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

State of West Virginia
Solicitation Response

Proc Folder:	1994002
Solicitation Description:	Addendum No 4 - LEO Satellite Internet
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Solicitation Closes	Solicitation Response	Version
2026-10-22 13:30	SR 0231 ESR10222600000003918	1

VENDOR

VS0000019791
USTRONICS.COM INC

Solicitation Number: CRFQ 0231 OOT2700000007

Total Bid: 0 **Response Date:** 2026-10-22 **Response Time:** 13:29:22

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	LEO Internet Service	1.00000	LS	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments:

Extended Description:

Vendors Must fil out Exhibit A Pricing page in its entirety and submit with their bid*
Enter the grand total amount from the pricing page into the unit price field to give a lump sum amount.

USTRONICS PROPOSAL

Response to Solicitation – No. CRFQ 0231 OOT2700000007
For LEO Satellite Internet

Presented To:

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
TOBY L WELCH
2019 WASHINGTON STREET EAST
POST OFFICE BOX 50130
CHARLESTON, WV 25305-0130

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October 20, 2026

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Attention: Toby L. Welch, Procurement Officer

Subject: Response to CRFQ OOT2700000007 – Low Earth Orbit (LEO) Satellite Internet Services

Dear Mr. Welch:

On behalf of UStronics.com, Inc., we are pleased to submit our response to the State of West Virginia's Centralized Request for Quotation (CRFQ OOT2700000007) for Low Earth Orbit (LEO) Satellite Internet Services on behalf of the West Virginia Office of Technology.

Founded in 2000, UStronics is an SBA-certified 8(a) small business specializing in satellite communications and managed connectivity solutions for federal, state, and local government agencies. Our capabilities encompass LEO and GEO satellite broadband, satellite voice and data communications, mobile and fixed-site connectivity, network integration, equipment provisioning, installation coordination, and ongoing technical support.

UStronics proposes a comprehensive LEO satellite communications solution addressing the State's fixed-location and mobile connectivity requirements. Our proposed approach encompasses satellite equipment, broadband connectivity, mounting accessories, professional installation, service activation, network integration, centralized service management, and 24×7×365 technical support.

We recognize the importance of reliable communications for West Virginia's government operations, particularly in rural and geographically challenging locations where terrestrial broadband infrastructure may be limited or unavailable. Our objective is to provide a scalable, centrally managed satellite connectivity solution that supports the State's operational requirements while maintaining transparent pricing and responsive technical assistance.

UStronics has experience supporting government satellite communications programs, including deployments for state transportation agencies, public safety organizations, federal agencies, and remote facilities. We understand the importance of coordinating equipment delivery, installation, activation, and ongoing service management across geographically dispersed locations.

Our response includes the proposed technical approach, deployment and support capabilities, relevant qualifications, and the State's required pricing documentation. We acknowledge that the resulting contract will be governed by the solicitation requirements and applicable State of West Virginia terms and conditions.

We appreciate the opportunity to participate in this procurement and welcome the opportunity to support the West Virginia Office of Technology and participating State agencies.

Sincerely,

Hushang Hashimi
Chief Operating Officer
UStronics.com, Inc.

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1.1 Executive Summary

UStronics proposes a statewide LEO satellite internet solution structured to accommodate the diverse connectivity requirements of participating West Virginia government agencies. The proposed approach addresses both permanent fixed-site installations and portable mobile deployments, with equipment configurations and service administration tailored to each agency's operational needs.

The solution is designed around three priorities: meeting the State's technical specifications, supporting efficient deployment across geographically dispersed locations, and providing consistent service management throughout the contract period.

2.2 Understanding of the State's Requirements

UStronics understands that the West Virginia Office of Technology intends to establish an open-end statewide master agreement for fixed and mobile Low Earth Orbit satellite internet equipment and services.

The solicitation identifies the following principal requirements:

- **Fixed LEO Broadband:** Minimum expected performance of 100 Mbps download and 25 Mbps upload under normal operating conditions.
- **Mobile LEO Broadband:** Minimum expected performance of 50 Mbps download and 25 Mbps upload under normal operating conditions.
- **Unlimited Data:** Service without fixed monthly data caps, mandatory usage-based overage charges, or routine throttling inconsistent with the solicitation.
- **Static Public IPv4:** Publicly routable static external WAN IPv4 connectivity for fixed installations, including an acceptable managed-network implementation.
- **Turnkey Fixed Installation:** Professional mounting, cabling, grounding, weatherproofing, activation, and operational testing.
- **Mobile Equipment:** Portable terminals with compatible vehicle, window, tripod, and pole mounting options.
- **Technical Support:** 24×7×365 assistance, troubleshooting, and escalation.
- **Statewide Deployment:** Equipment delivery, installation, and service availability for participating agencies throughout West Virginia.

