Welcome, Robert M Ross

Solicitation Response(SR) Dept: 0932 ID: ESR05302300000006030 Ver.: 1 Function: New Phase: Final | Modified by batch , 05/30/2023

Header 1

List View

| General Information | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1224726

Procurement Type: Central Purchase Order

Vendor ID: VS0000003180

Legal Name: GRANITE TELECOMMUNICATIONS LLC

Alias/DBA:

Total Bid: $14,880.00

Response Date: 05/30/2023

Response Time: 12:10

Responded By User ID: Granite

First Name: Dianne

Last Name: Currie

Email: stategovbids@granitenet.con

Phone: 561-868-8143

SO Doc Code: CRFQ

SO Dept: 0932

SO Doc ID: DRS2300000019

Published Date: 5/10/23

Close Date: 5/30/23

Close Time: 13:30

Status: Closed

Solicitation Description: WIRELESS ACCESS POINTS

Total of Header Attachments: 1

Total of All Attachments: 1

Proc Folder:	1224726
Solicitation Description:	WIRELESS ACCESS POINTS
Proc Type:	Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2023-05-30 13:30	SR 0932 ESR05302300000006030	1

VENDOR
VS0000003180 GRANITE TELECOMMUNICATIONS LLC

Solicitation Number:	CRFQ 0932 DRS2300000019				
Total Bid:	14880	**Response Date:**	2023-05-30	**Response Time:**	12:10:15
Comments:					

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**
All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	ACCESS POINTS AP305C-FCC OR EQUAL	40.00000	EA	372.000000	14880.00

Comm Code	Manufacturer	Specification	Model #
43222640			

Commodity Line Comments:

Extended Description:

ACCESS POINTS AP305C-FCC OR EQUAL

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	OPERATING SYSTEMS 97000-AP305C-FCC -EW TAC OS OR EQUAL	40.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232910			

Commodity Line Comments: Included in Line 1 pricing

Extended Description:

OPERATING SYSTEMS 97000-AP305C-FCC -EW TAC OS OR EQUAL

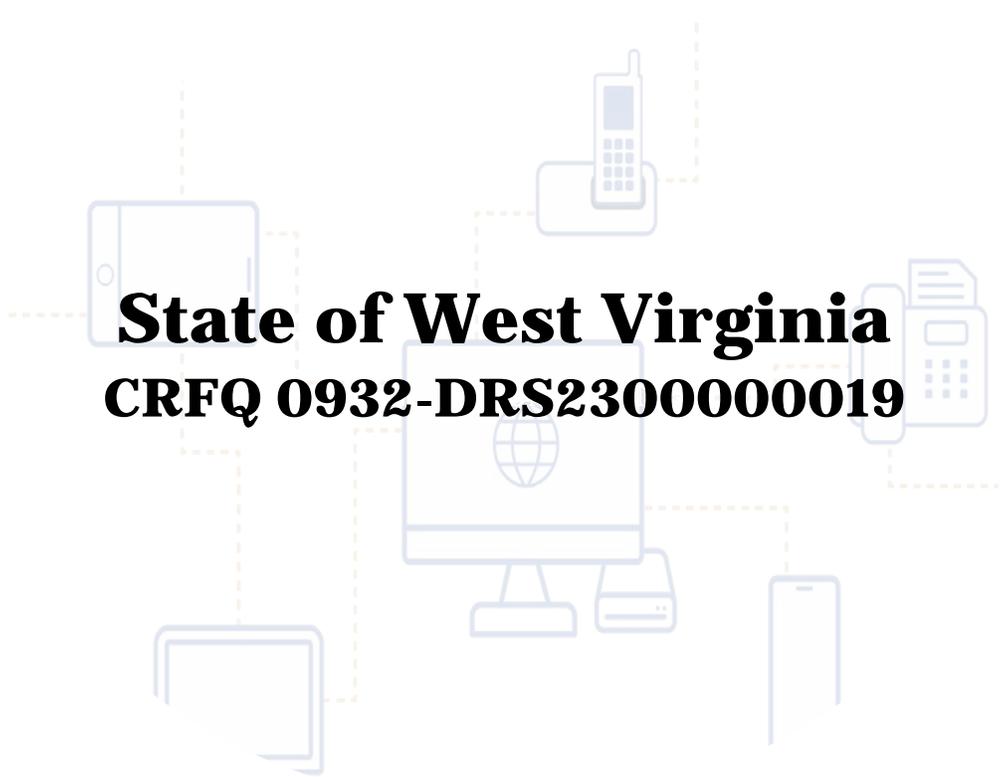| Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	EXTREME NETWORKS EXTREME CLOUD IQ PILOT LIC-5 YEARS OR EQUAL	40.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81111805			

