	Call Hold
Call Waiting	Call Waiting
Caller ID	Caller ID
Do not Disturb	Do not Disturb
Voicemail	

Divert to VM	
Message Waiting Indicator	
Extension Mobility	

Below is an overview of additional features and functionality included with the CBTS HEUC Profiles.

Features	User Profile (Premium & Enhanced)	Common Space Profile (Basic & Analog)
Advanced Managed Services and Support 365x24x7	X	X
Call Control	X	X
Caller ID	X	X
Local and LD	X	X
Direct-inward-Dial (DID)	X	X
E911	X	X
Call Detail Reporting	X	X
Instant Messaging and Presence (Jabber)	X	X
Extension Mobility	X	X
Mass Notifications	X	X
Person-2-person Video Calls	X	
Single Number Reach	X	
Voicemail	X	
Unified Messaging	X	
Desktop IP Phone	X	X
Personal Video Endpoint	X	
Desktop Softphone (Jabber)	X	
Tablet Softphone - Android/iPad (Jabber)	X	
Smartphone Client - Android (Jabber)	X	

Device Types

	Smartphone Client - iPhone (Jabber)	X	
	Analog Endpoint		X
	Supported Devices	Cisco IP Phones	Cisco IP Phone OR Analog Endpoint
	Devices Per Profile	10	1

The State noted that the equipment for the analog line package will not be required for this contract. Please note, CBTS assumes that the State will provide, purchased or use the CBTS Customer Premise Equipment as a Service (CPEaaS) for the necessary Analog Voice Gateway and/or Analog Telephone Adapters. Customer owned and/or purchased Analog Voice Gateways will require a management fee to be utilized within the CBTS Hosted Enterprise UC service and for CBTS to managed the device.

USF can fluctuate and is based on federal regulations. CBTS cannot provide this as a static cost. The Cost Sheet did not allow us to enter or represent this accurately so CBTS left this blank. While there will be a cost to the State, CBTS has worked diligently with and on behalf of other state entities to assure that they are only paying the applicable USF required by law.

4.2.1.1.3.2 The State desires six handset options for use under this contract: a 2-line phone, a 6-line phone with sidecar capabilities, a conference phone, a softphone, a wireless phone, and an ADA-compliant hardware option. The State further desires a leasing option for all handsets on this contract, by which the State will pay a monthly lease price to be added to the price of the monthly voice package. In the event that a phone is broken or stops functioning, the State desires the Vendor replace that phone, at no additional cost. Additionally, the State desires that the Vendor refresh equipment in-line with the Original Equipment Manufacturer's refresh program, at no additional cost. At the end of the contract, the State will own all of the phones. Please describe your company's leasing options, refresh programs, and ability to meet this goal.

Compliant - CBTS is aligning current Cisco handsets to meet the State's requirements. All phones need an associated Hosted Voice Services Package or what CBTS refers to as an HEUC Profile.

State Requirement	Cisco Aligned Handset
2-line phone	Cisco 7821
6-line phone with side car capabilities	Cisco 8851
Conference phone	Cisco 7832
Softphone	Cisco Softphone


Wireless phone	Cisco 8821
ADA-compliant phone	Cisco 8811

During the initial term of the contract, in the event that a phone is broken or stops functioning, CBTS will replace the phone with the same or like model at no additional cost. At the end of the term, CBTS agrees that the state will own the phones.

Below are current Cisco IP Phones and Cisco Video Endpoints that are available if the State would like to consider additional available models. Pricing for additional models can be provided at the State's request.

Cisco IP Phone Matrix

Public Space & Information Users



Feature	7811	7821	7841	7841	7852	8832
Display Size	3.28"	3.5"	3.5"	3.5"	3.4"	3.9"
Display Type	Mono	Backlit Mono	Backlit Mono	Backlit Mono	Backlit Mono	Color
Programmable Buttons	0	2	4	16	4	4
Integrated Switch	10/100	10/100	10/100/1000	10/100	10/100	10/100
Full Duplex Speakerphone	✓	✓	✓	✓	✓	✓
Headset Support	-	RJ-9	RJ-9	-	-	-
Bluetooth & Wi-Fi Capability	-	-	-	-	-	-
720p HD Video	-	-	-	-	-	-
Optional Wall-mount Kit	✓	✓	✓	✓	✓	✓
Optional Expansion Module	✓	-	-	-	-	DECT Microphones
User Type	Public Space	Public Space	Information Worker	Information Worker	Huddle/ Small Conference Room	Medium to Large Conference Room

Cisco IP Phone Matrix

Knowledge & Executive Users



Feature	8841	8851	8861	8821	8893	8845
Display Size	5"	5"	5"	2.4"	5"	5"
Display Type	Color	Color	Color	Color	Color	Color
Programmable Buttons	5	5	5	2	5	5
Integrated Switch	10/100/1000	10/100/1000	10/100/1000	-	10/100/1000	10/100/1000
Full Duplex Speakerphone	✓	✓	✓	✓	✓	✓
Headset Support	RJ-9	RJ-9, USB, BT	RJ-9, USB, BT	BT	RJ-9, BT	RJ-9, USB, BT
Bluetooth & Wi-Fi Capability	-		 	 		 
HD Video	-	-	-	-	720p	720p
Optional Wall-mount Kit	✓	✓	✓	✓	✓	✓
Optional Expansion Module	-	Key (up to 2)	Key (up to 3)	Multi-Charger	-	Key (up to 3)
User Type	Knowledge	Knowledge	Knowledge	Knowledge	Executive	Executive

Cisco Video Endpoint Matrix

Desk & Room Systems



Feature	DX70	DX80	Spark Room Kit	Spark Room Kit+	Spark Board
Display Size	14"	25"	Not included	Not included	55" or 70"
Display Type	Touchscreen LCD 1920x1080 (16:9)	Touchscreen LCD 1920x1080 (16:9)	Not included	Not included	Edge LED LCD 1920x1080
HD Video	1080p	1080p	1080p	1080p	1080p
Camera	1080p w/ Instant Focus	1080p w/ Instant Focus	5K Ultra HD	5K Ultra HD	4K
Integrated Switch	10/100/1000	10/100/1000	-	-	-
Headset Support	USB, BT	USB, BT	-	-	-
Bluetooth & Wi-Fi Capability	 	 	-	-	-
Number of Participants	1	1-2	Up to 7	Up to 14	Up to 7
Collaboration Endpoint	Desk	Desk	Room System	Room System	Room System
User Type	Power & Executive	Power & Executive	Conference Room	Conference Room	Conference Room

4.2.1.1.3.3 The State utilizes Cisco SRST and local voice services in case of data network failure. At the initial deployment of the site to the Vendor's hosted solution, if requested, the Vendor should work with an Agency to implement call control and PSTN connectivity, in case the data network fails at a State location. This should include the provisioning of at least one local phone line for 911 calling. The Vendor should include the provisioning of one failover line in the cost of its monthly package. If the site requests more than one failover line, the State understands there may be additional charges for that work. Please describe your solution's ability to meet this goal and any additional costs.

Compliant – CBTS can provide local failover and/or survivability services, if requested by Agency. If the Agency did not opt for any optional survivability

services, CBTS can re-route numbers in the event the Customer's WAN and/or the CBTS Hosted Enterprise UC service becomes inaccessible.

Optional survivability services available:

- SD-Survivability
- CPE to support SRST and local PSTN
 - Small = <100 users , Medium = 100-749 users and Large = 750-2000 users
- CPE to support a local subscriber/registration
 - CPE to support local PSTN

Hardware for the above optional services can be provided as CPEaaS, can be purchased from CBTS or can be provided by the Customer. Please note, any purchases or provided hardware that will be utilized within the CBTS Hosted Enterprise UC service will require a one-time implementation as well as a management fee. While CBTS is providing centralized SIP trunking for the PSTN, CBTS is not providing any PSTN for local site survivability. The State would be required to provide any local PSTN for survivability which CBTS will provision based on the optional survivability services available.

4.2.1.1.3.4 The Vendor's solution should support station-to-station calling that remains "on-net" (on the State's private data network) at no additional cost. Please describe your solution's ability to meet this goal.

Compliant - Station to Station calling is fully supported and is a standard function of CBTS Hosted Enterprise UC.

4.2.1.1.3.5 The Vendor's solution should provide at least two PSTN connections via SIP Trunks over secure private connections engineered for voice quality of service. These PSTN connections should adhere to the industry standard of 150 ms latency or better, and jitter of 40 ms or better. Please describe your network engineering architecture and your practices to continuously achieve these standards.

Compliant - CBTS Hosted Enterprise UC is built across multiple Tier 3 Data Centers creating a core that provides 99.999% (5 9's) uptime. PSTN access is maintained across CBTS data centers allowing for full committed access in the event one of the CBTS data centers becomes unavailable.

4.2.1.1.3.6 The Vendor's solution should provide a MPLS network connection to Verizon's MPLS core to reduce and/or eliminate the backhaul of traffic to the State's core network. The State has provided a column on the Attachment A Cost Sheet for both one-time installation costs and for monthly recurring costs for these connections. Please describe your ability to meet this goal.

Compliant – CBTS can provide cloud access via MPLS connectivity to the following addresses at the State:

- 3708 Sutton Lane, Sutton, WV 26601
- 1900 Kanawha Blvd., Charleston, WV 25305

CBTS offers 100Mbps, 200Mbps, 300Mbps, 500Mbps and 1Gbps. The pricing on the Cost Sheet for 400Mbps is based on the 500Mbps pricing and the pricing for 600Mbps, 700Mbps, 800Mbps and 900Mbps is based on the 1Gbps pricing. Pricing did vary to the above addresses at the State so CBTS provided the higher pricing for the associated connectivity. CBTS does not require any one-time costs associate to cloud access via CBTS provided MPLS circuits. CBTS will provide a MPLS router at each location that would exchange routes with the State's WAN.

However, alternatively, and likely a better solution to meet the State's requirements, CBTS can provide cloud access connectivity via NNI (network to network interconnection) within the CBTS data centers Meet-Me Room (MMR) enabling the State to extend their existing MPLS connections to the Hosted Enterprise UC platform. While CBTS does have a monthly cost associated to this, it is **much more cost effective** than specified on the Cost Sheet as requested by the State. The State's provider already has presence in the CBTS data centers. This assumes the carrier drops any required gear into their own cabinet or the carrier meet-me room, and provides a cross-connect to the CBTS Hosted Enterprise UC cabinets.

4.2.1.1.3.7 As an option for small sites with non-private network handoffs, the State desires a solution utilizing public networking with the ability to securely transmit sensitive data. Please describe any offerings to support this goal.

Compliant - At no additional cost, CBTS can provide small sites with twenty (20) users or less with CBTS Hosted Enterprise UC over the internet to support this goal. This enables phones to connect directly over the internet. All traffic between the CBTS Hosted Enterprise UC firewalls and an "over the internet" connected phone is encrypted via TLS and sRTP. Please see "Mobile / Remote User" on the diagram below.

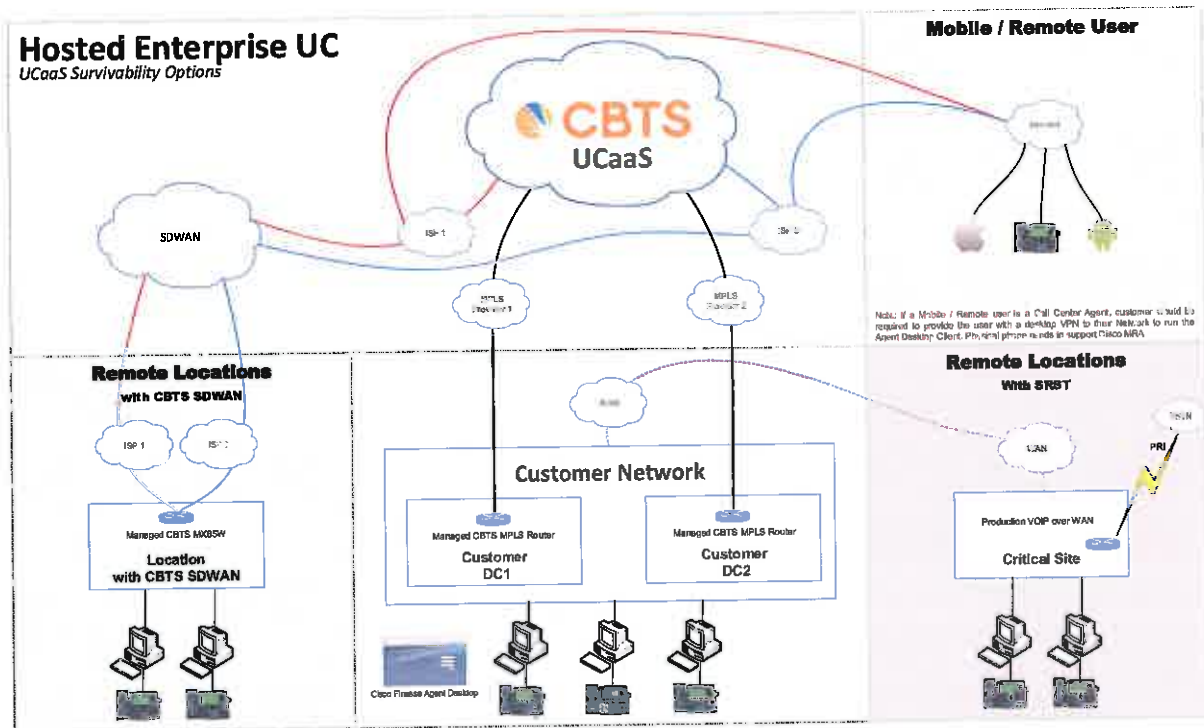
CBTS does have additional options that can also support this goal by utilizing a CBTS provided SD-WAN edge appliance at the site that can provide service to more than twenty (20) users. The edge appliance automatically creates a 256-bit AES encrypted VPN to a corresponding device in the CBTS Hosted Enterprise UC environment, providing a secure connection.

This method provides 256-bit AES encrypted traffic directly back to the CBTS Hosted Enterprise UC service and can also utilize multiple internet connections to add additional survivability and resiliency.

The edge appliances monitor voice traffic for packet loss, delay, and jitter. When problems are detected, the SDWAN appliances use an industry-unique technique of remediation using packet-duplication. The web-based

orchestrator provides visibility in to the quality of the traffic. CBTS monitors and manages the connection between edges 24x7x365 and provides a managed service for the appliances. Please see "Remote Locations with CBTS SD-WAN" on the diagram below.

CBTS is a differentiator when it comes to how Customers can connect to our service and our methodology around traditional and innovative survivability options.



Attachment_A Cost Sheet will not appropriately allow us to provide pricing for this optional service as it is not priced out per individual users, it is priced per site. This service is aggressively priced and can also be used as an alternative to traditional survivability. Utilizing SD-Survivability (SD-WAN) is much more cost effective than a router with SRST licenses and local PSTN access.

4.2.1.13.8 The Vendor's solution should include Caller ID services (inbound traffic) and custom number and naming (outbound traffic) that State Agencies may utilize to customize their displayed information. The Vendor should provide this capability at no additional cost. Please describe your solution's ability to provide these services.