UStronics also recognizes the solicitation's delivery and installation deadlines, qualified personnel requirements, and documentation of relevant installation experience.

2.3 Proposed Solution Approach

The proposed solution is organized into two service categories:

Fixed LEO Satellite Internet

Permanent satellite broadband installations for government facilities requiring continuous connectivity. Each deployment will be configured according to the site's mounting conditions, network integration requirements, and operational environment.

Mobile LEO Satellite Internet

Portable satellite broadband connectivity for field operations, emergency response, temporary facilities, and other government applications requiring rapid deployment. Equipment configurations will accommodate the mounting and portability requirements specified in the solicitation.

Both categories will be supported through a coordinated service management structure that enables participating agencies to request equipment, activate connectivity, obtain technical assistance, and manage service changes.

2.4 Statewide Contract Implementation

UStronics understands that purchases under the resulting open-end agreement will be initiated through individual agency orders rather than a guaranteed bulk equipment purchase.

Accordingly, our implementation approach will accommodate varying order quantities, deployment locations, and activation schedules.

Each agency order will be coordinated through the following process:

1. **Order Review:** Confirm the requested equipment, service category, delivery location, and installation requirements.
2. **Equipment Fulfillment:** Prepare and deliver the appropriate satellite equipment and accessories.
3. **Installation Coordination:** Schedule qualified personnel for fixed-site installations and any required deployment assistance.
4. **Activation and Verification:** Provision service, configure the supported connectivity components, and verify operational readiness.
5. **Ongoing Service Administration:** Maintain service records, coordinate technical support, and process authorized service modifications.

This structured approach is intended to provide consistent service delivery while accommodating the operational differences among participating agencies.

2.5 Contract Performance Approach

UStronics will coordinate equipment fulfillment, deployment scheduling, service activation, and ongoing account administration through designated project and technical personnel.

Service delivery will be managed in accordance with the State's applicable performance, delivery, installation, and acceptance requirements. Agency-specific configurations and deployment activities will be documented to support accountability and ongoing service management.

3. Proposed Fixed LEO Satellite Internet Solution

3.1 Fixed-Site Satellite Broadband Architecture

UStronics proposes a fixed-site Low Earth Orbit (LEO) satellite broadband solution utilizing the Starlink satellite network and Starlink Standard V4 / V4X terminals.

The proposed architecture is designed for permanent deployment at government facilities, including administrative offices, public safety locations, transportation facilities, emergency operations centers, and remote government installations.

Each installation will provide a satellite broadband connection with an Ethernet-based network handoff for integration with the State's existing networking and security infrastructure.

The solution will consist of the outdoor satellite terminal, required power equipment, mounting hardware, cabling, network interface components, broadband subscription service, and associated management and support services.

3.2 Proposed Satellite Terminal Equipment

UStronics proposes the Starlink Standard V4 / V4X terminal for fixed-site installations. The final configuration will include manufacturer-compatible power, networking, mounting, and cabling components appropriate to the site and the solicitation requirements.

The proposed terminal will be installed in accordance with manufacturer instructions and the site-specific operating environment.

The proposed equipment configuration includes:

- Starlink Standard V4 / V4X satellite terminal
- Manufacturer-compatible power supply and required power components
- Ethernet connectivity and associated network interface equipment
- Appropriate roof, wall, pole, or other fixed mounting hardware
- Manufacturer-compatible cabling and weatherproofed cable connections
- Grounding and electrical protection components as required by the installation
- Additional network equipment necessary for the proposed service configuration

All supplied equipment will be new, commercially available, and suitable for the intended permanent outdoor installation.

3.3 Broadband Performance

The proposed solution will be configured to address the State's required fixed-site performance of **100 Mbps download and 25 Mbps upload under normal operating conditions**.

Starlink's LEO satellite architecture is designed to deliver broadband connectivity with substantially lower latency than traditional geostationary satellite systems.

The proposed service will support government applications such as:

- Cloud-based applications and web services
- Secure VPN and remote network access
- Video conferencing and collaboration
- Email and business communications
- Remote administration and monitoring
- Emergency management and operational communications

Actual throughput is dependent on the selected service plan, network conditions, geographic location, and installation environment.

UStronics will identify the applicable service performance characteristics and supporting documentation for the final proposed subscription configuration.