Commodity Line Comments: Included in Line 1 pricing

Extended Description:

EXTREME NETWORKS EXTREME CLOUD IQ PILOT LIC-5 YEARS OR EQUAL

State of West Virginia
CRFQ 0932-DRS2300000019

Granite
GOVERNMENT
SOLUTIONS

Submitted to:
Department of Administration Purchasing Division

Address: 2019 Washington St. E Charleston WV 25305

POC: Toby Welch

Email: toby.l.welch@wv.gov

Submitted by:
Granite Telecommunications, LLC

Address: 100 Newport Ave. Ext. Quincy, MA 02171

POC: Rina Hollinger

Phone: 484-515-0034

Email: govtproposals@granitenet.com

Fax: (617) 328-0312

Attention: State of WV Purchasing Division
Subject: CRFQ 0932-DRS2300000019

Dear Toby Welch,

Granite Telecommunications, LLC ("Granite"), is pleased to provide its quotation to the State of West Virginia ("the State") in response to the referenced State of West Virginia CRFQ 0932-DRS2300000019.

Granite has the experience, capability, and resources necessary to provide the services requested. Further information about Granite, its service offerings and capabilities are included on Granite's website at www.granitenet.com.

Please note: the following specific contract clarifications, conditions, and assumptions shall apply.

1. Granite's representations and certifications have been completed electronically at https://sam.gov.
2. All pricing provided is Firm-Fixed Pricing (FFP). All taxes, surcharges, and fees are included in Granite's price.
3. Granite's SPIN: **143025539**, FRN: **0006800221**, TIN: **04-3643290**, CAGE: **39NE4.**
4. Delivery of proposed products is dependent on supply chain restraints, Granite estimates 10 days - but may take fewer or more days.
5. Any items not expressly covered in the resulting contact are subject to the general terms and conditions of service set forth at www.granitenet.com/legal.
6. This proposal shall remain valid for a period of 90 days from the date of this letter.

If you have any questions or require additional information, please contact Rina Hollinger at 484-515-0034 or via email at govtproposals@granitenet.com. We look forward to working with you.

Sincerely,

Rina Hollinger

Rina Hollinger | Proposal Support Specialist
Granite Telecommunications, LLC

TABLE OF CONTENTS

1 GRANITE INTRODUCTION

1.1 OVERVIEW

Granite is the largest and fastest growing competitive local exchange carrier in the United States, and since 2002, has grown to achieve $1.7 billion in annualized revenue as of December 2022. Granite provides services for over 11,000 commercial and government customers across more than 500,000 locations, including the United States Air Force (USAF), US Army (USA), and the United States Postal Service (USPS). Granite manages over 1.35 million phone lines and 115,000 data lines and has more than 2,200 employees with offices in Quincy, MA; Lincoln, RI; West Palm Beach, FL; McLean, VA; New York, Philadelphia, Atlanta, Dallas, Orlando, and Chicago.

1.2 SMALL BUSINESS CULTURE

While Granite continues to grow, it maintains the valuable features of a "small business," with an emphasis on customer accessibility, in-house operations, and a reliable executive team that has been with Granite since its inception. The State will enjoy the comfort of working with a telecommunications provider with an executive team that will be familiar with each and every account(s) personally. Granite's executive team, including our CEO and COO, are accessible via personal email and/or cell phone at any time if any matter requires escalation.

1.3 FINANCIAL STRENGTH

Granite is a privately-held company with no outside investors and is cash flow positive. Granite makes no financial investment in marketing, instead, shifting resources towards providing our customers with the innovative benefits in partnering with Granite. These benefits include our ability to increase resources into developing customized billing solutions and superior customer service support by Granite recruited, college-educated, trained professionals. Granite's philosophy is to use our resources towards proactively enhancing our customer's experience and allowing that commitment to incentivize our potential future partnerships.