Compliant - Caller ID is included in the service at no additional cost and is presented as long as it is provided with the inbound call. CBTS can provide custom number and naming for outbound calls. Typically our Customers send the site's main number, a call center number or the callers DID on outbound

calls. This is customizable and CBTS is confident that we can meet the State's requirements.

4.2.1.1.3.9 The Vendor's solution should include unlimited local and nationwide calling at no additional charge. Please describe your no cost offerings.

Compliant - Each primary profile includes unlimited local and nationwide calling.

4.2.1.1.3.10 The Vendor's solution should provide international calling. The State understands fees may be associated with international calling. The Vendor should provide its per minute international calling rates for Mexico, Canada, and Jamaica in the Attachment_A Cost Sheet. These will be used as part of the cost evaluation. The Vendor should also attach an appendix of its international calling rates for all countries. This appendix will be used to establish the international calling rates per country in the awarded contract and will be required prior to award. Please describe your solution's international calling offerings.

Compliant - International rates are not included in the cost of the service. CBTS has included per minute calling rates for Mexico, Canada, and Jamaica in the Attachment_A Cost Sheet as requested.

Please refer to the Universal V prices as defined on the Cincinnati Bell website. These are updated to stay current:

https://www.cincinnati-bell.com/Customer_support/product_support/long_distance/international_long_distance_rates/

4.2.1.1.3.11 The Vendor's solution should provide comprehensive site coverage to meet the State's local and long-distance IP-based calling requirements. Please describe your coverage, as well as how you plan to meet the State's coverage needs.

Compliant - Cincinnati Bell Telephone Company LLC provides traditional, ILEC, local telecommunications products and services and broadband internet access in the Cincinnati, Ohio metropolitan area, including portions of Ohio, Kentucky and Indiana and covering more than 2,400 square miles. Cincinnati Bell Extended Territories LLC provides CLEC services in parts of Ohio and video services in parts of Ohio, Kentucky and Indiana.

CBTS Technology Solutions LLC is certified to provide CLEC and long distance services in Canada and 48 states to provide comprehensive PSTN access for the platform to ensure access when needed. The platform provides access for all local, LD and Internationally calls required by State personnel.

Additionally, in July of 2018, Cincinnati Bell acquired Hawaiian Telecom which is the ILEC serving the state of Hawaii.

4.2.1.1.3.12 The Vendor's solution should provide load balancing for all traffic in-bound from the PSTN. Please describe your solution's ability to meet this goal.

Compliant - CBTS provides PSTN access in both datacenters, providing load balancing during normal operations and 100% resiliency during any periods and outage might occur.

4.2.1.13.13 The Vendor's solution should ensure 911 call delivery to the appropriate local PSAPS. Additionally, the State desires support for Private Switch/ Automatic Location Identification (PS/ALI) services for 911 calls. Please describe your process for ensuring the accuracy of 911 call delivery, as well as the process to support PS/ ALL

Compliant - CBTS provides Enhanced 911 features and functionality with our service at no additional cost.

Without Enhanced 911



With Enhanced 911



- Real-time location tracking database
- Automatically route calls to PSAP with full detail of caller's location
- Automatically notify security personnel when an emergency call is in progress providing caller's information
- Automatically conference in and mute security personnel when an emergency call is in progress
- Security may barge in if necessary
- Emergency personnel will find the caller much more quickly
- Requires no administrative support for moving phones from one location to another
- 911 calls automatically recorded
- Remote Users / Softphone Support
 - Real-time self-provisioning of address
 - Address validation/correction
 - Custom disclaimer can prompt users



- o Remembers previous locations and does not prevent use of the softphone



4.2.1.1.3.14 The Vendor's solution should support the following industry standard protocols: G.711 (uncompressed), G.729 (compression), and T.38 (fax). Please describe the protocols supported by your solution.

Compliant with the following exception. While CBTS does support G.711, G.729 and T.38 on the platform, CBTS does not typically implement G.729 with our hosted offering because it would require Customer premises routers to transcode G.729 to G.711. While G.729 is technically supported on the platform, additional discovery and requirements would need to be gathered to determine associated costs. CBTS would like to discuss this in more detail with the State.

4.2.1.1.3.15 The Vendor's solution should have the ability to scale the number of simultaneous concurrent calls on a monthly and/or seasonal basis at the State's request. Please describe your solution's ability and your process to accomplish this, including division of duties.

Compliant - CBTS is the CLEC for the PSTN access and can adjust based on seasonal requirements. CBTS does monitor the concurrent calls and will notify the State if capacity is a concern based on the included concurrency.

During the discovery process CBTS and the State can review the State's seasonal requirements in more detail. CBTS prefers to design and plan for the projected concurrency during service implementation to alleviate any additional requirements for the Customer to notify CBTS, or for CBTS to provision additional concurrency. We find this methodology eliminates the possibility of human error. Of course, if an unforeseen and rapid incline in call volume occurs, CBTS can adjust accordingly.

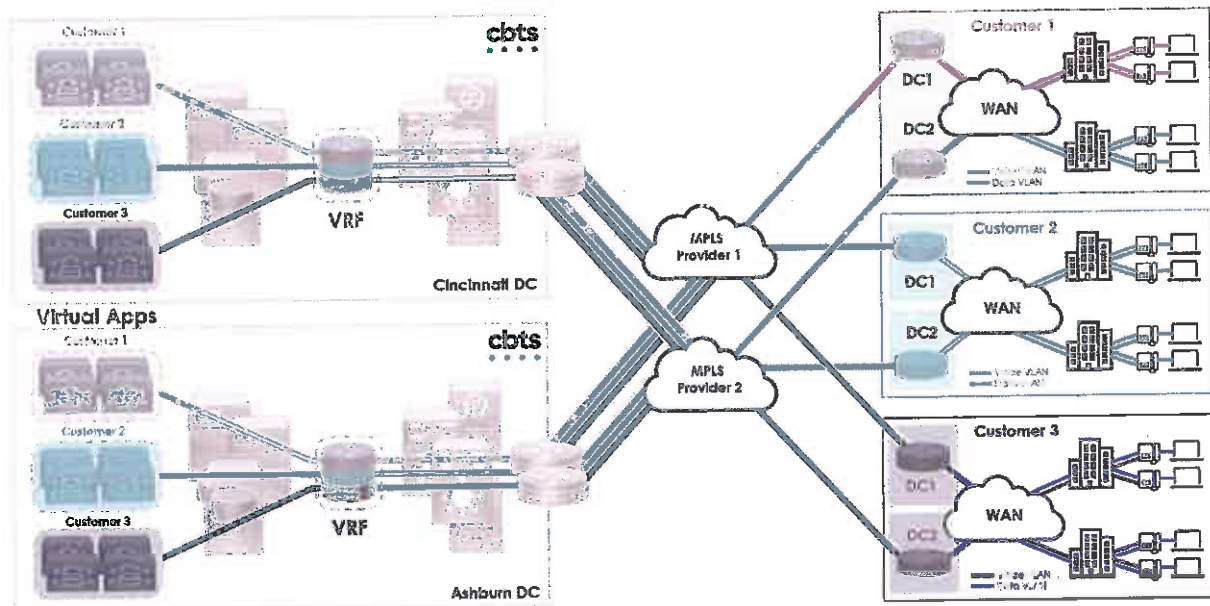
In addition, one of the advantages of our OpEx model is that you can turn up additional profiles when needed and then turn them back down as long as the minimum commit rate is met. This allows the customer to add/remove seasonal help with determine fixed costs.

Please note: CBTS includes the cost of call paths associated to the CBTS HEUC Profiles at no additional charge. Because there will be no additional cost to the State, CBTS left those section on the Cost Sheet at \$0.00.

4.2.1.1.3.16 The Vendor's solution should include interoperability with the following IPv4 addressing (RFC 791), RFC 1918 for private IP addressing, and support SIP over TCP or UDP. Carrier grade NAT (RFC 6598), link-local IP addresses (RFC 3927), and Multicast addresses (RFC 3171) will not be accepted. Please describe your solution's interoperability to accomplish this goal.

Compliant - Unlike many of our competitors, CBTS does not provide a single platform with Customers sharing applications within the platform. CBTS provides a virtual dedicated network utilizing virtual routing and forwarding with applications built out with Customer provided IP space.

CBTS will request reservation of a /21 or four (4) /24s within the State's RFC 1918 private IP space. CBTS will then build all Hosted Enterprise UC applications across the CBTS data centers using the State provided IP space. Hosted Enterprise UC is a virtual dedicated instance extending the State's network.



This is why we use the word enterprise in the name of our service, Hosted Enterprise UC. This design provides the foundation for enterprise strong security, enterprise compliancy, enterprise features and functionality and the ability to deliver enterprise integrations such as Active Directory and 3rd party systems and applications.

CBTS utilizes paging gateways and paging server appliances to avoid requiring multicast over the WAN.

4.2.1.1.3.17 The Vendor's solution should provide the following quality and reliability standards: QoS tagging IEEE 802.1Q-2011, not rewriting, marking, or remarking any VLAN tags affixed to packets by the State, without the State's expressed consent, at a minimum, one Class of Service (COS) marking per Ethernet service. Please describe your solution's ability to meet this goal.

Compliant - Cisco IP phones use 802.1q tags, these .1q tags contain the CoS value, to mark voice traffic at layer 2. When it's forwarded upstream, the DSCP value is trusted (on the uplink port) and unchanged, but the .1q tag (and with it the CoS value) is stripped off by the upstream switch when received over the trunk. DSCP is a Layer 3 marking, so it is not stripped off with the 802.1q tag (containing CoS information) when received by the upstream switch over the .1q trunk. The upstream switch views the DSCP marking and maps it to a new CoS value per its dscp-cos map, which it adds to the .1q tag it attaches to the frame as it forwards it upstream to the next switch over the .1q trunk, and the process is repeated until a layer 3 device is reached. There, the DSCP value will be used to prioritize traffic properly over the routed network.

CBTS will provide network requirements documentation. In addition, a CBTS engineer will work with the State Network Team to review current QoS policies and make suggestions to ensure a successful implementation.

4.2.1.1.3.18 The State desires a Unified Messaging solution; therefore, the Vendor's solution should fully integrate with Microsoft 0365, allowing users to listen, forward, and delete voicemails from both 0365 and the hosted environment. Voicemails should be retained in the solution for 15 days or longer. In addition, the Vendor's solution should be provisioned to fully integrate with the State's Active Directory and Active Directory Federated Services. Please describe your abilities to meet these goals.

Compliant - Hosted Enterprise UC utilizes Cisco Unity Connection for the voicemail platform. Unified Messaging is our first option for delivery of voicemails. Unified Messaging allows users to listen, forward and delete voicemails from their approved O365 accounts as well as from the desk phone or softphone client. Unity Connection is compatible with O365 natively as well as being able to integrate with the State's AD services.

By default, voicemail messages are saved for up to 125 days. After 120 days in the mailbox, messages are moved to the deleted folder for 5 days before permanently deleting. CBTS will work with the State to create a retention policy that matches their requirements.

4.2.1.1.3.19 Some State Agencies utilize paging and notification to the PC desktop, over-head paging, or through-the-phone speaker paging. The Vendor's solution should include an option for providing, maintaining, and supporting a paging solution, including any associated hardware, software, and licenses, and if requested by Agency, or integrate with an existing or Agency-owned paging solution. The State understands there may be fees associated with this offering. Please describe your offerings with respect to these deployments.

Compliant - CBTS includes Informacast Fusion (a desktop, mobile and phone license) with every Hosted Enterprise UC profile at no additional charge. CBTS

has a strategic partnership with Singlewire to bundle Informacast Fusion with all of our profiles.

“CBTS has demonstrated bold industry leadership with this partnership, declaring that safety is standard functionality for their customers.”

-Pat Scheckel
Executive VP of Product
Management
Singlewire Software

Informacast Fusion allows triggering, and delivery, of notifications to State personnel by several methods.

Informacast Fusion – Mass Notification & Paging

Event Driven Notification

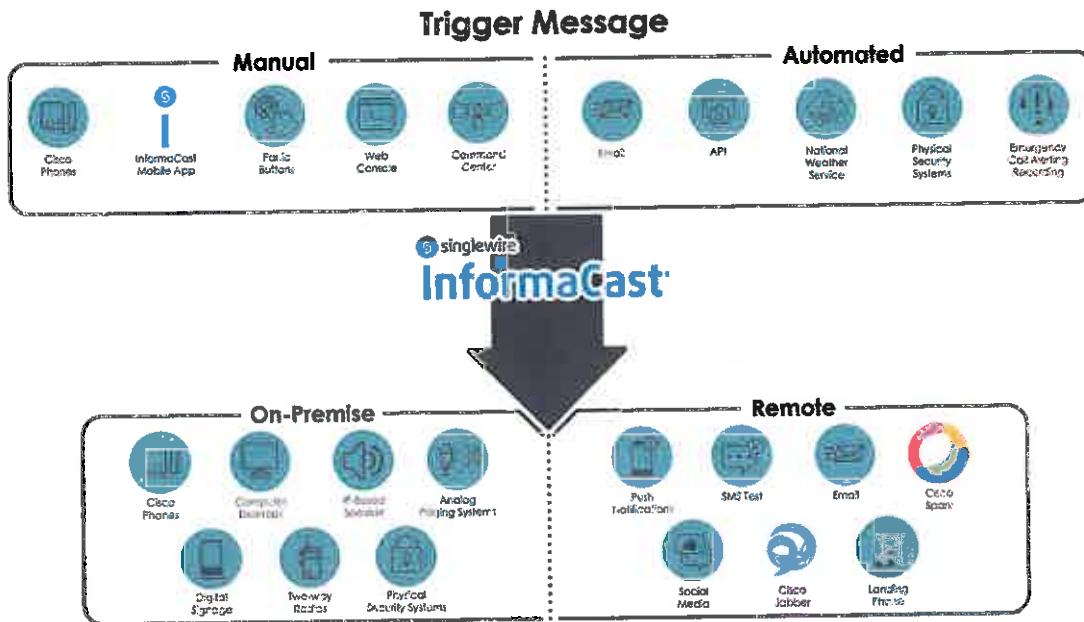
- Emergency notification to the entire organization or specific Sub Sets
- Pre-planned and policy driven event response: Pre-recorded content and selected distribution.
- Alerts for:
 - Building evacuations/lockdown
 - Active shooter warnings
 - Panic Button solutions
 - 911 internal alerting
 - Severe weather

General Paging for day to day use

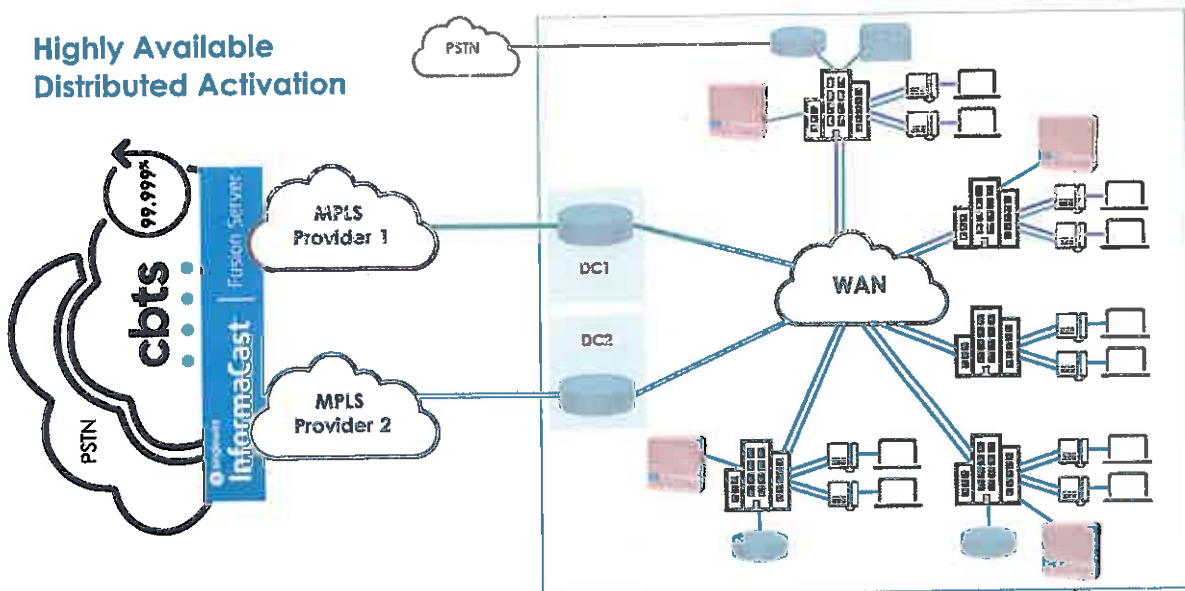
- Live paging to phones, computers and speakers
- Scheduler built in to allow pre-recorded/scheduled paging

Examples of triggering and delivery options are shown below:





Per the Answers to Questions-Addendum_2 provided by the State, the State is familiar with and uses Informacast and paging gateways. While the State likely uses Informacast Advanced, Informacast Fusion provides many improvements to its predecessor. For example, while you can still use existing paging gateways at sites to convert unicast to multicast, you can also leverage Informacast Fusion Server appliances. These are form factor devices like the paging gateways but provide high availability paging at a site during a WAN outage.