3.4 Unlimited Data Service

UStronics proposes an unlimited-data LEO satellite broadband service with a fixed monthly subscription fee and no data overage charges to participating State agencies.

The proposed service will provide continuous access to Priority satellite broadband data without requiring agencies to purchase additional data allowances or manage monthly usage thresholds.

Participating agencies will benefit from:

- Unlimited monthly Priority data usage.
- No additional per-gigabyte usage charges.
- No fixed monthly data consumption limits imposed by UStronics.
- No automatic service suspension or reduction in data priority solely because a usage threshold has been reached.
- Centralized service administration and usage monitoring.

The service is governed by the Fair Use and Acceptable Use Policy in Section 5.2.1, subject to the solicitation and applicable network provider policies.

3.5 Static Public IPv4 Connectivity

UStronics will provide static, publicly routable IPv4 connectivity for fixed-site installations as required by the solicitation. The proposed price is $60 per device per month under the applicable pricing line item.

3.6 Network Integration and Security

Each fixed installation will provide an Ethernet-based connection suitable for integration with State-managed routers, firewalls, VPN appliances, and other approved network infrastructure.
UStronics will coordinate with designated State IT personnel to establish the appropriate network handoff and verify connectivity.

The proposed solution will support the State's use of its existing cybersecurity controls, VPN configurations, network segmentation, and internal access policies.

Administration of State-owned internal network infrastructure will remain under the State's control unless additional management responsibilities are expressly included in an authorized order.

3.7 Equipment Management and Monitoring

UStronics will provide service administration and operational monitoring capabilities appropriate to the proposed LEO service.

Available management functions may include:

- Terminal connectivity and operational status
- Service activation and account administration
- Equipment identification and inventory records
- Network status and troubleshooting information
- Service configuration and subscription management
- Technical support and incident escalation

UStronics will coordinate with the State's designated technical representatives to support service administration and ongoing operational requirements.

3.8 Fixed-Site Installation and Operational Verification

Each fixed-site deployment will be coordinated with qualified installation personnel and configured according to the site's physical and network requirements.

Installation activities will include appropriate mounting, cabling, weatherproofing, grounding, equipment connection, service activation, and operational testing.

Prior to acceptance, UStronics will verify terminal connectivity, internet access, and the required network handoff.

Any installation-specific limitations or conditions affecting the proposed configuration will be identified during deployment coordination and addressed in accordance with the solicitation's applicable installation and acceptance procedures.

4. Proposed Mobile LEO Satellite Internet Solution

4.1 Mobile Satellite Broadband Architecture

UStronics proposes a portable Low Earth Orbit (LEO) satellite broadband solution utilizing the Starlink Mini terminal for mobile and temporary government deployments.

The proposed solution provides broadband connectivity for field operations, emergency response activities, temporary command locations, remote government facilities, and other applications requiring rapidly deployable communications.

The Starlink Mini combines satellite connectivity and integrated Wi-Fi functionality in a compact terminal, enabling deployment without permanent communications infrastructure.

The Starlink Mini provides integrated Wi-Fi connectivity for authorized agency devices.

4.2 Proposed Mobile Satellite Equipment

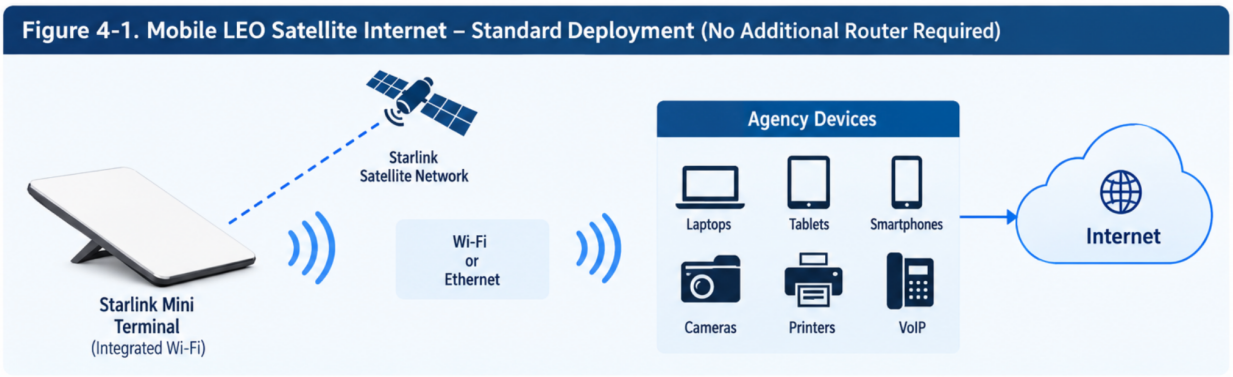
UStronics proposes the **Starlink Mini satellite terminal**, featuring an electronically steered phased-array antenna and integrated Wi-Fi connectivity.