1.4 CUSTOMER SERVICE

Granite provides superior customer support through our dedicated program management model, our Helpdesk, and our trained in-house customer service team available 24/7/365. Granite's "Premier" program management model has been a keystone commercial practice for over a decade and seamlessly fits the requirements and expectations of the State Granite's Premier program first analyzes a customer's unique needs and telecommunications solutions and then assign a dedicated Account Manager for the duration of the contract. Granite also provides transparent, proactive support rather than the reactive, out-of-touch support provided by most service providers. Unlike the arduous touch tone menus, extended hold times, and offshore call centers of other carriers, a member of Granite's fully-trained US-Based customer service team will answer the phone. Representatives from the State are encouraged to call us at 866-847-5500 at any time to verify this unmatched availability.

2 SOLUTION OVERVIEW

The new phones and services will be connected to the existing network infrastructure to reduce the overall installation timeline and minimize downtime. Locations won under Granite's broadband contract will be carefully reviewed to ensure adequate bandwidth is allocated for voice traffic prior to handset installation.

To provide the most flexibility, Granite will also supply the Accession desktop and mobile application. This application allows for users to have a softphone on their computers without the extra hardware cluttering their desks. It also gives users the ability to make calls using their work number on their cellphones seamlessly moving between the two devices through the application.

3 LOCAL VENDOR/SUPPORT

3.1 SUPPORT SYSTEMS

Granite developed, owns, and operates a customer support system called, Rock Reports. This proprietary portal is specifically designed to be user-friendly with our customers' needs in mind. The Rock Reports dashboard helps you see your most important data upfront while also allowing you to easily navigate to other valuable features, such as:

- **Products** – View your complete inventory by line item to include usage, charges, and discounts in a simplified and exportable format.

- **Documents** – An easy-to-use invoice management system that offers fully customizable reports, from broad, high-level summaries to granular reports on management or financial reporting needs. Want a different view? Granite will customize your billing free of charge.

- **Trouble Tickets** – Generate a trouble ticket online that is immediately directed to your dedicated Account Manager and Repair Team, who will begin working the issue immediately and keep you seamlessly informed during the resolution.
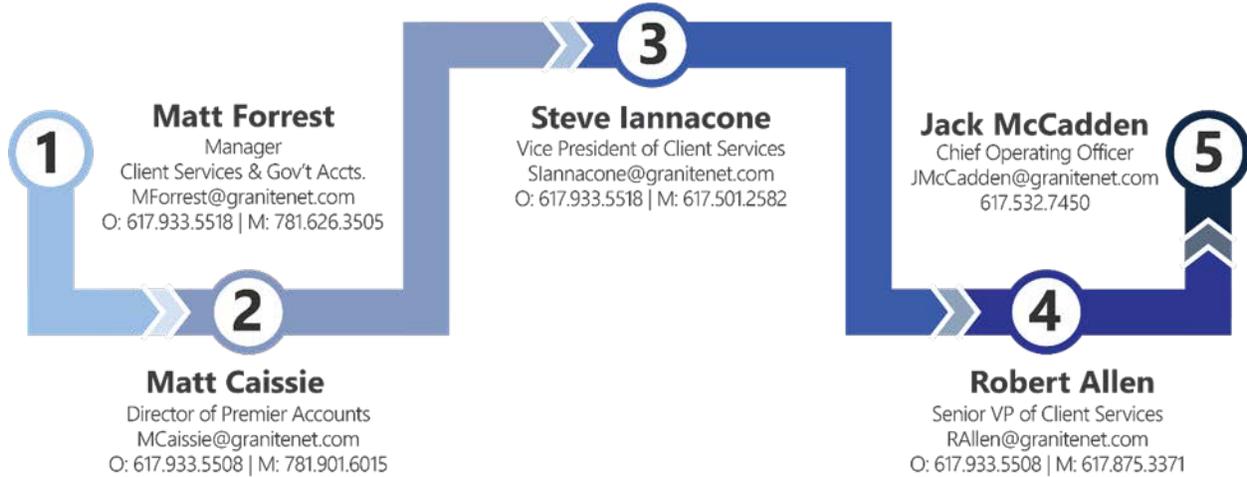
3.2 ESCALATION CONTACTS

During the rollout of the project, it may become necessary to escalate specific issues to find meaningful resolution. Escalation may come from either the State or internally from Granite. In each case, the State will be informed of updates promptly as they are available until the issue is resolved.

Below is the contact table for five (5) levels of Project Management escalation. These contacts are available on demand as a situation dictates.