Additional fees for hardware and/or services are required for:

- Paging gateways (included on the Cost Sheet)
- Fusion Server appliances
- Integration with IP speakers
- Integration with an existing analog paging systems via analog voice gateways

4.2.1.1.3.20 The State desires an option for Agencies with high call volume and receptionist personnel that will utilize an Operator Console for fast and efficient call control. The State understands there may be fees associated with this offering. Please describe your solution's Operator Console offerings.

Compliant - The Hosted Enterprise UC platform can provide operators and receptionists call routing and distribution tools to deliver positive experiences to your callers utilizing Attendant Console. This enables call distribution via desktop application and provides tools such as address book and drag/drop transferring of calls. Attendant Console is available in two categories:

1. Standard: Standard is a client side application that provides basic attendant console function, which includes speed dial directory, busy lamp fields, and Jabber integration.
2. Advanced: Advanced provides Active Directory integration and High Availability.

Each is priced on a monthly basis. Standard is based on named user, and advanced is based on concurrent users.

4.2.1.1.3.21 If requested by an Agency, the State desires the ability to integrate a third-party call recording solution with the Vendor's hosted solution. Please describe your solution's ability to meet this goal.

Compliant - CBTS can optionally integrate to an existing third-party recording platform as long as it supports versions in the CBTS Hosted Enterprise UC cloud. This is typically a SIP and CTI integration depending on the third-party call recording solution. There is a one-time charge for setup and per concurrent call path utilized for call recording.

While not included in the cost of a profile, CBTS does offers call recording per user as a service as well.

4.2.1.1.3.22 The State desires that the Vendor use currently-owned State IP telephony handsets where the handset is still supported on the Vendor's solution. Please describe your company's ability to use the State's current handsets and its ability to meet this objective.

Compliant - Any Cisco IP phones that have not reached End of Support by the manufacturer **OR** still provide native registration and Hosted Enterprise UC service functionality are supported on the Hosted Enterprise UC platform. While CBTS can provide the State with a list of supported Cisco IP phones, at the time of our response to this RFP, CBTS supports 7941/7961 and newer phones.

4.2.1.1.4 Hosted Contact Center Services

4.2.1.1.4.1 The State's goal is to obtain a reliable, customizable, and scalable solution to provide hosted contact center services for an estimated twenty-five (25) individual contact center sites that works in conjunction with the Vendor's proposed Hosted VoIP solution. Certain sites require the capability to transmit and/or store call recordings that may contain sensitive data (such as PHI or PII). For ease of deployment and maintenance, the State prefers the contact center solution be web-based. The solution should provide the following capabilities:

- Ability for a simple, drag-and-drop, easy-to-understand interface to create customized call routing and role based queues that can be deployed to sites with nontechnical administration
 - Should provide chat capabilities
 - Should provide live data reporting
 - If requested by an Agency, the solution should have the ability to interface with an Agency's database to populate information based on data provided by the caller
 - If requested by an Agency, the solution should provide the flexibility for agents to use a public-switched telephone-network (PSTN) phone to utilize the solution
 - Should provide scalability for up to 800 agents and the ability to expand in the future
- Please describe your solution and identify any areas in your solution that exceed the items requested above.

Compliant - The Hosted Contact Center solution provides options to address multiple contact center functional areas such as:

- Inbound voice - IVR solution including queueing capability, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual-tone multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent. Advanced IVR ports enable optional database integration, and optionally, advanced functionality such as Automatic Speech Recognition (ASR) and Text To Speech (TTS) are available (advanced options are available at additional cost). The system is capable of providing call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on predefined or dynamic business rules. Some self-service capabilities are provided for call flow management such as customizable business rules, time-of-day and holiday settings, manual queue closure and calling number blacklisting.
- Outbound campaign – direct preview, progressive, and predictive outbound dialing, with agent-based blended inbound/outbound as well as outbound IVR capabilities.
- Agent email - Email enables contact centers to queue and route email messages to skilled agents, helping balance email and call-handling activities. Agent email is available with Exchange, Office 365, and Gmail.
- Web chat - Web chat provides multisession chat capabilities for managing customer interactions through publically-accessible websites. Voice and chat operations can be blended with the ability to choose whether to allocate chat contacts while an agent is on a voice call, and conversely, for

improved resource usage. Group chat enables an agent to bring in an expert from another queue into the chat and optionally transfer the chat. Post-chat surveys and reporting; download of chat transcript in HTML format

- Browser-based Historical and Real Time Reporting - Next-generation reporting provides historical, Live Data, and dashboards with flexible presentation options. Existing out-of-the-box reports allow viewing of historical and Live Data reports. In addition, the ability to report on service levels, thresholds, alerts, and short- and long-term views allows supervisors to create even more comprehensive reports.
- Browser-based Agent and Supervisor Desktops with Agent State Control, Call Control, Phonebooks, Live Data and HTTP PUT/GET capabilities or custom gadget APIs for integration with other applications. Offers an intuitive, easy-to-use desktop design to help improve the performance and satisfaction of customer care representatives, enabling quality customer service
- Remote Agent support - This feature provides flexibility for agents to use their Public-Switched-Telephone-Network (PSTN) phone devices to accept, transfer, conference, and disconnect calls, while the contact center platform manages the agent interactions
- IP Phone Agent option for support of phone-based agents without a PC

CBTS has made the following assumptions to develop the Initial Implementation Services, One-Time Costs per site as identified on the Cost Sheet. Each site will only require up to:

- (1) call flow, (1) dialed number, (1) queue, (1) team
- up to (25) agents/supervisors
- No database dips or CTI/other systems integrations
- No agent/supervisor desktop customization
- No custom historical reports
- Training as identified in the CBTS response to 4.2.1.3.11
- Travel is limited to (1) onsite design session at the beginning and (1) onsite cutover support at the end (bookends); 2 trips total per site

4.2.1.1.4.2 Some of the State's call centers operate on a 24x7x365 basis, delivering critical services to the communities. As such, the State prefers the Vendor's solution have inherent redundancy and survivability characteristics that will ensure minimal service disruptions, such as data centers in geographically diverse regions allowing for failover, equipment and power redundancies in those data centers, etc. Please describe your solution's redundancy and its ability to meet and/or exceed this goal.

Compliant - The Hosted Contact Center solution provides high-availability redundancy via a multi-site multi-server cluster deployment, including support for automatic failover of inbound voice ACD, IVR, and desktop services. Additionally, configuration database replication and failover are supported, as

well as load-balanced redundancy for historical reporting. The system components are located in separate data centers, which in turn are located in geographically diverse regions and are equipped with connectivity, environmental and power supply redundancy.

4.2.1.1.4.3 The Vendor's solution should include enhanced features for Administrators, Supervisors, and Agents to effectively meet the needs of their customers. As such, the solution should provide the following capabilities:

- Agent and Supervisor client that provides Blended agents: Inbound and outbound capability
- Ability to monitor critical performance metrics allowing managers to coach, train, and encourage agent behavior
- Ability for Supervisors to change an agent's status
- Ability for Supervisors to silently monitor inbound and outbound calls
- Ability to interrupt an agent's call to interact with both the caller and the agent
- Ability for Supervisors to remove an agent from a call
- Ability to change an agent's skill profile in real time

Please describe your solution and identify any areas in your solution that exceed the items requested above.

Compliant - The Hosted Contact Center solution supports all of the features and functionality requested in this section. In addition to details provided in the previous sections, CBTS is a leader in delivering contact center services, especially to state government. CBTS hosts 2,500 agents for the State of Ohio delivering contact center services to over 50 locations/Agencies including Public Safety, Health and Family Services, Department of Transportation, Department of Taxation, etc.

CBTS is certified on multiple platforms including Cisco Unified Contact Center Express (UCCX), Cisco Unified Contact Center Enterprise (UCCE) and Cisco's Customer Journey Platform (CJP) services to our Customers. If afforded the opportunity to present, CBTS will provide additional details on why we are uniquely qualified to provide these services to the State.

4.2.1.1.4.4 Some State agencies require the ability to utilize call recording, both on-demand and session-initiated. Certain call recordings will contain sensitive data (PHI, PII, etc.) and will require proper security protocols when transmitting or storing this information, with role-based access as defined by the State. Please describe your solution's call recording capabilities, and any additional requirements for the State in order to utilize these features.

Compliant - The Hosted Contact Center solution can optionally include Call Recording and Quality Management software.

The Call Recording and Quality Management applications comprise a recording, compliance, and evaluation solution for agent performance optimization and dispute resolution. Call Recording enables recording of contact center agents and other IP telephony users to meet compliance requirements or verification of business processes. At the same time, Quality Management helps monitor and measure the contact center's adherence to

overall business objectives. Call Recording and Quality Management can provide business support for:

- Improved agent knowledge through evaluations and feedback
- Helping to ensure caller satisfaction
- Helping to improve business process and performance
- Helping to resolve disputes quickly and accurately

Key features include:

- Voice and screen recording
- Live voice and screen monitoring
- Workflow-based contact recording
- Configurable quality evaluation forms including points and percentage based scoring, section- and question-level weighting, and unlimited number of sections and questions
- Up to 30 custom metadata fields, providing the ability to append important enterprise and customer data to recordings for easy search and retrieval
- The ability to control recording for manual start, pause, resume and add metadata through Agent Desktop applications
- The ability to export calls in bulk for compliance and transaction verification
- Configurable for 100-percent voice recording for compliance and transaction verification
- Non-Agent or Knowledge worker recording
- The ability to evaluate, score, and report on the quality of customer interactions through any channel (chat, email, social media, etc.)
- Evaluation calibration capabilities, enabling contact center managers to benchmark evaluators
- Configurable role-based access to recordings, evaluations and configuration elements
- Configurable and graphical reporting
- Role-based alerts to streamline evaluation workflows
- Advanced search capabilities that enable the location of recorded calls quickly and easily
- The ability to export recorded files in .wav or Windows media formats
- Ease of implementation and use
- Payment Card Industry (PCI) data security compliance
- System monitoring and notification utility that can alert through email or existing Simple Network Management Protocol (SNMP)-based network monitoring solutions; also can match recording events to Call Detail Records (CDRs)

- A real-time recording status application that provides peace of mind that lines are recording
- Multiple recording storage locations that help ensure reliability if a server failover occurs
- Recording service redundancy and load balancing to support fault tolerance
- Available agent desktop gadgets and APIs for control of recording start, stop, PCI pause, resume, delete, and metadata
- Hyperlink access to recordings, which allows access to the recordings right from the customer relationship management (CRM) data base for playback and review
- A speech energy bar, including a timeline, visual comments, and metadata tagging, which speeds the quality analysis process and provides additional context to evaluations
- Speech energy data for talk-over and silence, which allows evaluators to quickly flag potential customer service concerns
- Agent hot desking or hoteling and extension mobility support for non-agents, which frees a user from having to work at a particular location or on a particular device

For all recording types, transactions of interest are selected and processed if they meet established business criteria:

- Supervisors review and score the transactions against critical performance metrics, creating initiatives for quality improvements and training.
- Individual and team performance reports show trends that promote initiatives for quality improvement and training at the team and agent levels. Real calls can be used to create best-practice training modules for an existing agent coaching system.

All call recordings are encrypted at rest and in transit to meet the State's requirements. The above call recording option is provided at an additional cost.

4.2.1.1.4.5 The State may utilize an outbound predictive dialing campaign, at an Agency's request. Please describe your solution's capabilities in providing predictive dialing campaigns.

Compliant - The Hosted Contact Center solution supports outbound predictive dialing support, for both agent-based and IVR-based campaigns. This feature allows for outbound calls to be placed to contacts in a campaign and subsequently for live contacts to be serviced by either agents or an IVR application. Optionally (available at additional cost), Call Progress Analysis (CPA) capabilities of a SIP Voice gateway are used to filter non-live contacts (such as fax and no answer). Calls that are answered by a live customer are

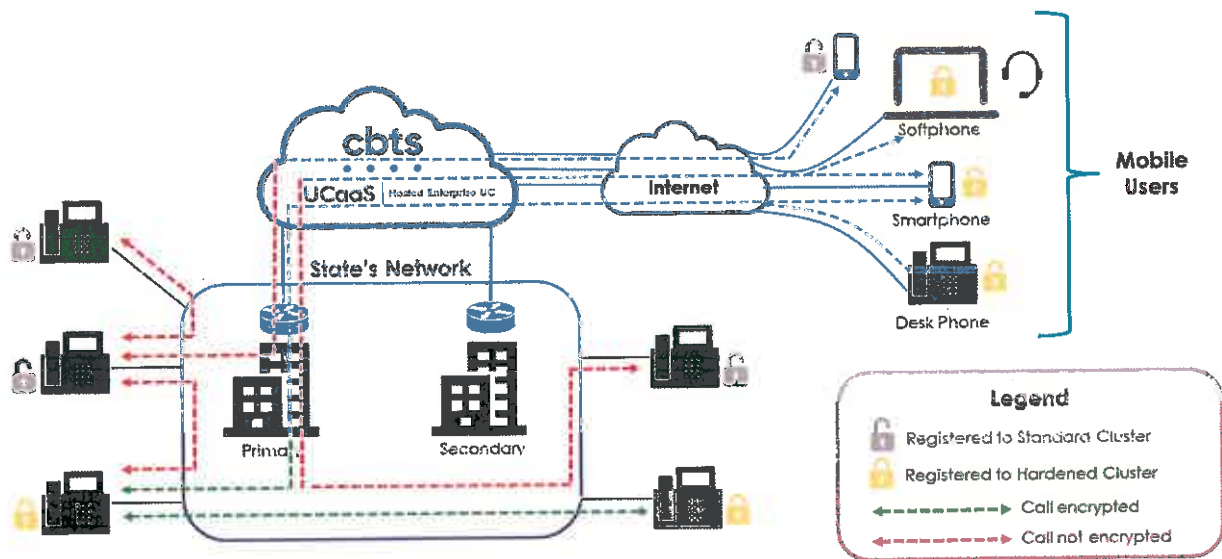
transferred to an agent or IVR application. An outbound call that is answered by a contact but cannot be serviced due to unavailability of an agent can be transferred to an associated IVR application as a fallback. The system does not natively support do-not-call list contact validation; therefore any required do-not-call validation of the contact list must be completed prior to contact importation to the campaign.