The proposed equipment configuration includes:

- Starlink Mini satellite terminal.
- Integrated Wi-Fi router.
- Manufacturer-compatible power supply and cabling.
- Ethernet connectivity for compatible external network equipment.
- Appropriate mounting accessories based on the deployment configuration.
- Service activation and initial equipment configuration.

UStronics will coordinate any agency-required network handoff with designated technical personnel.

All equipment will be new, manufacturer-compatible, and appropriate for its intended operating environment.



4.3 Mobile Broadband Performance

The proposed mobile satellite broadband service is designed to meet the State's specified performance requirements of 50 Mbps download and 25 Mbps upload under normal operating conditions.

The solution supports applications including:

- Emergency response communications.
- Remote access to government applications.
- Video conferencing and collaboration.
- Field reporting and data transmission.
- Secure VPN connectivity.
- Temporary broadband connectivity for remote operations.

Actual service performance may vary based on satellite network conditions, terminal placement, local obstructions, and environmental factors.

4.4 Unlimited Mobile Data Service

UStronics will provide unlimited monthly satellite broadband data under the proposed mobile service subscription.

The service will include:

- Unlimited monthly data usage.

- No fixed monthly data caps imposed on participating agencies.
- No additional per-gigabyte overage charges.
- Continued Priority data access throughout the service period.
- No routine usage-based throttling or automatic suspension solely because of monthly data consumption.

The Fair Use and Acceptable Use Policy in Section 5.2.1 applies to mobile service, subject to the solicitation and applicable network provider policies.

4.5 Mobile Mounting and Deployment Options

UStronics will offer compatible mounting solutions for the Starlink Mini terminal, supporting the deployment configurations identified in the solicitation.

Vehicle Mount: A compatible mounting solution for vehicles supporting field operations and temporary satellite deployments.

Window Mount: A compatible mounting configuration for suitable temporary installations, subject to placement and structural requirements.

Tripod Mount: A portable tripod assembly allowing flexible positioning of the terminal in outdoor environments.

Pole Mount: A compatible mounting solution for temporary or semi-permanent installations requiring elevated terminal positioning.

Mounting accessories will be offered in accordance with the State's Exhibit A pricing schedule.

4.6 Network Connectivity

UStronics will provide the applicable connectivity and network handoff for authorized mobile deployments. Static public IPv4 service can be provided where requested and supported by the ordered service configuration.

4.7 Portable Deployment and Activation

The proposed mobile solution supports rapid deployment by authorized agency personnel.

Typical deployment procedures include:

1. Position the Starlink Mini terminal with an unobstructed view of the sky.
2. Secure the terminal using the selected mounting configuration.
3. Connect the approved power source.
4. Allow the terminal to establish satellite connectivity.
5. Connect authorized devices through Wi-Fi or the applicable Ethernet interface.
6. Verify internet access and operational readiness.

UStronics will coordinate any agency-specific connectivity verification required for the authorized deployment.

4.8 Mobile Equipment Management and Technical Support

UStronics will provide centralized service administration and 24×7×365 technical support for the proposed mobile LEO solution.

Support services will include:

- Equipment activation and provisioning.
- Connectivity troubleshooting.
- Service and terminal diagnostics.
- Static public IPv4 service troubleshooting, where applicable.
- Technical escalation and coordination with service providers.
- Warranty assistance and equipment replacement coordination.
- Authorized subscription and account management.

UStronics will maintain equipment and service records to support ongoing administration and technical assistance throughout the contract period.

5. Service Performance and Network Management

5.1 Service Performance Management

UStronics will manage the proposed fixed and mobile LEO broadband services in accordance with the performance requirements established in CRFQ OOT2700000007 and its applicable addenda.

Service performance will be assessed under normal operating conditions, taking into account the solicitation's applicable measurement criteria, including the rolling 30-day evaluation period.

UStronics will coordinate service-related troubleshooting and corrective actions when reported performance falls below the applicable contractual requirements.

5.2 Network Management Practices

The proposed satellite broadband services will operate under network management practices consistent with the solicitation and the satellite network provider's applicable operational policies.

Network management measures may be implemented when necessary to address temporary network congestion, maintain network stability, protect network security, or resolve technical conditions affecting service availability.

Such measures will not be used to impose routine usage-based restrictions or automatic reductions in service priority based solely on monthly data consumption.