PROGRAM MANAGEMENT ESCALATION CONTACTS

Matt Forrest
Manager
Client Services & Gov't Accts.
MForrest@granitenet.com
O: 617.933.5518 | M: 781.626.3505

Steve Iannacone
Vice President of Client Services
SIannacone@granitenet.com
O: 617.933.5518 | M: 617.501.2582

Jack McCadden
Chief Operating Officer
JMcCadden@granitenet.com
617.532.7450

Matt Caissie
Director of Premier Accounts
MCaissie@granitenet.com
O: 617.933.5508 | M: 781.901.6015

Robert Allen
Senior VP of Client Services
RAllen@granitenet.com
O: 617.933.5508 | M: 617.875.3371

3.3 CONTRACT & LEGAL PERSONNEL

Granite understands the need for transparency during contract negotiations and executions. It is also important to ensure the contract issues are handled by the appropriate parties to not interfere with the progress of a project. Accordingly, the below table outlines five (5) levels of Contract escalation to be invoked as needed. Please note that for both Project management and Contract issues, the State's main point of contact is Matthew Forrest.

CONTRACTS AND LEGAL ESCALATION CONTACTS

Laura MacDougall
Senior Contracts Manager
LMacDougall@granitenet.com
617.837.4959

Randall Meyers
Senior Government Contracts Attorney
RMeyers@granitenet.com
571.341.9082

Michael Galvin
Chief Administrative Officer
MGalvin@granitenet.com
617.837.5168

Ryan Goldrick
AVP, Contracts & Compliance
RGoldrick@granitenet.com
617.837.5739

Josh Ruby
General Counsel of Government Solutions
JRuby@granitenet.com
617.837.5050

4 PRICING

Granite is proposing hosted PBX solutions in accordance with the proposal requirements as specified in the scope of work. Granite has provided pricing for a onetime payment for the equipment. Please see below for a detailed breakout of Granite's quote.

Service	Quantity	NRC	Tax NRC	Circuit	Unit MRC	Total 1 Year Price
AP305C	40	$ 372.00	$ -	$0.00	$0.00	**$14,880.00**
AP305C FCC	40	$ -	$ -	$0.00	$0.00	**$0.00**
Cloud IQ Pilot license 5 year	40	$ -	$ -	$0.00	$0.00	**$0.00**
						$ 14,880.00

5 HARDWARE, WARRANTY, QUANTITIES

This section outlines some of the specific hardware chosen to install Granite's solution.

5.1 HANDSETS AND TERMINATION DEVICES

All hardware delivered to the State's locations will be new in box and come with all original parts. Proposed hardware includes the following:

Highlights

Radio Technology

- 5 GHz 2x2:2
- 2.4 GHz 2x2:2

Radio Modes - SSR

- 5 GHz/2.4 GHz - Fixed
- 5 GHz/5 GHz - Dual 5 GHz

Universal Hardware Platform

- On-Premise: WiNG OS -Centralized and Distributed
- Cloud: IQ Engine

High Density Environments

- Delivers exceptional end-user experience even in dense user environments

WPA3 Support

- Includes the latest WPA3 Wi-Fi security standard delivering robust protections for users and IoT devices

Fully Functional over 802.3af

Cellular Coexistence Filter (CCF)

- Minimizes the impact of interference from cellular networks

Smart Management

- ExtremeCloud™ IQ for powerful, simple, and secure public or private cloud management
- ExtremeCloud™ IQ Controller or VX/ NX controllers ideal for for on-premises requirements
- Optional ExtremeCloud™ IQ visibility supported via on-premises controller

Wi-Fi 6 (802.11ax) Indoor Access Point with Support for Multiple Extreme Operating Systems

In today's world, as businesses make capital investments in their technology infrastructure, they must have a keen eye on how those investments can improve operational efficiency and reduce cost. With Extreme's Universal infrastructure, customers can take advantage of hardware agility and reduce the total cost of their network by adopting platforms that allow them to run multiple Extreme operating systems. This multi-persona capability provides increased product flexibility and reduced hardware obsolescence.

The AP 305C/CX is part of Extreme's Universal Wi-Fi platform and provides users the choice of Wi-Fi operating system (IQ Engine or WiNG Operating System). Customers have the flexibility to select the OS at start-up or at a later stage and the AP will assume the features/capabilities of the selected OS. When first booted, the AP305C/CX automatically connects to ExtremeCloud IQ to find its persona. The pre-provisioned OS persona is then remotely enabled on the AP305C/CX AP and the user can stay in the cloud or select manage the device locally.