4.2.1.2 Security for Vendor's Hosted Solution The State's goal is to ensure the Vendor's solution adheres to industry standard security practices and provides for sensitive data protection (where required) as it relates to cloud-based services. As such, the Vendor should:

4.2.1.2.1 Describe how its solution leverages high security standards associated with regulated data and/or high availability requirements, but also offers a cost-effective, standard-security solution option to the state

CBTS will build two separate Cisco CUCM leaf clusters for the State to meet the State's requirements. CBTS has implemented this design for other state governments and it is required to accomplish high security standards associated with regulated data and high availability requirements, but also offers a cost-effective, standard-security solution option to the State. CBTS can discuss this in much more detail if afforded the opportunity to present to the State.

Please see below:



4.2.1.2.2 Describe its policies and procedures for conducting sub-contractor assurance, validating both the capability of the vendor to fulfill contracted responsibilities and adhere to all applicable to security & privacy policies and controls of all parties.

The Company maintains a regularly-reviewed and approved policy which covers sub-contractor and vendor security requirements that are connected to, process or store data for, or provide a critical business process or service for

Cincinnati Bell and its subsidiaries, including CBTS. Non-compliance with this policy increases risk to Cincinnati Bell and its subsidiaries, affecting all the businesses' revenue streams and reputation.

4.2.1.2.3 Describe its company's cyber security and privacy management program including an overview of the governance structure, cyber security strategy, and the experience of personnel in key security and privacy roles.

The purpose of the Information Security program is to provide high-level guidance for information security policies and procedures used within Cincinnati Bell and its subsidiaries as well as to provide the governance structure for security within the Company. Specifically, CBTS maintains a security risk management framework and security program with policies and procedures based on common practices with guidance from National Institute of Standards and Technology Standards (NIST) 800-53. The framework includes administrative, physical, and technical safeguards to ensure the availability, confidentiality, and integrity of the solutions we provide for our customers.

Additionally, the network used to manage customer environments is regularly audited by a third party AICPA- and PCAOB-registered certified public accounting firm and has consistently maintained PCI, SOC 1, SOC 2 and HIPAA compliance. Working with customers, CBTS designs solutions to function as components of a customer's overall compliance program.

As a technology partner and service provider, CBTS adheres to industry standards for:

- Risk Management
- Security Governance
- Physical Security
- Network Security
- Computing Device Security
- Application Level Security
- Personnel/Employee Security
- Security Assessment
- Security against Malicious Software and
- Protection of Customer Information

The risk-management framework and security program are governed by a cross-functional executive level security council. CBTS conducts an annual risk assessment as part of the risk management and security program. CBTS also conducts service continuity exercises and maintains a Security Incident Response policy. CBTS monitors network fault and performance 24 hours a day,

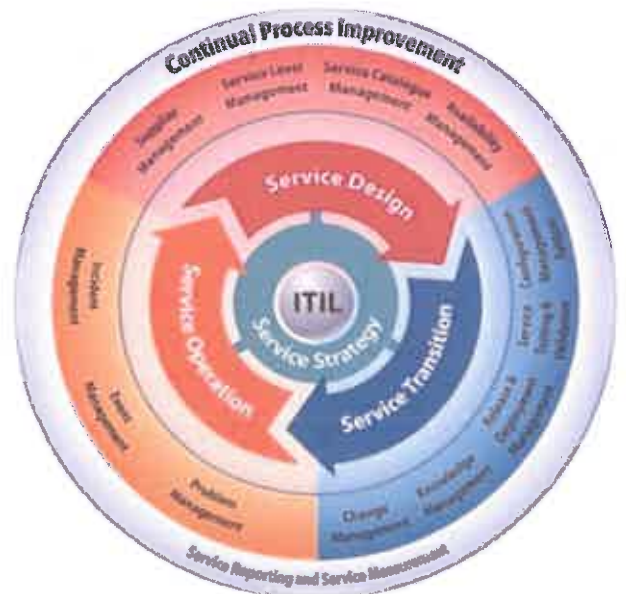
365 days a year to quickly detect and respond to service degradation or impairment.

4.2.1.3 Service and Support for Vendor's Hosted Solution The State's goal is to partner with a Vendor whose service and support structures allow the State to focus on its core services, while ensuring telephony and contact center systems are available to State Agencies, with certain Agency sites (hospitals, jails, etc.) operating critical services 24x7x365. The State desires a Vendor to provide all levels of tiered support, including Tier 1 support for end-users. To this end, the Vendor's service and support structure for the Vendor's hosted solution should provide for the following:

4.2.1.3.1 Performance monitoring, capacity planning, and real-time surveillance of the Vendor's network to ensure 99.9% availability of services and provide network utilization reports upon request. Please describe your company's process and ability for providing this information upon request, including any lead times needed and how the State submits these requests.

Compliant – CBTS operates a 24x7x365 staffed ENOC to receive tickets and to provide operational support for all tiers of support. CBTS only takes support tickets from authorized Customer representatives such as help desk staff, technical staff and/or site managers that are authorized and can be validated as authorized Customer employees. If an authorized Customer representative opens a ticket on behalf of an end user, CBTS will work said ticket and contact the end user for additional troubleshooting or clarification as necessary for resolution.

CBTS Managed Services delivers operational excellence and remove the day-to-day infrastructure monitoring and management responsibilities from your IT resources. Our SLA-based Managed Services ensure that the technology environments and applications we support have an established service level tied with incident response and resolution. At the state-of-the-art CBTS Enterprise Network Operations Center (ENOC), our highly certified engineers and operation experts proactively monitor and manage the Hosted Enterprise Solution.

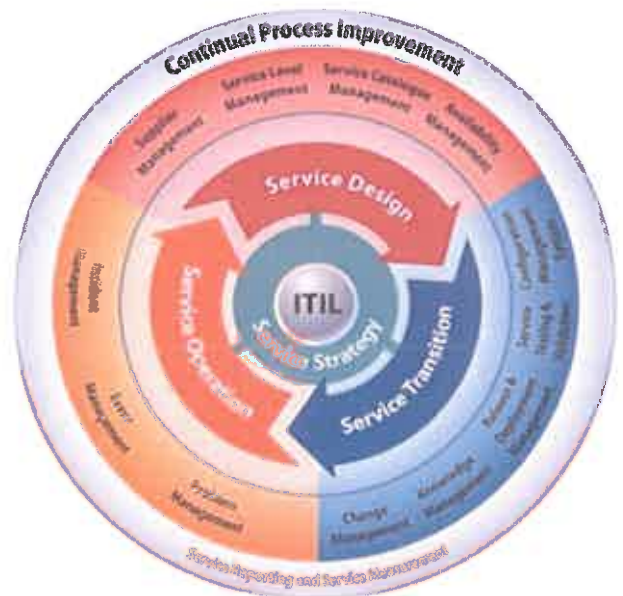


CBTS utilizes the categories and subcategories defined in ITIL V3 as depicted below. All definitions, functions and operational paradigms referenced are also based on ITIL V3 standards. Certain implementations of ITIL V3 by CBTS are based on interpretations of standards defined combined with best practices defined for implementing ITIL V3.

CBTS utilizes ScienceLogic EM7 as our monitoring platform. The ENOC monitors alarms 24x7x365.

CBTS escalation: Although assignment may change, ownership of incidents always resides with the ENOC. As a result, the responsibility of ensuring that an incident is escalated when appropriate also resides with the ENOC. The ENOC will monitor all Incidents and escalate them based on the following guidelines:

1. Primary On-Call Engineer
2. Secondary On-Call Engineer
3. Tertiary On-Call Engineer
4. Shift Incident Manager or Manager On-Call
5. Service Delivery Manager
6. ENOC Manager / Technology Manager
7. Director of Operations
8. VP of Managed Services



4.2.1.3.2 The State desires regularly scheduled meetings and/or calls to discuss the following areas:

- Architecture and Design
- Implementation
- Ordering and Billing
- Service and Support
- Project Management

Please describe your company's ability to hold regular meetings on each of these topics, as well as your company's implementation plans for starting these discussions.

Compliant - CBTS will assign a Project Manager (PM) who is responsible for managing and overseeing all the Design and Build service implementation activities on behalf of CBTS. The PM will be the single point of contact from CBTS after SOW signing until the service implementation is complete.

- Conducting project status meetings with CBTS teams and Customer as appropriate

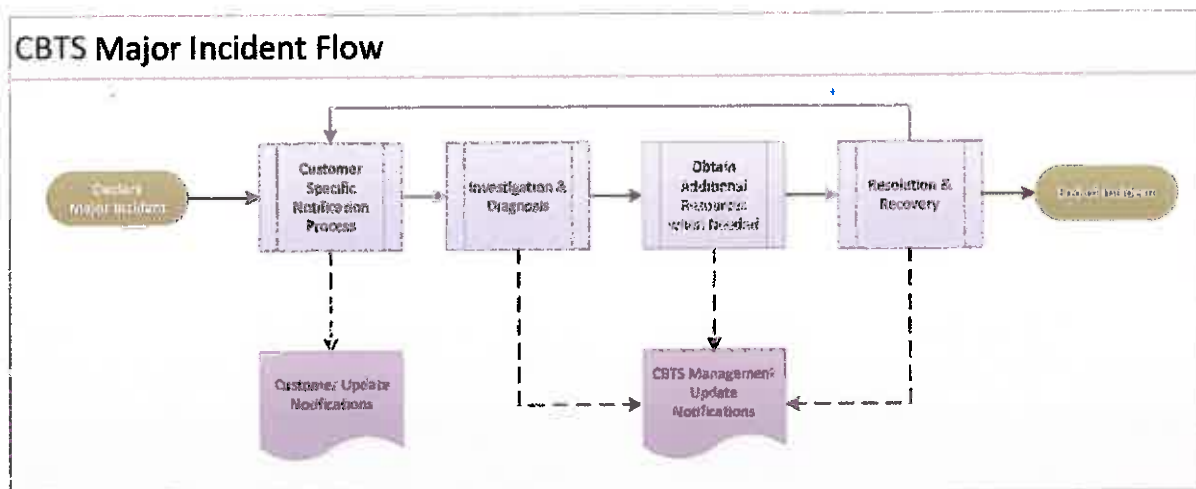
- Providing milestones status reports to Customer on a weekly basis
- Managing contract change requests (CCRs)

CBTS will also assign a Service Delivery Manager (SDM) who is responsible for managing and overseeing all Service and Support including but not limited to the following:

- Customer report delivery
- Operational escalation point
- Billing oversight
- Organizes client meetings on a per request basis
- Incident management liaison (communication only)
- Run book validation
- Coordinate customer trainings on CBTS tools and processes
- Change schedule awareness
- Spearhead initiatives on customer behalf
- Delivers RCAs

4.2.1.3.3 Vendor should contact the State's engineering points of contact by phone within 30 minutes of a Vendor network outage that affects multiple sites on the State's network. This verbal notification should be followed with a written report that provides an explanation of the problem, the cause of the problem, the solution to the problem, the estimated time for recovery, and the steps taken or to be taken to prevent a reoccurrence. To that end, please describe your company's notification procedures in the case of an outage.

Compliant – We do not force Customers in to a specific notification process. CBTS has a Customer Specific Notification Process as seen below. This allows CBTS to customize the notifications to meet the State's requirements.



In addition to the Customer Specific Notification Process, below are additional methods to receive ticket status and updates:

Call – Place a call to our 24x7 ENOC to request a status update on any ticket type.

Service Management Portal - Authorized users can use the Service Management Portal to check the status of a ticket or to update the ticket. The Service Transition team will send information explaining how to use the Service Management Portal when they distribute the username and temporary password.

Respond to Notification - All ticket notifications provide links to the tickets in the CBTS Service Management Portal. Through these links, authorized users can access the ticket and enter a response or a request for status in the comment field of the ticket. The ticket will automatically update to include the response or the status request.

4.2.1.3.4 Vendor should provide written notification often (10) business days or more in advance of any planned upgrades, modifications, etc. that may affect the State's customers to the State's engineering points of contact. Please describe your company's notification process for planned maintenance.

Compliant - CBTS initiated change on Customer's (single-tenant) environment

- For change only applicable to State's environment and will not impact any other CBTS Customers such CBTS will provide change details and expected impact to the Customer. CBTS will not complete the change until Customer provides authorization.

4.2.1.3.5 Vendor should provide notification of three (3) business days or more in advance of emergency maintenance. While the State understands emergency outages and/or unplanned maintenance windows occur, it is expected that these situations are kept to a minimum. Please describe your company's notification process for emergency maintenance and outages.

Partially Compliant - CBTS initiated change on multi-tenant environment

- For changes applicable to all CBTS Customers, CBTS will provide a minimum of 48 hours prior notification that CBTS plans to utilize a predefined maintenance window or emergency window. The notification will include details and expected impact. All maintenance windows will fall within our routine maintenance windows specified in the SLA, except for emergency repairs that cannot wait for a scheduled maintenance window.

4.2.1.3.6 If the Vendor's work requires them to be at a State site, the Vendor should provide Agency at least 72 hours' notice before arriving at the site and comply with State law and all Agency policies, including but not limited to background checks for contractors, vendors, and visitors. Please describe your approach and methodology in your solution/response.

Compliant – If work requires CBTS to be at a State site, CBTS will provide the State Agency at least 72 hours' notice before arriving.

4.2.1.3.7 The Vendor's network operation support center should provide all tiers of support, including end-user support, advanced technical expertise, be staffed with resources that are proficient in spoken and written English, maintain and take responsibility for trouble tickets reported by the State until resolved, and provide a tiered support escalation process. Please describe your network operation support center's structure, processes, and procedures for handling trouble tickets, resolving those tickets, and reporting back to the State's point of contacts.

Compliant – Please see the CBTS response to 4.2.1.3.1, 4.2.1.3.3 and 4.2.1.3.8 for more details.