5.2.1 Unlimited Data Service – Fair Use and Acceptable Use Policy

UStronics.com, Inc. provides unlimited data connectivity intended to support legitimate government operations, public services, and professional applications, including email, cloud

applications, VoIP, video conferencing, remote monitoring, data transfers, and related agency activities.

To promote reliable service and equitable access to network resources, UStronics may review exceptionally high or disproportionate usage patterns, particularly where the activity is unrelated to legitimate government operations. Examples include sustained recreational video or television streaming, entertainment services, large-scale personal downloads, unauthorized redistribution of connectivity, or other non-professional activities.

Where extraordinary or non-business-related use materially affects network performance, capacity, or service sustainability, UStronics may apply reasonable and proportionate traffic management measures, including traffic prioritization or speed limitations, only to the extent permitted by the solicitation, applicable technical capabilities, and underlying network provider policies. Legitimate government and operational applications will be prioritized, and reasonable efforts will be made to preserve service continuity.

Whenever reasonably practicable, UStronics will notify the affected agency before applying such measures and provide an opportunity to review or address the usage concern.

There are no predefined monthly data caps, per-gigabyte overage charges, or automatic service disconnections based solely on data consumption. This policy is intended to prevent misuse and protect service performance, not to restrict reasonable and legitimate government operations.

In the event of any conflict, the mandatory requirements of CRFQ OOT2700000007 and its addenda control.

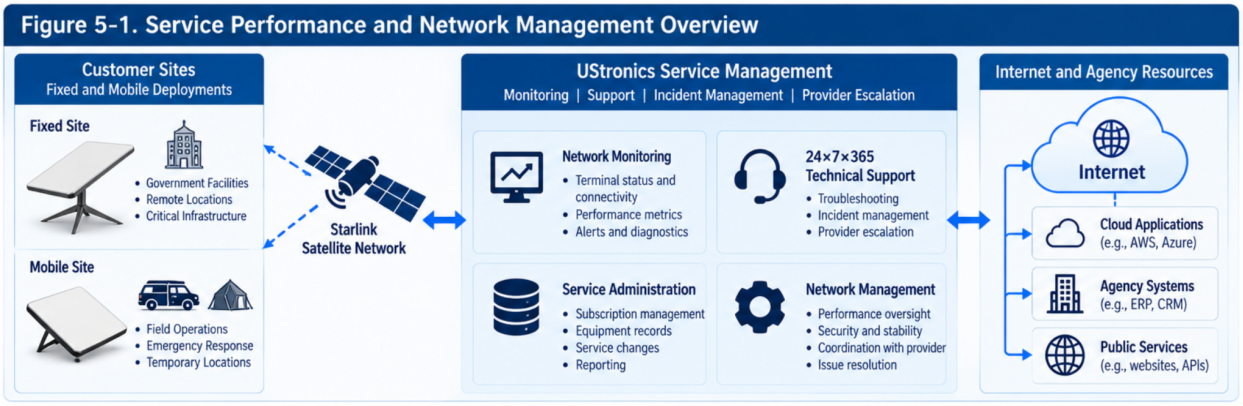
5.3 Service Monitoring and Diagnostics

UStronics will utilize available satellite network management tools and service information to support operational oversight and troubleshooting.

Monitoring and diagnostic capabilities may include:

- Terminal connectivity and operational status.
- Network availability and service interruptions.
- Available performance and diagnostic information.
- Equipment identification and service configuration.
- Connectivity alerts and fault identification.
- Service restoration and technical escalation activities.

Monitoring information will be used to identify potential service issues, support troubleshooting, and coordinate corrective actions.



5.4 Service Continuity and Incident Management

UStronics will coordinate with the satellite network provider and applicable technical resources to address service interruptions and connectivity-related incidents.

Incident management activities will include initial fault assessment, remote diagnostics, identification of potential equipment or network issues, escalation to the appropriate technical resources, and coordination of service restoration.

Where an issue involves associated network equipment or connectivity, UStronics will coordinate troubleshooting across the applicable service components to identify and resolve the underlying problem.

5.5 Service Administration and Reporting

UStronics will maintain service and equipment records to support contract administration and ongoing operational management.

Available service information may include terminal identification, assigned service location, subscription status, activation dates, reported incidents, and relevant service changes.

UStronics will coordinate with designated State representatives regarding authorized service modifications, technical issues, and operational reporting requirements.

5.6 Performance Accountability

UStronics recognizes that satellite broadband performance may be influenced by network congestion, environmental conditions, terminal placement, and other operational factors.

UStronics will coordinate appropriate technical assessments when performance concerns arise and implement corrective actions within its contractual responsibilities.