The AP305C/CX are indoor enterprise APs based on a new system-on-a-chip (SoC) with two built-in dual-band radios providing the best value with Wi-Fi 6 high efficiency. The AP305C/CX platforms are the first generation of APs to run multiple Extreme operating systems, providing flexibility and choice of on-premise or cloud deployment, while minimizing total cost of ownership. You have your choice of models with either integrated or external antennas. Advanced radio technology delivers 802.11ax 2x2:2 data rates up to 2.4 Gbps concurrently on both the 2.4 GHz and 5 GHz radios. These 2x2:2 APs continue the Extreme tradition of software-selectable radios (SSRs) capable of dual 5 GHz connectivity for indoor and industrial environments.

This enterprise-grade access point is ideal for budget-conscious enterprises who do not want to sacrifice performance.

* future software release

The AP305C/CX comes in an aesthetic design and can fit in the palm of your hand. Both models are eco-friendly APs partially made from recycled materials. Also included is an integrated light sensor and integrated power meter to help conserve power consumption*. The easy install ceiling mount for quick installation and unique way to hide the Ethernet cables for an aesthetically pleasing installation.

Despite the exponential growth of users, BYOD devices, IoT, high-bandwidth applications and security threats straining the infrastructure, the AP305C/CX combines performance, security services and insightful ML/AI management capabilities to deliver an enterprise class solution at a value price.

Security

The AP305C/CX delivers the highest level of security services, beginning with support for the latest Wi-Fi Alliance WPA3 security certifications. Additionally, the AP305C/CX supports a stateful L2-L7 DPI firewall for context-based access security, Private Pre-Shared Key (PPSK) and much more.

Management Analytics

In conjunction with Extreme Management system, cloud or on-premises, the AP305C/CX provides a very rich set of data displayed via context driven widgets, representing historical data or a combination of historical and current data. This provides context-specific granularity with perspective views for locations, network, APs, individual client devices, as well as policy roles. In each context, administrators can adjust dashboards make a widget library.

Wi-Fi 6 Technology

Prior generations of 802.11n, 802.11ac wave 1 and 2, can be considered generational improvements with an emphasis on faster speed. 802.11ax technology instead enhances Wi-Fi efficiency as well as speed, taking Wi-Fi networks to an entirely new level. To learn more about 802.11ax, go to: https://www.extremenetworks.com/are-you-ready-for-802-11ax

Programmable Radios

Extreme launched the industry's first software defined 802.11ax access point supporting not only a dual 5 GHz capability, but also two software programmable modes to optimally manage radios to provide the highest level of client performance. The AP305C/CX intelligent monitoring of the software- configurable radios enables network managers to configure network RF technology based on user environment and configure the access points in different modes as required.

Universal Hardware

The AP305C/CX as a universal hardware platform comes with a dual-persona capability allowing user choice of the Wi-Fi operating system (OS). Either the IQ Engine operating system or the WiNG Operating System persona can be enabled as required. The desired persona can be selected at start-up or changed at a later stage. Once selected, the AP305C/CX assumes the features/capabilities of the selected OS. When first booted, the AP305C/CX automatically connects to ExtremeCloud IQ to find its persona. The pre-provisioned OS persona is then remotely enabled on the AP305C/CX system, eliminating the need for manual selection.

Integrated BLE and USB Port

To support both IoT and Guest Engagement services the AP305C/CX integrates Bluetooth to connect with IoT devices wireless to engage loyalty customers with Apple iBeacon[1]. Enterprises can use API driven applications to send advertisements directly to shoppers, guests, and conference attendees. This makes it ideal for businesses to advertise their app download pages, captive portals, or site-specific information.

[1] IoT Radio Included for certain AP305C model SKUs

5.2 WARRANTY

All of our handsets come with a full-coverage warranty while under contract. This means that should the State encounter an issue with any hardware, Granite will exchange it at absolutely no cost. Once paid off and no longer under contract, the devices will fall under the ownership of the State. Granite will happily replace any handset for a discounted cost with receipt of the broken hardware.

5.3 QUANTITIES

Granite has included in its quote appropriate hardware and quantities to meet the requirements outlined in the RFP. Upon award, Granite will review with the State those quantities to determine if changes need to be made prior to placing the first orders. Granite prides itself on developing comprehensive customized solutions for each customer and will work closely with the State to ensure such a solution is realized.