4.2.1.3.8 The Vendor's solution should include a documented support and escalation structure to address outages. The State prefers the severity of the issue/support problem to determine the average problem resolution response time, as outlined below:

- Severity Level 1 is defined as an urgent situation, where the customer's services are unavailable and the customer is unable to use/access the network. The Vendor should resolve Severity Level 1 problems as quickly as possible, which on average should not exceed two (2) business hours. If repair inside the 2-hour window is not feasible, then regular 1-hour updates are desired.
- Severity Level 2 is defined as significant outages and/or repeated failures resulting in limited effective use by the customer. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.). The Vendor should resolve Severity Level 2 problems as quickly as possible, which on average should not exceed four (4) business hours. If repair inside the 4-hour window is not feasible, then regular 2-hour updates are desired.
- Severity Level 3 is defined as a minor problem that exists with the service, but most of the functions are still usable, and some circumvention may be required to provide service. The Vendor should resolve Severity Level 3 problems as quickly as possible, which on average should not exceed ten (10) business hours. If repair inside the 10-hour window is not feasible, then updates are desired at the start of the next business day and every day thereafter until repairs are complete.

Please describe your company's severity level structure, as well as your documented procedures for handling outages, including escalation processes, notification methods, and resolution times.

Please see CBTS' Service Level Objectives for Incident Management below:

Priority	Time to Respond	Time to Repair
Priority 1	15 Minutes	4 hours
Priority 2	30 Minutes	24 hours
Priority 3	30 Minutes	5 business days
Priority 4	1 Hour	10 business days

Priority	Priority Definition
Priority 1: Business Critical Incident	Any one of the criteria below with no business process work-around available: 1) Total Outage of Entire Service: Total outage of the entire Service. 2) Total Outage of Site During Business Hours: Total outage of an entire site during site's normal hours of operation. 3) Outage of Service within a Critical 24x7 Site: Outage of entire Service or outage of individual application within the Service at a Critical 24x7 site that presents a high business impact for the customer as defined by the inability to perform a critical business function.
Priority 2:	Any one of these criteria:

<p>Urgent Incident</p>	<ol style="list-style-type: none"> 1) Total Outage of Site Outside of Business Hours: Total outage of an entire site outside of site’s normal hours of operation. 2) Total Outage of Service Application: Outage of individual application within the Service. 3) Partial Outage of Service Application: Partial outage of individual application within the service.
<p>Priority 3: Normal Incident</p>	<p>Any one of these criteria:</p> <ol style="list-style-type: none"> 1) Performance or Efficiency Concerns: Incidents affecting the efficiency of the normal business operation or of an individual user. 2) Total Outage of Individual User: Incidents that impact a single end user.
<p>Priority 4: Scheduled or Out of Scope Incident</p>	<p>Any one of these criteria:</p> <ol style="list-style-type: none"> 1) An Incident that can be handled on a scheduled basis that extends beyond normal standard service level objectives. The Incident may require an extended resolution time, but does not prohibit the execution of productive work. 2) Incidents related to non-standard or non-supported applications or hardware where there is no impact to Customer’s critical business functions. 3) All Incidents requesting support outside the current contractual support hours. Customer will be charged for time and materials. 4) Out of scope requests. Customer will be charged for time and materials OR the customer will be contacted by a sales representative and presented with an estimate. Once accepted, a mutually agreeable schedule will be developed by CBTS. CBTS will not take action, until the customer has accepted the time and materials rates or the estimate.

If afforded the opportunity to present to the State, CBTS will provide procedures for handling outages, including escalation processes and notification methods.

4.2.139 The State desires the ability to place initial service orders, any changes with an associated charge, or to disconnect services, electronically and receive confirmation of receipt and subsequent order detail.

The State desires details including the following data elements:

- Telecommunications Change Request (TCR) Form Number
- Date order was received
- Customer Name
- Customer on-site address
- Projected due date
- Rate element identifier (circuit ID or other)
- Additional order details

Additionally, the State prefers the Vendor's solution has a web portal for Agencies to enter moves, add, and changes that do not contain billing elements. MACD changes should be resolved by the same or next business day. Please describe your company's ability to accept, process, and report on electronic order submissions, as well as any requirements from the State needed to implement such a program.

Compliant – During the implementation phase of the project will can be coordinated through your dedicated Project Manager. For Service Request (MACD) changes, CBTS provides access to our Service Management Portal.

Please see CBTS' Service Level Objectives for Service Request Management below:

Request Type †	Perform Time
Expedited	Begin work within 4 hours*
Basic	2 business day
Routine	5 business days
Complex	10 business days
Project	Requires a "Right to Engage" agreement for out-of-scope billable Service(s)

Service Request Type	Definition
Expedited	An Expedited Request that requires completion sooner than the standard SLO due to a pressing need such as legal, regulatory, or other business requirements. The Customer may be charged for time and materials associated with expedited requests.
Basic	Requests that CBTS and Customer pre-approve for use as a Standard Catalog Request. (Requires 2 hours or less to plan, manage, test, and implement).
Routine	Requests that CBTS and Customer pre-approve for use as a Standard Catalog Request. (Requires 5 hours or less to plan, manage, test, and implement).
Complex	Requires less than 10 hours of work needed to plan, manage, test, and implement.
Project	Requires 10 or more hours and requires a change to the scope of the SOW (CCR).

4.2.1.3.10 The State maintains a Learning Management System (LMS) for training purposes. The State desires web-based training and training materials for all services offered under this contract. The State desires the Vendor to provide materials that can be uploaded into its LMS, initial Train the Trainer session(s), and documentation/reference materials that can be distributed to and used by end-users. The State intends to incorporate these materials into its LMS, as well. Additionally, the State desires training sessions, if requested by the Agency, and the Vendor should include a professional services rate for training that would be above and beyond the initial training included in the site deployment. The State expects the Vendor's training materials to be updated as necessary. The training services for the hosted voice services should be included in the monthly per package cost. Please provide information regarding your training program.

Compliant - CBTS includes the following training with the service at no additional charge:

- CBTS web-based portal for interactive online video training
 - Below is a demo of some of the available online videos available:

http://supportandtraining.com/resellerdemo.php?e=sowv_noreply@cbts.com

- CBTS provided documentation/reference materials
- CBTS provided web-based training via Webex for train-the-trainer sessions as needed limited to (1) per site

Additionally, CBTS can provide the following training sessions if requested by the State as part of the initial implementation or beyond the training provided at initial implementation. CBTS can perform these services based on the hourly rate for "Trainer" as noted on the Cost Sheet and require detailed scope to meet the requirements of the State.

- Additional CBTS provided web-based training via Webex for train-the-trainer sessions
- CBTS provided web-based training via Webex for end-users
- CBTS provided in-person / classroom training sessions

The following content can be uploaded into the State's LMS at no additional charge:

- Links to CBTS web-based portal for interactive online video training
- Recordings from CBTS provided web-based training via Webex
- CBTS provided documentation/reference materials

4 2 1 3 11 The State desires an hourly rate for Hosted Contact Center Training Services in the instance the State desires training sessions beyond the training provided at initial implementation. The training at initial implementation should be built into the one-time costs for the Contact Center. These training services should include training for all contact center roles and should be provided at the State's request. Please describe your Contact Center training offerings and your solution's ability to meet this goal.

Compliant - CBTS includes the following training with the service at no additional charge:

- CBTS web-based portal for interactive online video training
 - Below is a demo of some of the available online videos available including Finesse Agent and Finesse Supervisor training:

http://supportandtraining.com/resellerdemo.php?e=sowv_noreply@cbts.com

- CBTS provided documentation/reference materials
- CBTS provided web-based training session via Webex for historical reporting limited to (1) per call center site

Additionally, CBTS can provide the following training sessions if requested by the State as part of the initial implementation or beyond the training provided at initial implementation. CBTS can perform these services based on the hourly rate

for "Trainer" as noted on the Cost Sheet and require detailed scope to meet the requirements of the State.

- Additional CBTS provided web-based training via Webex for historical reporting
- CBTS provided web-based training via Webex for Agents
- CBTS provided web-based training via Webex for Supervisors
- CBTS provided in-person / classroom training sessions for Agents
- CBTS provided in-person / classroom training sessions for Supervisors

The following content can be uploaded into the State's LMS at no additional charge:

- Links to CBTS web-based portal for interactive online video training (as applicable)
- Recordings from CBTS provided web-based training via Webex
- CBTS provided documentation/reference materials

4.2.2. Mandatory Project Requirements - The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

4.2.2.1 Managed Voice Services

4.2.2.1.1 The Vendor must provide a turnkey technical support solution that ensures the continued operations and MACD needs of the State's existing telephony infrastructure, as defined in Appendix_A, through the migration period to a Hosted VoIP solution. Additionally, the Vendor must, at the State's discretion, migrate any site to the hosted solution.

Compliant – CBTS is uniquely qualified to assume management of the State's existing telephony platform infrastructure, as defined in Appendix_A, through the migration period to a Hosted VoIP solution.

4.2.2.2 Hosted Voice Services

4.2.2.2.1 The Vendor must agree the State owns all data gathered under the scope of this contract and the Vendor must produce and/or return the data upon the State's request in an editable format.

Compliant – CBTS agrees that the State owns all State data gathered by CBTS under the scope of this contract. CBTS will produce and/or return the data upon the State's request in an editable format. CBTS is making the assumption that the State's concern is primarily focused on having access to configuration and end-user data at the time of contract termination.

Prior to contract termination and based on mutually agreed upon timeframes and turnaround, CBTS can provide exports from systems and provide that data back to the State upon the State's request.

If this type of request will occur frequently or at a time other than contract termination, CBTS would like to understand this requirement in more detail. For example, the effort to produce and/or return all data gathered under the scope of this contract is a substantial effort and if it will happen frequently, CBTS needs to plan for and price accordingly.

Please note, any data that the CBTS systems automatically gather that is automatically deleted by retention policies cannot be produced or returned. This will not apply to end-user configuration data.

4.2.2.2.2 Vendor's solution must provide support for local failover and/or survivability services, if requested by Agency, in the event the hosted service becomes inaccessible.

Compliant – CBTS can provide local failover and/or survivability services, if requested by Agency. If the Agency did not opt for any optional survivability services, CBTS can re-route numbers in the event the Customer's WAN and/or the CBTS Hosted Enterprise UC service becomes inaccessible.

Optional survivability services available:

- SD-Survivability
- CPE to support SRST and local PSTN
 - Small = <100 users , Medium = 100-749 users and Large = 750-2000 users
- CPE to support a local subscriber/registration
 - CPE to support local PSTN

Hardware for the above optional services can be provided as CPEaaS, can be purchased from CBTS or can be provided by the Customer. Please note, any purchases or provided hardware that will be utilized within the CBTS Hosted Enterprise UC service will require a one-time implementation as well as a management fee.

4.2.2.2.3 Vendor's solution must provide local telephone numbers in West Virginia.

Compliant – In addition to porting existing numbers for the State of West Virginia, CBTS can provide additional local telephone numbers where required.

4.2.2.2.4 Vendor's solution must support inbound Automatic Number Identification (ANI).

Compliant – CBTS supports inbound Automatic Number Identification (ANI) as long as the ANI is presented by the calling carrier.

4.2.2.2.5 Vendor's solution must include inbound Caller ID, outbound custom telephone number, and outbound custom name display.

Compliant - Hosted Enterprise UC includes Caller ID, the ability to mask outbound calls with specific telephone numbers and name display.

4.2.2.2.6 Vendor's solution must support Dialed Number Information Services (DNIS) on 800 #toll-free telephone services.

Compliant – Hosted Enterprise UC supports DNIS for use with 800 toll-free telephony services.

4.2.2.2.7 Vendor's solution must support rerouting of calls to an alternate site at the State's directive.

Compliant – Hosted Enterprise UC allows flexibility to redirect calls when needed.

4.2.2.2.8 Vendor's solution must support 900/976 blocking.

Compliant – Hosted Enterprise UC allows for call blocking.

4.2.2.2.9 Vendor's solution must support x11 services (currently 211, 411, 511, 611, 811, 911).

Compliant – Hosted Enterprise UC supports all x11 services.

4.2.2.2.10 Vendor's solution must include Direct Inward Dial (DID) feature and service.

Compliant – Hosted Enterprise UC includes a DID with every profile. DIDs that are not associated to a profile or DIDs that have been ported to CBTS but are not in use have additional charges.

4.2.2.2.11 Vendor's solution must support Operator services.

Compliant – Routing zero is very customizable. CBTS can route zero to a State operator or attendant. CBTS also offers Attendant Console solutions. Please see the CBTS response to 4.2.1.1.3.20 for more details.

4.2.2.2.12 Vendor's solution must support local number portability.

Compliant – Local number portability is supported with the Hosted solution.

4.2.2.2.13 Vendor's solution must provide unlimited free local and long-distance calling.

Compliant - Each primary profile includes unlimited local and nationwide calling.

4.2.2.2.14 Vendor's hosting center(s) must be located within the continental United States.

Compliant – Hosted Enterprise UC data centers are located in Ashburn, Virginia and Cincinnati, Ohio.

4.2.2.2.15 Vendor must provide Train the Trainer sessions for Hosted Voice Services implementations.

Compliant – Please see the CBTS response to 4.2.1.3.10 for more details.

4.2.2.3 Hosted Contact Center Services Vendor's Contact Center solution must support:

4.2.2.3.1 Automatic Call Distributor (ACD)

Compliant – The Hosted Contact Center solution supports ACD.

4.2.2.3.2 Computer telephony integration (CTI)

Compliant – The Hosted Contact Center solution supports CTI.

4.2.2.3.3 Call control

Compliant – The Hosted Contact Center solution supports call control.

4.2.2.3.4 E.164

Compliant – The Hosted Solution is fully E.164 compatible.

4.2.2.3.5 Interactive voice response (IVR)

Compliant – The Hosted Contact Center solution supports IVR.

4.2.2.3.6 Voice Recording

Compliant - The Hosted Contact Center solution supports Call Recording.

4.2.2.3.7 High Availability with load balancing and built-in redundancy

Compliant or Partially Compliant – The Hosted Contact Center solution minimally supports High Availability with redundancy, but depending on the final platform selection, certain platform options do not support active-active load balancing.

4.2.2.3.8 Vendor must provide Train the Trainer sessions, encompassing all Hosted Contact Center roles - Administrator, Supervisor, and Agents.

Compliant or Partially Compliant – Training is provided for Supervisor and Agent roles. However, System Administration for contact center configuration is included and provided by CBTS operations staff as a component of system support, and is initiated via support ticket request. CBTS would like to understand the State's definition of Administrator training required for a fully hosted and managed solution. If the State is using the terms Administrator and Supervisor as interchangeable for what would traditionally be referred to as Supervisor, then CBTS is fully compliant. Please see the CBTS response to 4.2.1.3.11 for more details.

4.2.2.4 Security

4.2.2.4.1 The proposed solution must adhere to the security and privacy baseline standards in accordance to the high-security and standard-security use-case requirements.

4.2.2.4.2 Must adhere to the State of West Virginia's Cyber Security & Privacy policies, procedures, and standards; these can be viewed at the following link: <https://technology.wv.gov/security/Pages/policies-issued-by-thecto.aspx>

CBTS will comply. CBTS utilizes the NIST 800-53 framework as part of its security posture, which the State of West Virginia's policies and procedures are consistent in meeting. Please note, CBTS is agreeing to the State of West Virginia's Cyber Security & Privacy policy language currently in place at the time this response was submitted.