Service performance, network management, and related operational activities will remain subject to the requirements and acceptance provisions established in the solicitation and applicable addenda.

6. Static Public IPv4 Connectivity

6.1 Static Public IPv4 Service
UStronics will provide static, publicly routable IPv4 connectivity for fixed-site installations as required by the solicitation. The proposed price is $60 per device per month under the applicable pricing line item.
6.2 Service Provisioning
Static public IPv4 connectivity will be provisioned with the applicable service configuration and coordinated with the requesting agency.
6.3 Network Handoff
UStronics will coordinate the applicable network handoff with designated agency technical personnel.
6.4 IPv4 Address Verification
UStronics will verify the assigned static public IPv4 connectivity during service activation and operational acceptance.
6.5 Security and Network Integration
The service will support integration with agency-managed networking and security infrastructure in accordance with authorized configuration requirements.
6.6 Performance Considerations
Service performance will be evaluated against the solicitation requirements under the applicable operating conditions.
6.7 Configuration and Operational Verification
UStronics will verify static public IPv4 connectivity, internet access, and the approved agency network handoff prior to acceptance.
Static public IPv4 connectivity will be furnished in accordance with the applicable pricing line item in Exhibit A.
6.8 Pricing and Service Provisioning
Static public IPv4 connectivity will be provided in accordance with the applicable Exhibit A pricing line item.

7. Installation, Deployment, and Delivery

7.1 Statewide Deployment Approach

UStronics will provide coordinated statewide delivery, professional installation, activation, and operational verification of Fixed and Mobile Low Earth Orbit (LEO) satellite internet equipment throughout West Virginia.

To support installations across the State, UStronics will utilize qualified installation subcontractors with experience performing satellite communications and telecommunications installations in West Virginia, the Appalachian region, and other rural or remote locations.

UStronics will serve as the prime contractor and maintain overall responsibility for deployment coordination, subcontractor management, installation quality, scheduling, documentation, and compliance with the State's contractual requirements.

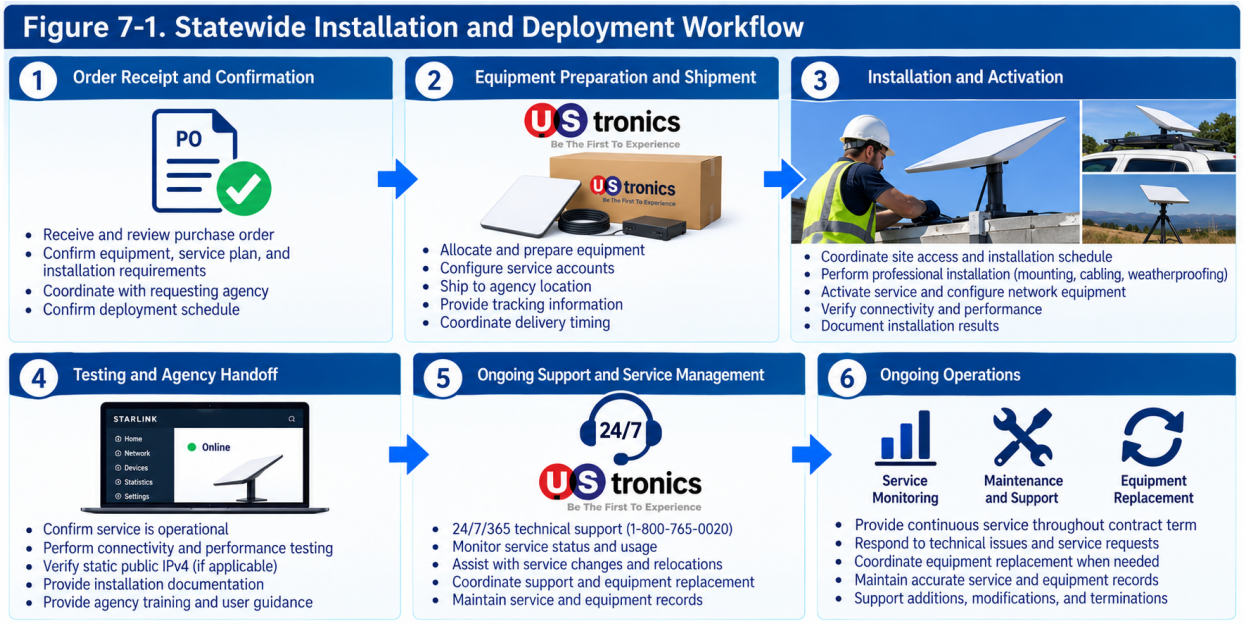
7.2 Order Processing and Deployment Coordination

Upon receipt of an authorized purchase order, UStronics will coordinate the deployment process with the requesting State agency.