4.2.2.4.3 Must adhere to all applicable security and privacy standards and provide compliance for components and network segments that are subject to the following:

- Health Insurance Portability and Accountability Act (HIPAA) requirements as outlined in the attached Business Associate Addendum (BAA) (see Attachment_B)

- Federal Information Security Management Act (FISMA), National Institute of Standards Technology's Special Publication (NIST SP) 800-53, NIST SP 800-17 which serve as the baseline,
- Family Education Rights and Privacy Act (FERP A) requirements,
- Criminal Justice Information System (CJIS) requirements,
- Payment Card Industry Data Security Standards (PCI-DSS) requirements,
- Federal tax Information (FTI) and Internal Revenue Service publication 1075 (IRS 1075) requirements,
- Centers for Medicare & Medicaid (CMS) Services Information Security Policy requirements
- Ensure network boundary and access control protection such as dual session boundary controllers and firewalls.
- Data-at-rest and data-in-transit encryption.
- Role-based access control for all applications which process and/or store sensitive data, to ensure need-to-know policies are enforceable.

Compliant for the components and network segments that are owned and managed by CBTS and applicable to the Hosted Enterprise UC service.

Additionally,

- The CBTS network used to manage customers is in compliance with PCI DSS and HIPAA requirements
- The NIST 800-53 framework that is the foundation of the security program also aligns with FISMA and CJIS requirements
- Access to the CBTS Management network requires multi-factor authentication and then additional authentication through the use of a dedicated jump boxes.
- IPS/IDS appliances are in place Along with File Integrity Monitoring (FIM) Role-based access controls are in place through GPOs used in the managed services network
- Data at rest is encrypted via AES256
- Data in transit is encrypted when applicable to a compliance requirement (e.g. PCI, HIPAA, CJIS, IRS1075)

From a contractual standpoint, CBTS can define the requirements in further detail between legal and the state.

Note: Per Answers to Questions-Addendum_2, the State noted that the high-security use case referenced in 4.2.2.4.1 is specifically referencing the standards referenced in 4.2.2.4.3 while the standard-security use case referenced in 4.2.2.4.1 is subject to a flexible, internal assessment of the applicable security and privacy standards.

4.2.2.4.4 Vendor must draft a cyber risk management plan outlining the process, by which, cyber risk management activities are conducted to identify, assess, communicate, and manage shared cyber risk. The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.

Compliant – CBTS will follow its existing processes that are in place to draft the above plan.

4.2.2.4.5 Vendor must draft an incident management plan aligned with NIST SP 800-61rev2, whereas both the State and Vendor must mutually approve. The plan must include the outlined scope, responsibility matrix, communications plan, procedures, and deliverables associated with cyber security incident response. In addition, the plan must outline incident reporting requirements, semiannual security reports, and cyber threat intelligence sharing. The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.

Compliant – CBTS has addressed IR considerations in the 800-53 framework (specifically Control IR-8) that aligns with the 800-61 requirements. The existing CBTS plan is regularly reviewed and tested in order to meet a various compliance standards. Specific details of a plan between the State of WV and CBTS would be SLA-based and developed by both parties to meet the State's needs. CBTS will follow its existing processes that are in place to draft the above plan.

4.2.2.4.6 The Vendor must adhere to personnel security requirements for background checks in accordance with state law. The vendor is liable for all costs associated with ensuring staff meets all requirements.

Compliant - CBTS staff and sub-contractors will adhere to personnel security requirements in accordance with State law. CBTS assumes responsibility for all costs associated with meeting those requirements.

4.2.2.4.7 Vendor must agree to drafting an audit management plan designed to assist the state with conducting internal and external compliance audits when the vendor-supplied solution is within the audit scope. At minimum, the plan must include:

- How the vendor will provide a NIST 800-53 security controls report, outlining organizational responsibilities (State, Vendor, or Shared), per each applicable control for each major application/information system within the audit scope.
- Plan of Action & Milestone documentation for non-compliant security & privacy controls when the vendor holds primary or shared control responsibility.

The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.

Compliant – CBTS agrees based on current control framework in place. CBTS has the ability to generate audit reports for the NIST 800-53 security controls. Organizational responsibilities between CBTS and the Customer will need to be agreed upon by both parties and contractually established prior to initiation of work. CBTS has extensive experience in assisting with customer audits, including on site data center tours and other digital evidence gathering for the control areas in which CBTS is responsible. Working with customers, CBTS designs solutions to function as components of a customer's overall compliance program.

4.2.2.5 Service and Support

4.2.2.5.1 Vendor must provide a network operation support center(s) for all tiers of support, including end-user support, that is available 24x7x365 and is accessible via a toll-free number.

Compliant – CBTS does have a 24x7x365 staffed ENOC to receive tickets and to provide operational support for all tiers of support. CBTS only takes support tickets from authorized Customer representatives such as help desk staff,

technical staff and/or site managers that are authorized and can be validated as authorized Customer employees. If an authorized Customer representative opens a ticket on behalf of an end user, CBTS will work said ticket and contact the end user for additional troubleshooting or clarification as necessary for resolution. The ENOC can be accessed multiple ways including a web portal and a toll-free number that CBTS will provide.

4.2.2.5.2 The successful Vendor must assign an experienced and skilled Project Manager who will provide a high-level project management plan including key components such as a project charter, issue tracking, statements of work (SOW), work breakdown structures (WBS), implementation schedules, etc. in accordance with the Project Management Body of Knowledge (PMBOK) or other industry standard project management methodology stated in West Virginia State Code (§5A-6-4b). The link can be found at: <http://www.legis.state.wv.us/WVCODE/Code.cfm?chap=05a&art=6#06>. The project management plan must be submitted to and approved by the WVOT Project Management Office (PMO) prior to engaging the first agency for VoIP services implementation.

Compliant – CBTS will assign a Project Manager (PM) who is responsible for managing and overseeing all the Design and Build service implementation activities on behalf of CBTS which includes a high-level project management plan including key components such as a project charter, issue tracking, statements of work (SOW), work breakdown structures (WBS), implementation schedules, etc.

The PM will be the single point of contact from CBTS after SOW signing until the service implementation is complete.

- Conducting project status meetings with CBTS teams and Customer as appropriate
- Providing milestones status reports to Customer on a weekly basis
- Managing contract change requests (CCRs)

The CBTS PM will be responsible for submitting the project plan to the WVOT PMO prior to engaging the first agency for VoIP services implementation.

4.2.2.5.3 The successful Vendor's Project Manager must track and report (via written status reports) the following: schedule, scope, budget, issues, risks, specified performance indicators, and other metrics determined appropriate throughout the project and each site implementation.

Compliant – CBTS agrees.

4.2.2.5.4 Vendor must work with the WVOT using the established Telecommunications Change Request (TCR) (Attachment_C) procedures for ordering and implementing these telecommunications services.

Compliant – CBTS will work with the WVOT to better understand, integrate and/or merge the established Telecommunications Change Request (TCR) procedures with existing CBTS procedures. It is best that all parties understand both parties existing procedures to determine if efficiencies can be gained by the procedures of either party.

4.2.2.5.5 Vendor billing errors must be credited back to the State from the effective date of the error. The State reserves the right to withhold payment until credit is received.

Compliant – CBTS agrees.

4.2.2.5.6 For auditing, billing, and support purposes, the State requires any service with an associated rate to be identified on its monthly bill. As such, the State must be provided, at a minimum, the following:

- Billing Month
- Billed Entity Name
- Customer Name/ Account (if different from billed entity)
- Service Location
- Service Period
- Itemized Cost for Individual Billing Components
- Itemized Call Detail
- Itemized Cost for Any One-Time or Non-Recurring Charges
- Itemized Cost for Any Surcharges and Total Cost

The cost identified in the bill must match the contract rates for the specified services. The Vendor must provide the State's monthly bill in an editable format such as Excel and/or csv.

Compliant - The following will be included on the monthly invoice:

- Billing Month
- Billed Entity Name
- Customer Name/ Account (if different from billed entity)
- Service Location
- Service Period
- Itemized Cost for Individual Billing Components
- Itemized Cost for Any One-Time or Non-Recurring Charges
- Itemized Cost for Any Surcharges and Total Cost

The cost identified in the bill will match the contract rates for the specified services. Itemized Call Detail is not provided on the monthly invoice, however, it is available for the Customer to view in the billing portal. The billing data used to generate the bill can be provided to the State in an editable format such as Excel and/or csv.

4.2.2.5.7 The Vendor must invoice on a consistent monthly billing cycle across all services. Services installed or disconnected for a partial month must be prorated based on the date the service is activated/accepted or disconnected. The Vendor must not bill the State of services until the services have been activated and accepted as functional. The Vendor shall not bill the State for services after the disconnect due date listed on the submitted TCR.

Compliant – services are prorated based on activation and disconnect.

4.2.2.5.8 The Vendor must provide and update a weekly status report and/or order log for submitted TCRs.

Compliant – The CBTS Project Manager will be responsible for delivering weekly status reports on all submitted TCRs.

4.2.2.5.9 If, as part of its proposal, the Vendor submits appendices or other supplemental materials, the Vendor must denote specifically in those materials where the relevant information is located.

Compliant – CBTS will denote exact locations for any additional reference material submitted in the appendices.

4.2.2.5.10 The State expects full, complete, and timely cooperation in disentangling the relationship in the event that the Agreement expires or terminates for any reason. In the event of expiration or termination, the State expects that the Vendor shall, among other things: return all State data and documentation to the State, including but not limited to configuration information; transfer ownership of all leased equipment at no cost to the State (other than the payments already received by the Vendor under the Agreement); and, allow the State or the replacement provider(s) continued access to all billing, ordering, and trouble ticketing systems, and processes that have been employed in servicing the State, in accordance with methods and procedures to be agreed upon and established in the Agreement. Please acknowledge your acceptance of this.

While CBTS is committed to and will provide full, complete, and timely cooperation in disentangling the relationship in the event that the Agreement expires or terminated for any reason, CBTS will require more detail to be defined in the Agreement for the leased equipment as well as allowing the State or the replacement provider(s) continued access to all billing, ordering, and trouble ticketing systems, and processes.

RFP SECTION 4.3: QUALIFICATIONS AND EXPERIENCE

4.3 Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.


4.3.1 Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

CBTS acknowledges.





4.3.1.1 Vendor should provide three (3) examples demonstrating at least three (3) years of experience in providing a Hosted VoIP solution of a similar size and scope -15,000 users across 200 sites with one example being a public entity. Vendor should provide a summarization of each project including goals and objectives, total number of phones deployed per site, length of time deployment took, if still in service, and reference for each example.

CBTS has other Customers that meet the above criteria but the following are the most relevant to the State of West Virginia.

1) State of Ohio

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State of Ohio

			
<p>Online</p> <ul style="list-style-type: none"> • 52,000+ users and endpoints • Over 80 Unique Customers and agencies • 5.5M Calls/Mo • 12M MOU/Mo • Services all 88 Ohio Counties 	<p>Call Center</p> <ul style="list-style-type: none"> • 50+ unique call centers • 2,500+ agents • Growing portfolio of enhancements • Toll Free • County Shared Services 	<p>Expanding</p> <ul style="list-style-type: none"> • 20+ dedicated resources • 3,500+ change and incident tickets/mo • B2B Video Integration with Skype • Web Collaboration • Mass Notifications 	<p>Supported</p> <ul style="list-style-type: none"> • Csaf Rating 4.97 for end user experience • SLA compliance • 1075 Compliant • Quarterly Pen/Vulnerability Test

The Bureau of Workman's Compensation reports over **24 months** that they **saved nearly \$1M** by leveraging NGTS. OBM reports that the State of Ohio **saved \$12M**, again leveraging NGTS.

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support


The most notable and successful implementation by CBTS has been our partnership with the State of Ohio Department of Administrative Services (DAS) to install a unified communications solution called The Next Generation Telephony Service (NGTS). As part of the State of Ohio's IT Optimization initiative to drive efficiencies and reduce costs within the state agencies, the CBTS-Cisco team has worked closely with the Office of Information Technology to set a new standard for statewide voice communications with our NGTS hosted VoIP solution. NGTS is a cloud-based voice utility service that reduces telecom costs across all Ohio state and local agencies. NGTS brings the State of Ohio into the mainstream of IP telephony and gives each user complete control of their telecommunications. The entire NGTS platform carries a full suite of communication collaboration tools, which include: call center, a web environment using desktop video, point to point, multi-point video capabilities, conferencing, call recording, enhanced 911 and the ability to use the phones as a public address system. At completion of the 5 year project, the team will have installed 50,000 Cisco IP phones for the State of Ohio.

For more information, please refer to the State of Ohio's Department of Administrative Services web site:


<http://das.ohio.gov/Divisions/InformationTechnology/NextGenerationTelephonyService.aspx>

For additional State of Ohio details, please review the Case Study included in the Appendices. CBTS also included a Kentucky Community and Technical College System (KCTCS) Case Study to augment the references provided in this section.

2) State of Indiana


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State of Indiana




Online

- 10,000 Profiles
- No One-time Build Cost
- End points included
- Extension of IOT team
- Toll Free – 75M MOU / annum




Carrier Services

- Enhanced and Dedicated Call Center SIP Trunking
- Dedicated Toll Free Services
- Bundled Inter & Intrastate LD



Expanding

- 30,000 User WebCollaboration
- Managed Cyber Security
- Dedicated Build/Run resources
- Enterprise IM&P



Strategic


- Fiber investment Indianapolis
- Consolidated Unified Communications
- Contact Center Applications
- NG911 Strategy

CBTS dedicated resources are embedded with IOT team working all Service Build activities, departmental service migrations, and all operational responsibilities. CBTS has additionally invested in IOT to create an Enterprise IM & P strategy.


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Please note: State of Indiana is currently at 11K+ profiles.

3) Commonwealth of Kentucky


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Commonwealth of Kentucky




Online

- 22,000+ users and endpoints
- Servicing 50+ Cabinets and Agencies
- Integrated resource for cost control




Call Center

- 15 unique call centers
- 1,000+ agents
- Growing portfolio of enhancements
- Omni Channel
- 500+ MACS/Mo for VoIP and CC



Expanding

- 6 Build resources
- 8 dedicated Run resources
- Focusing on Productivity Applications
- Unified Communications



Strategic

- Significant investment & partner Kentucky Wired
- Long term Higher Education Provider
- NG911 Strategy

CBTS fully engaged as a managed VoIP and Contact Center partner extension for Commonwealth office of Technology. CBTS efforts have allowed COT to focus on strategic goals while the efforts provided a significant boost progressing IT consolidation goals.

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build
transform
support

References

In the interest of protecting client privacy and following proper security practices, CBTS restricts disclosure of client specific information in proposals. As you may expect given the nature of the services we provide, we follow a strict policy designed to respect the time and protect the privacy and security of our clients.

This same level of privacy would be extended to your organization should you choose to partner with CBTS. CBTS remains prepared to provide any number of references to you at the appropriate time. We make every attempt to put our customers first and we will be as respectful of your organization should we be given the opportunity to serve you.