Deployment activities will include:

1. **Order Confirmation:** Review equipment, service, installation location, and requested deployment schedule.
2. **Site Coordination:** Confirm site access, mounting requirements, installation conditions, and agency points of contact.
3. **Equipment Preparation:** Arrange equipment allocation, configuration, and shipment.
4. **Installation Scheduling:** Coordinate installation personnel and appointment dates with the requesting agency.
5. **Service Activation:** Configure and activate the satellite internet service and applicable network equipment.
6. **Operational Verification:** Complete connectivity testing and document installation results.
7. **Agency Handoff:** Provide relevant installation records and service information.

UStronics will coordinate with the State throughout the deployment process to identify and address scheduling or site-access concerns.



7.3 Equipment Delivery and Installation Schedule

UStronics will meet the delivery and installation timelines established in the solicitation.

Deployment Requirement	Standard Order	Emergency Order
Equipment delivery	Within 10 working days	Within 5 working days

Completed installation and operational verification	Within 30 calendar days	Within 15 calendar days

The applicable installation period begins upon receipt of the authorized order, subject to the solicitation's requirements.

UStronics will coordinate equipment availability, shipping, installation resources, and site access to support these schedules.

7.4 Professional Installation Services

Professional installation will be performed by qualified installation personnel using appropriate mounting hardware, cabling, and installation practices.

Depending on the installation location and equipment configuration, installation activities may include:

- Preliminary site assessment and equipment placement.
- Satellite terminal mounting and physical installation.
- Cable routing, fastening, and weatherproofing.
- Grounding and electrical safety measures, where applicable.
- Installation and connection of required network equipment.
- Service activation and configuration.
- Connectivity and operational testing.
- Installation documentation and agency handoff.

The proposed professional installation price of $999 per installation includes standard installation materials and up to 100 feet of cable, consistent with Addendum 4.

Installation methods will be selected according to the site conditions, equipment specifications, applicable safety requirements, and agency needs.

7.5 Nonstandard Installation Conditions

UStronics recognizes that certain government facilities may require installation activities beyond a standard satellite terminal deployment.

Examples may include extensive trenching, significant electrical modifications, specialized lifting equipment, unusual structural mounting requirements, or other extraordinary site preparation.

Such requirements will be identified during site coordination and submitted for the State's review and authorization before additional work is performed.

Any separately authorized work will be handled in accordance with the contract's applicable pricing and approval provisions.

7.6 Mobile Equipment Deployment

Mobile LEO equipment will be prepared for deployment in accordance with the State's intended operating environment.

Supported configurations include:

- Vehicle-mounted installations.
- Window-mounted configurations.
- Tripod-mounted portable installations.
- Pole-mounted installations.

Where professional installation is requested, qualified personnel will coordinate mounting, cable management, power connections, equipment placement, and connectivity verification.

For portable configurations, UStronics will provide the applicable equipment and deployment guidance to support agency personnel in setting up and operating the system.



7.7 Qualified Installation Subcontractors

UStronics has identified four proposed installation subcontractors to support the proposed statewide deployment program.

Peak Network Solutions LLC

Peak Network Solutions LLC is identified as a proposed installation subcontractor to support satellite communications and related network installation activities.

The company is among the regional installation resources selected by UStronics for its experience working in West Virginia and the Appalachian region.

Seneca Satellite

Seneca Satellite is identified as a proposed installation subcontractor supporting satellite equipment installation and associated field deployment activities.

Its regional installation experience will support UStronics' ability to coordinate work at geographically dispersed locations, including rural and remote facilities.

Nationwide Installation Techs

Nationwide Installation Techs is identified as a proposed installation subcontractor providing professional satellite equipment installation services.

Its installation capabilities include Starlink terminal deployment, equipment mounting, cabling, and related connectivity work.

Additional information regarding the company's publicly available customer feedback is available at: https://www.trustindex.io/reviews/techinstalls.io

Dish Ninjas

Dish Ninjas is identified as an additional proposed installation subcontractor for satellite equipment installation and related field services. The designated contact is Andrew Zdunich (support@dishninjas.com). Project-specific qualifications and availability remain subject to confirmation.

Subcontractor Management and Quality Oversight

UStronics will coordinate installation assignments among these subcontractors according to project location, personnel availability, installation requirements, and deployment schedules.

All subcontractor work will remain subject to UStronics' oversight and the State's applicable installation, safety, documentation, and performance requirements.