4.3.1.2 Vendor should provide at least one (1) example demonstrating at least three (3) years of experience in providing single/multiple Hosted Call Center solutions of a similar size and scope - 500 users across 20 sites. Vendor should provide a summarization the project including goals and objectives, total number of agents per site, length of time deployment took, if still in service, and reference for the example.

Please see State of Ohio reference above in 4.3.1.1.

4.3.1.3 The State desires an Account Team (including Account Support Representative, Technical Support Representative, Solution Implementation Support Representative, Contract Manager, Billing Support Representative, Security/Compliance Specialist, and Project Manager) for the winning solution and life of the contract. Vendor should describe in detail the responsibilities of key roles and staffs experience in working in these roles.

All CBTS resources have 5-20 years of experience in their respective roles as well as industry recognized certifications where applicable.

- Account Support Representative
 - This role is filled by the CBTS Account Manager and the Service Delivery Manager where applicable.
- Technical Support Representative
 - CBTS assigns engineering resources to service the State. Those resources report to Technical Operations Manager. The Service Delivery Manager coordinates with the Technical Operations Manager as required to deliver support services to the State as defined in the Agreement.
- Solution Implementation Support Representative
 - CBTS assigns engineering resources to service the State. Those resources report to Technical Operations Manager. The Project Manager coordinates with the Technical Operations Manager as required to deliver implementation services to the State as defined in the Agreement.
- Contract Manager
 - CBTS has a team of contract management representatives. The CBTS Project Manager and CBTS Service Delivery Manager will

- coordinate any changes to the contract via a Contract Change Request and coordinate those changes with the State.
- Billing Support Representative
 - CBTS has a team of billing support representatives. The CBTS Service Delivery Manager will coordinate efforts on behalf of the State to assure accurate billing and any billing concerns are addressed.
 - Security/Compliance Specialist
 - CBTS has a team of security/compliance specialists. The CBTS Service Delivery Manager will coordinate efforts on behalf of the State to assure security and compliance are in accordance to the terms of the Agreement. The CBTS Service Delivery Manager will also coordinate any data gathering and/or documentation required for the State to show compliance during the State's audit process.
 - Project Manager (PM)
 - CBTS will assign a Project Manager (PM) who is responsible for managing and overseeing all the design and build service implementation activities.
 - Conducting project status meetings with CBTS teams and Customer as appropriate
 - Providing milestones status reports to Customer on a weekly basis
 - Managing contract change requests (CCRs)
 - Service Delivery Manager (SDM)
 - CBTS will also assign a Service Delivery Manager (SDM) who is responsible for managing and overseeing all Service and Support including but not limited to the following:
 - Customer report delivery
 - Operational escalation point
 - Billing oversight
 - Organizes client meetings on a per request basis
 - Incident management liaison (communication only)
 - Run book validation
 - Coordinate customer trainings on CBTS tools and processes
 - Change schedule awareness
 - Spearhead initiatives on customer behalf
 - Delivers RCAs

4.3.1.4 Vendor should describe its experience and process in conducting cyber risk management ensuring shared risk is identified, assessed, communicated, and managed.

CBTS Security maintains a security risk management framework and security program, policies, and procedures based on common practices aligned with the NIST standards. The framework includes administrative, physical, and

technical safeguards. The risk-management framework and security program are governed by a cross-functional, executive level security council and sub-committees.

The company maintains an internal Risk Registry tool that is used to review and document risks associated, risk score, and remediation processes for various control areas throughout the organization in alignment with NIST 800-53. Risks are then reviewed with process owners and remediation action plans are put into place. Final metrics are reported to the upper management, ensuring risks are addressed as needed.

4.3.1.5 Vendor should describe its experience and process for conducting NIST SP 800-53 security assessment and authorization control families' activities, designed to ensure each vendor-provided solution implementation adheres to security and privacy requirements before being placed into production.

The company maintains an internal Control Evaluators tool that is build off of the NIST 800-53 framework. This tool is used in determining the various control activities applicable to a product or service offering, the associated risks, and the activities (Controls) CBTS (can or already has) implemented in order to reduce impact. Each activity is scored based on the level of risk and the strength of the compensating controls in place. High-scoring controls are prioritized and addressed in a timely manner.

4.3.1.6 Vendor should list all government or standards organization security certifications it currently holds that apply specifically to the vendor's proposal, as well as those in process at time of response. Specifically include HIPAA, CMS, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.

SSAE-18 (SOC 1 Type II), SOC 2 Type II, HIPAA, and PCI DSS v3.2 compliance reports are available for the CBTS management network; NIST 800-53 controls in place are mapped to the CJIS and SOC2 data center controls to demonstrate alignment.

4.3.1.7 Vendor should provide a detailed list of the third-party attestations, reports, security credentials (e.g., FedRamp), and certifications relating to cybersecurity and privacy controls.

Third party attestations for SSAE-18 (SOC 1 Type II), SOC 2 Type II, HIPAA, and PCI DSS v3.2 can be provided for the CBTS management network. Additionally, such reports can be provided for the data centers used to provide service to the State.

4.3.1.8 Vendor should describe its experience and capabilities in supporting their customers concerning compliance audits when the vendor-supplied solution is within the scope of audit.

CBTS has extensive experience in assisting with customer audits, including on site data center tours and other digital evidence gathering for the control areas in which CBTS is responsible. Working with customers, CBTS designs solutions to function as components of a customer's overall compliance program.

4.3.1.9 Vendor should describe its experience and provide an overview of their incident management process and cyber threat intelligence sharing process for incidents associated with the vendor provided solution.

Vulnerability scanning and attack and penetration testing is periodically conducted against CBTS perimeter networks by third parties and qualified internal personnel. The testing covers network, host, and application security. In addition, CBTS utilizes a security information and event management (SIEM) system with 24x7x365 log monitoring that provides real-time threat detection for the CBTS management network infrastructure. Alerts are monitored in real time by the CBTS ENOC 24x7x365 and escalated to the CBTS Incident Response team as needed. Additional details on the CBTS Incident Response plan referenced above in this questionnaire. Customer notifications and the sharing process will be SLA-defined and should be agreed upon and contractually established between Customer and CBTS.

REDLINES TO THE GENERAL TERMS AND CONDITIONS

CBTS has included the proposed changes below. If it is not detailed below, CBTS accepts the language in the General Terms and Conditions.

Section 1: Contractual Agreement

CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. ~~Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.~~ If CBTS is selected as the preferred service provider we reserve the right to negotiate in good faith to reach terms and conditions to which both parties can agree.

Section 8: Insurance

INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on ~~each~~**the general and automobile policies** prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued.

Cyber Liability Insurance in the amount of: ~~\$3,000,000.00~~**\$1,000,000.00** per occurrence.

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be ~~named~~**included** as an additional insured on ~~one of more of~~ the Vendor's **general and auto liability** insurance policies if the Director finds that doing so is in the State's best interest.

Note: Cincinnati Bell's, CBTS' parent corporation, Commercial General and Cyber Liability policies sit over a \$1,000,000 self-insured retention

Section 19: Cancellation

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

Termination/cancellation for convenience: CBTS will invoice the State of West Virginia for net book value of unrecoverable/stranded labor and circuit costs.

Section 28: Warranty

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; ~~(b) be merchantable and fit for the purpose intended;~~ and (bc) be free from defect in material and workmanship.

Note: CBTS is not an equipment manufacturer but is an authorized reseller of third-party manufacturers' products. No equipment manufacturer provides warranties of merchantability or fitness for a particular purpose. In fact, manufacturers specifically DISCLAIM such warranties. As a reseller, CBTS cannot provide equipment warranties beyond what the original equipment manufacturer provides.

Section 30: Privacy, Security, and Confidentiality

Note: CBTS agrees to the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html> based on the language in the link above at the time of CBTS' submission.

REDLINES TO THE HIPAA BUSINESS ASSOCIATE ADDENDUM

CBTS has included the proposed changes below. If it is not detailed below, CBTS accepts the language in the HIPAA Business Associate Addendum.

Section 2: Permitted Uses and Disclosures

- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may use and disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the use or disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

Section 3: Obligations of Associate.

- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules. Notwithstanding any provision of this Addendum, Agency shall not request or instruct the Associate to perform any action that would result in a violation of HIPAA, the HITECH Act, and its associated regulations, including, but not limited to, any action in violation of law if such actions were performed by the Agency.
- v. **Immediate Discontinuance of Use or Disclosure.** Upon the Agency's request, the Associate ~~will~~shall immediately discontinue any subsequent use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

- ~~f. **Retention of PHI.** Notwithstanding section 4a of this Addendum, **Compliance with Agency's Obligations.** To the extent that the Associate and its subcontractors carries out one or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required more of the Agency's obligations under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.~~
- ~~g. **the Privacy Rule, the Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of comply with the execution requirements of the subcontract and shall be delivered Privacy Rule that apply to the Agency in performance of such obligations.~~
- ~~g-h. **Agent's, Subcontractor's Compliance, Procurement Officer.** The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.~~
- j. Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. ~~The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit; may obtain a list of Associate's compliance with and exercise the Privacy and Security Rules. Upon Agency's request right to inspect, but not retain copies of, the Associate shall provide proof of compliance with HIPAA Associates security and HITECH data privacy/protection guidelines, certification of a secure network policies and procedures, including its security safeguards and other assurance relative policies related to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.~~

1. **Notification of Breach.** During the term of this Addendum, the Associate shall within 24 hours, notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology ~~immediately~~ by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any ~~suspected~~successful Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss

of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and, unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or <https://apps.wv.gov/ot/ir/Default.aspx>. The parties hereby acknowledge and agree that from time to time Unsuccessful Security Incidents may occur, and that this Section 3(l) constitutes notice to Agency for such incidents. "Unsuccessful Security Incidents" means any pings, and other broadcast attacks on Associate's firewall, port scans, unsuccessful log-on attempts, denial of service attacks, and/or comparable attacks or attempts, as long as no such incident results in actual unauthorized access to, use of or disclosure of PHI.

The Associate shall immediately investigate ~~such any~~ Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data, except that such obligation shall not apply to Unsuccessful Security Incidents. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, ~~with reporting~~except that such subcontractor or agent shall report directly to the Associate and the Associate shall subsequently report to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

Section 4: Addendum Administration.

- c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency ~~may, at its sole discretion, shall~~ allow Associate, and provide Associate with notice of, a reasonable period of time to cure the material breach before termination.
- d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. ~~The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall~~ Associate may be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.

APPENDICES

Case Study

Hosted Enterprise Unified Communications

Client: State of Ohio

The State of Ohio includes 88 counties and an estimated population of 11.5 million. Ohio has 611 individual school districts and 14 four-year public universities with 24 branch campuses. The state government consists of 21 main statewide agencies, boards, and commissions that oversee day-to-day public service.

Challenge	CBTS Solutions	Results
<ul style="list-style-type: none"> • Antiquated phone system which is costly to maintain • Little use of modern communications and collaboration technology • Strong desire to "get out of the phone business" 	<ul style="list-style-type: none"> • Single, cloud-based communications solution • Latest collaboration technology • Managed by CBTS 	<ul style="list-style-type: none"> • Saved \$6.8 million in the first 24 months of use • Recognized nationally as the best communications solution implemented at a state level in 2016

Business Challenge

The vast majority of the 55,000 state employees were using antiquated and sometimes disparate phone systems. These legacy systems were very costly to maintain and were approaching or far beyond the end of their technical life. Some agencies were leveraging eBay for parts to extend the life of their on-premises PBXs, and had very few telephony support staff familiar with the equipment. The standard infrastructure technology was cutting edge 30 years ago. There was no way to track and manage the old phone systems from a central location. The system provided only the minimum of functionality, dial tone, and voice mail.

Additionally, several larger agencies were utilizing state resources and third parties to build, operate, and maintain an isolated telephone system serving only their organization. One of the main goals was to get the public organizations out of the business of managing their communications solutions and concentrating on serving the people in the state.

The state also aimed at providing a dedicated and consolidated communications solution for over 550,000 government employees serving Ohioans in K-12, higher education, local, and municipal government capacities.

CBTS Solution

Once the stakeholders from state government, higher education, and local government formed joint requirements, they researched several options for a service provider. The state then sponsored a bid to create a unified communications solution and awarded the contract to CBTS. They called their solution the Next-Generation Telephony Service (NGTS).

NGTS is a cloud-based voice utility service that reduces telecom costs across all State of Ohio agencies and schools. NGTS brings the State of Ohio into the mainstream of IP telephony, and gives each user complete control of their telecommunications platform.

CBTS was awarded a five-year contract, with multiple 2-year, no-bid renewals, to implement and support all government funded entities in Ohio with IP telephony service.

The NGTS platform carries a full suite of communications and collaboration tools, which includes:

- Design, call center
- Web-based desktop video, point-to-point, and multi-point video capabilities
- Audio and video conferencing

The NGTS service is available to all Ohio funded agencies, higher educational institutions, local governments, and K-12 schools.

As part of the State of Ohio's IT optimization initiative to drive efficiencies and reduce costs within the state organizations, their CBTS Hosted VoIP Solution has established the foundation and set a new standard for statewide voice communications. NGTS reduces capital and usage costs, has no upgrade, capacity, or technology refresh expenses, and offers enhanced capabilities, compared to older PBX-type phone systems.

The solution is offered as a collaboration initiative between the public and private sectors. It is sponsored by the Department of Administrative Services and Board of Regents. Best-of-breed engineers from OARnet, Office of Information Technology, Department of Transportation, Bureau of Workers' Compensation, CBTS, Cisco, Acme, and VMware designed and support the system. They are also focused on carving out the roadmap that enables the services to scale and meet the changing needs of all Ohio public organizations that consume NGTS.

CBTS provided dedicated and certified project managers, operational personnel, and leadership to make sure the technology solution is delivered on time and within budget, and managed beyond the service level expectations of the customers:

- NGTS utilizes the existing network infrastructure to transmit voice signals, which allows users to maintain a single network for voice, video, and data communications.
- Leveraging Cisco IP phones and Acme packet session border controllers, CBTS installed and is managing the system proactively.
- The consolidated system offers free on-net calling. All calls within the NGTS system are offered to users at no charge, while out-of-state calls are reduced to a lower cost per minute.

Results

According to the Ohio Office of Budget and Management, the state saved \$6.8 million in the first 24 months of utilizing this solution. More than 40,000 end points are under management by CBTS as of June 2017. Installation and maintenance will continue with the goal of having CBTS deploy and manage over 50,000 IP phones. The solution encompasses two separate, redundant data centers for highly available services and backup capabilities. With this solution, the State of Ohio implemented an end-to-end unified communications platform that allows the government to:

- Eliminate large capital expenses and reduce operational costs across the Ohio enterprise.
- Enhance system performance and capabilities in the short and long term.
- Eliminate technology and service obsolescence by always having the latest, up-to-date technology
- Remove system management burden for the public organizations.
- Allow even the smallest agencies in the state to utilize the same infrastructure without sacrificing cost or performance.
- Reduce travel expenses and increases training opportunities by using video conferencing.

National Recognition

In September 2016, the State of Ohio CIO and team were recognized by the National Association of State CIOs (NASCIO) with the first place award for "Information Communications Technology (ICT) Innovations" in recognition for combining best-in-class technology with significant tax payer savings. This is a national award given to the best state-level ICT implementation across the country.

Case Study

Hosted Enterprise Unified Communications

Client:

Kentucky Community and Technical College System (KCTCS)

With 16 colleges and more than 80 campuses across Kentucky, KCTCS brings first-rate education to every corner of the state. KCTCS currently serves more than 80,000 students, making it the largest post-secondary education institution in Kentucky. It's easy to move from one college to another, and many courses are offered in the evening or online.

Challenge	CBTS Solutions	Results
<ul style="list-style-type: none"> • Long distance charges were growing substantially • No capital available for large infrastructure investments • Little use of modern collaboration technology 	<ul style="list-style-type: none"> • Single, state-wide solution based on CBTS technology • Emergency notification service for student safety • Designed and managed by CBTS 	<ul style="list-style-type: none"> • Significant cost savings from reduced long distance charges • State-of-the-art communications solution that surpassed expectations • More predictable spending based on school budgets

Business Challenge

In 2002, the CIO and IT Department for the Kentucky Community and Technical College System (KCTCS) were searching for a primary, experienced IT vendor to provide a unique and integrated solution for their diverse IP Telephony needs. Those services included complete design, plan, install, and ongoing management of a VoIP IP Telephony solution for every KCTCS college.

KCTCS understood the direction of the telecommunications industry, moving from PBX analog phones to the IP-based phones that use the Internet for making phone calls and much more. They believed that the managed service was the right approach to support their communications system.

Their goal was to install an innovative phone system that included Quality of Service (QoS), and the ability to integrate voice, video, and data at some point in the future. They aimed to reduce long-distance charges by placing all colleges on one network so that calls across the state would be local extensions. They also wanted this solution to be billed using a utility-based model where they would be charged on a monthly basis for each phone. This allowed KCTCS the option of reducing or eliminating upfront capital costs, and gave them the ability to determine the price, based on the number of phones installed and managed.

Communications, covered.

CBTS Solution

CBTS developed a state-wide solution that included hardware procurement of Cisco equipment and Managed Services that comprised:

- Design, Installation, Training, Monitoring, and Management of Cisco IP Phones
- Call Manager, Unity Messaging, and Voice Mail
- Transitioned schools from T-1 circuits to the KPEN statewide network and more recently onto CB SIP Services.
- Call Centers for Office Efficiency.
- Emergency Notification Service for Student Safety.
- Updated Dial-Plan Improvements

CBTS used a best-in-class approach to help KCTCS fully implement a comprehensive strategic solution for current and future IP Telephony requirements. The size of the installation (7,500+ users) also presented CBTS the opportunity to develop and implement cost reduction methods, while increasing quality standards at KCTCS. Several Cisco VoIP engineers at all levels, as well as security, wireless, data, and VDC consultants and technicians were utilized for the multi-year project.

Given the success of the voice implementation, KCTCS asked us to manage their data networks at all 16 colleges as well. The additional services implemented included:

- Strategic Design and Planning
- Voice, Video, and Data solutions using Voice Over IP
- Complete Installation and Onsite Training
- Remote Network Monitoring and Management
- Project Management and Quality Assurance

Related projects in addition to the IP phones:

- Call Center Management
- VPN Client Services
- Call Detail Reporting
- Virtual Servers from Virtual Data Center (VDC)
- Cisco Emergency Responder
- Informacast

Results

KCTCS has reduced costs for long-distance since all college-to-college calls across the state are on the network. Greatly reduced capital expenditures and installation of a state-of-the-art VoIP Phone and wireless system has, according to users, surpassed their expectations. KCTCS has also integrated Call Centers and Emergency Notification into the solution. As new facilities emerge, it is a simple utility model change to add voice and data services. This model is very predictive financially. KCTCS just needs to pay for what they use.

The contract was initiated in 2002 and extended twice. CBTS won a contract renewal in September 2012 that runs through 2020. The devices are maintained, upgraded, and replaced by CBTS as needed, and as they become end-of-service (EOS). CBTS is managing more than 7,500 handsets for the system and all infrastructures that support the IP Telephony solution.

CBTS is now a key IT partner with KCTCS with the unified goal of making education improve the employability and quality of life of Kentucky citizens.

SIGNATURE PAGES

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts
(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: Office of Technology Address: 1900 Kanawha Blvd E Building 5
Charleston, WV, 25305

Name of Authorized Agent: cbts Address: 221 E. Fourth St. Cincinnati, OH, 45202

Contract Number: SWC1900000001 Contract Description: Managed Voice Services

Governmental agency awarding contract: Purchasing Division


Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. **Subcontractors or other entities performing work or service under the Contract**
 Check here if none, otherwise list entity/individual names below.

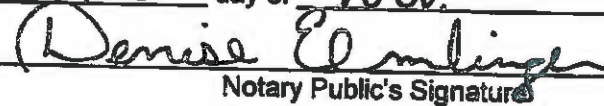
2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
 Check here if none, otherwise list entity/individual names below.

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**
 Check here if none, otherwise list entity/individual names below.

Signature:  Date Signed: 11/16/18

Notary Verification

State of Ohio, County of Hamilton:

I, Denise Elmlinger, the authorized agent of the contracting business entity, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.
DENISE ELMLINGER
Notary Public, State of Ohio
My Commission Expires 08-29-2022
Taken on 16th day of Nov., 2018

Notary Public's Signature

To be completed by State Agency:
Date Received by State Agency: _____
Date submitted to Ethics Commission: _____
Governmental agency submitting Disclosure: _____

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: CBTS

Authorized Signature: [Signature] Date: 11/16/17

State of Ohio

County of Hamilton, to-wit:

Taken, subscribed, and sworn to before me this 16th day of Nov., 2017.

My Commission Expires 8-29-2022, 20 .

DENISE ELMINGER

Notary Public, State of Ohio

My Commission Expires 08-29-2022

NOTARY PUBLIC

[Signature]





Purchasing Division
 2018 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: RFP for Managed and Hosted Voice Services (OT18027)

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-08-29	2018-10-24 13:30:00	CRFP 0212 SWC1900000001	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

cbts
 221 E. Fourth St.
 m/s 103-1200
 Cincinnati, OH, 45202
 513-841-8503

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X

FEIN # 823783886

DATE 11/16/17

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



Purchasing Division
 2018 Washington Street East
 Post Office Box 50130
 Charleston, WV 25308-0130

State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: RFP for Managed and Hosted Voice Services (OT18027)

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Dates	Solicitation No	Version
2018-08-29	2018-10-24 13:30:00	CRFP 0212 SWC190000001	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

cbts
 221 E. Fourth St.
 m/s 103-1200
 Cincinnati, OH, 45202
 513-841-8503

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X

FEIN # 823783886

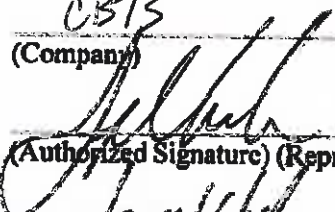
DATE 11/16/19

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

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Jonathan Cornette, Account Manager
(Name, Title)
Jonathan Cornette, Account Manager
(Printed Name and Title)
221 E. Fourth St., m/s 103-1200 Cincinnati, OH, 45202
(Address)
513-841-8503/ 513-381-2979
(Phone Number) / (Fax Number)
jonathan.cornette@cbts.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

CBTS
(Company)

(Authorized Signature) (Representative Name, Title)
Jonathan W. Cornette
(Printed Name and Title of Authorized Representative)
11/16/18
(Date)
513-397-3025
(Phone Number) (Fax Number)



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

State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_1: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-10-19	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

cbts
 221 E. Fourth St.
 m/s 103-1200
 Cincinnati, OH, 45202
 513-841-8503

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X

FEIN # 823783886

DATE 11/16/13

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



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

State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_2: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-10-25	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	3

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

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DATE 11/16/18

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Purchasing Division
2616 Washington Street East
Post Office Box 60130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_2 RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-10-25	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	3

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

cbts
221 E. Fourth St.
m/s 103-1200
Cincinnati, OH, 45202
513-841-8503

FOR INFORMATION CONTACT THE BUYER

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Signature X

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Purchasing Division
 2018 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Proposal
 35 — Telecomm

Proc Folder: 482803

Doc Description: ADDENDUM_3: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Class	Solicitation No	Version
2018-11-02	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	4

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2018 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

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 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X

FEIN # 823783886

DATE 11/16/18

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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0212 SWC190000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

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| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

CPTS
Company

Authorized Signature

11/16/10
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
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State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_3: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-11-02	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	4

BID RECEIVING LOCATION

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State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_4: RFP for Managed and Hosted Voice Services


Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-11-15	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	5

BID RECEIVING LOCATION
 BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

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 Cincinnati, OH, 45202
 513-841-8503

FOR INFORMATION CONTACT THE BUYER
 Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X  FEIN # 823783886 DATE 11/16/18
 All offers subject to all terms and conditions contained in this solicitation



Purchasing Division
 2019 Washington Street East
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State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_4 RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-11-15	2018-11-21 13:30:00	CRFP 0212 SWC1900000001	5

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
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FEIN # 823783886

DATE 11/16/18

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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0212 SWC190000001

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CBTS

Company
[Signature]

Authorized Signature
02/16/08

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



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

State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_5: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-11-16	2018-11-27 13:30:00	CRFP 0212 SWC1900000001	6

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

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FOR INFORMATION CONTACT THE BUYER

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 mark.a.atkins@wv.gov

Signature X

FEIN # 823783886

DATE

11/20/18

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ADDITIONAL INFORMATION:

ADDENDUM 5 is issued for the following:

1. To move the Bid Opening date from 11/21/2018 to 11/27/2018 at 1:30pm EST.
2. To Publish revised Attachment_A Cost Sheet. (rev. 11-16-2018 Excel formatted) due to a calculation error.

No other changes made.

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code 5A-3-10b, for the West Virginia Office of Technology (hereinafter referred to as the "Agency") to provide Managed Voice Services for the State's Legacy VoIP Environment, while working to migrate those Legacy Environments to a Hosted VoIP Platform, included Hosted Contact Center Services per attached documents.

MANDATORY PRE-BID MEETING:

DATE: 09/26/2018

TIME: 2:30PM EDT

LOCATION: WV Office of Technology

NOTE: Online responses to this solicitation are prohibited. Please see the Instructions to Bidders in Section 2 for proposal submission.

INVOICE TO		SHIP TO	
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER	
No City	WV99999	No City	WV 99999
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Managed and Hosted Voice Services	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description :

See Attachment_A Cost Sheet for proposal pricing. (Revised 11-16-2018)

Vendor shall use the Attachment_A Cost Sheet for proposal pricing.

Note: online proposal submissions are prohibited.

Please see Section 5 Vendor Proposal Subsection 5.3 for further instructions.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Mandatory Pre-Bid Meeting @ 2:30pm EDT:	2018-09-26
2	Technical Questions due by 2:00pm EDT:	2018-10-05
3	Technical Questions due by 2:00pm EDT:	2018-11-01

SWC1900000001	Document Phase Final	Document Description ADDENDUM_5: RFP for Managed and Hosted Voice Services	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Purchasing Division
 2019 Washington Street East
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State of West Virginia
 Request for Proposal
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM_5: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2018-11-16	2018-11-27 13:30:00	CRFP 0212 SWC190000001	6

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
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 2019 WASHINGTON ST E
 CHARLESTON WV 25305
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VENDOR

Vendor Name, Address and Telephone Number:

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 513-841-8503

FOR INFORMATION CONTACT THE BUYER

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 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X

FEIN # 823783886

DATE 11/20/18

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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0212 SWC190000001

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Company

Authorized Signature

11/29/18
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

REQUEST FOR PROPOSAL

(CRFP 0212 SWC1900000001)

SECTION 6: EVALUATION AND AWARD

- 6.1. Evaluation Process:** Proposals will be evaluated in two parts by a committee of three (3) or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. The Vendor who demonstrates that it meets all of the mandatory specifications required, attains the minimum acceptable score and attains the highest overall point score of all Vendors shall be awarded the contract.
- 6.2. Evaluation Criteria:** Proposals will be evaluated based on criteria set forth in the solicitation and information contained in the proposals submitted in response to the solicitation. The technical evaluation will be based upon the point allocations designated below for a total of 70 of the 100 points. Cost represents 30 of the 100 total points.

Evaluation Point Allocation:

Project Goals and Proposed Approach

- Approach & Methodology to Goals/Objectives 55 Points Possible
 - 4.2.1.1 Voice Services (40 Points Possible)
 - 4.2.1.2 Security of Solution's Services (5 Points Possible)
 - 4.2.1.3 Service and Support of Hosted Solution (10 Points Possible)
- Approach & Methodology to Compliance with Mandatory Project Requirements 0 Points Possible

Qualifications and experience

- Qualifications and Experience Generally 10 Points Possible
 - 4.3 Vendor Qualifications and Experience
- Exceeding Mandatory Qualification/Experience Requirements 0 Points Possible

Oral Presentation

5 Points Possible

Total Technical Score:

70 Points Possible

Total Cost Score:

30 Points Possible

Total Proposal Score: 100 Points Possible

- 6.3. Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.
- 6.4. Technical Evaluation:** The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.
- 6.5. Proposal Disqualification:**
- 6.5.1. Minimum Acceptable Score ("MAS"):** Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.
- 6.5.2. Failure to Meet Mandatory Requirement:** Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.
- 6.6. Cost Bid Opening:** The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

The Purchasing Division reserves the right to disqualify a proposal based upon deficiencies in the technical proposal even after the cost evaluation.

- 6.7. Cost Evaluation:** The Agency evaluation committee will review the cost proposals, assign points in accordance with the cost evaluation formula contained herein and make a final recommendation to the Purchasing Division.

Cost Evaluation Formula: Each cost proposal will have points assigned using the following formula for all Vendors not disqualified during the technical evaluation. The lowest cost of all proposals is divided by the cost of the proposal being evaluated to generate a cost score percentage. That percentage is then multiplied by the points attributable to the cost proposal to determine the number of points allocated to the cost proposal being evaluated.

Step 1: $\text{Lowest Cost of All Proposals} / \text{Cost of Proposal Being Evaluated} = \text{Cost Score Percentage}$

Step 2: $\text{Cost Score Percentage} \times \text{Points Allocated to Cost Proposal} = \text{Total Cost Score}$

Example:

Proposal 1 Cost is \$1,000,000
 Proposal 2 Cost is \$1,100,000
 Points Allocated to Cost Proposal is 30

Proposal 1: Step 1 – \$1,000,000 / \$1,000,000 = Cost Score Percentage of 1 (100%)
Step 2 – 1 X 30 = Total Cost Score of 30

Proposal 2: Step 1 – \$1,000,000 / \$1,100,000 = Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – 0.909091 X 30 = Total Cost Score of 27.27273

6.8. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

CBTS

(Company)

Jonathan Corvette, Account Manager

(Representative Name, Title)

513-535-9795 / 513-381-2979

(Contact Phone/Fax Number)

11/19/18

(Date)