UStronics will remain the single point of contractual accountability for work performed under this agreement.

7.8 Installation Experience and Professional References

The following professional contacts are offered as supplementary references for relevant telecommunications and installation-related experience. No installer reference letters have been received, and these contacts are not represented as signed endorsements or substitutes for project-specific records.

Reference 1 – All Points Broadband

Don McElroy
Former Chief Operating Officer
All Points Broadband
Phone: 703-856-8145
Email: donmcelroy@verizon.net

Reference 2 – All Points Broadband

Ryan Sapp
Head of Network Operations Center (NOC)
All Points Broadband
Phone: 540-326-6262

Reference 3 – 868 Estate Vineyards

Chris Charron
Co-Owner
868 Estate Vineyards
Phone: 703-928-9239
Email: ccharron@868estatevineyards.com

Additional Installation Experience – Nationwide Installation Techs

Nationwide Installation Techs maintains publicly available customer reviews concerning its installation services.

Customer Review Reference:
https://www.trustindex.io/reviews/techinstalls.io

These materials are provided as supplementary information regarding installation experience and customer service.

Project-specific installation histories have been requested from the proposed subcontractors but were not available for inclusion at the time of preparation. The professional contacts and public reviews listed here are supplemental and do not replace any mandatory project documentation.

7.9 UStronics Government Customer References

UStronics provides the following government customer contacts as references for its experience supporting public-sector telecommunications and related services.

Government Reference 1 – West Virginia Department of Transportation

Gabby Selbe
Division Manager II
WVDOT – Information Technology Division
Procurement – Client Solution Services
Phone: 304-414-7187

Government Reference 2 – Kentucky Transportation Cabinet

Tony Downs
Information Systems Supervisor
KYTC – Communications Section
Email: tony.downs@ky.gov

These references are provided to support the State's evaluation of UStronics' government customer experience and ability to coordinate telecommunications-related services with public-sector agencies.

7.10 Installation Verification and Acceptance

Following installation, UStronics or its authorized installation subcontractor will perform operational verification appropriate to the deployed equipment and service configuration.

Verification activities will include, as applicable:

- Confirmation that the satellite terminal is installed and operational.
- Verification of service activation and internet connectivity.
- Confirmation of applicable network equipment connectivity.
- Validation of the static public IPv4 configuration when required for the installation.
- Basic service performance testing.
- Confirmation of equipment placement and installation completion.
- Documentation of testing results and identified deficiencies.

Any installation-related deficiencies identified during verification will be addressed through the appropriate corrective process.

UStronics will coordinate with the requesting agency to confirm that the installation has been completed and the service is operational.

7.11 Service Commencement and Billing

Monthly service billing will begin only after installation has been completed and operational verification has confirmed that the service is functioning, consistent with the solicitation requirements.

UStronics will maintain activation and installation completion records to support accurate service commencement dates and contract administration.

7.12 Installation Documentation

UStronics will maintain installation and deployment records for equipment and services furnished under the contract.

Records may include:

- Agency and installation location.
- Equipment type and identifying information.
- Installation and activation dates.
- Assigned installation contractor.
- Applicable network configuration information.
- Operational verification results.
- Installation completion status.
- Relevant agency coordination and acceptance information.

These records will support contract administration, equipment tracking, future maintenance, and service-related inquiries.

8. Technical Support, Maintenance, and Equipment Replacement

8.1 Technical Support Overview

UStronics will provide technical support for all Fixed and Mobile LEO satellite internet services furnished

under this contract.

Support will be available **24 hours per day, 7 days per week, 365 days per year**, including weekends and holidays.

Technical support is included in the applicable monthly service charges, with no separate recurring technical support fee.

UStronics will serve as the State's primary point of contact for service-related technical assistance and will coordinate with satellite network providers, equipment manufacturers, and authorized installation subcontractors as necessary.

8.2 Technical Support Contact Information

State agencies may request technical assistance through the following contact channels:

Support Channel	Contact Information
24/7 Technical Support Telephone	1-800-765-0020
General Business Telephone	703-444-4077
Company Website	www.ustronics.com
Support Availability	24/7/365

UStronics will provide the applicable service contact information and support instructions to authorized agency personnel upon service activation.

8.3 Scope of Technical Support

Technical support will cover equipment and services provided under the contract, including:

- Satellite service activation and connectivity issues.
- Terminal registration and operational status.
- Basic equipment and network connectivity troubleshooting.
- Satellite terminal and associated network equipment configuration.
- Static public IPv4 connectivity and VPN-related troubleshooting, where applicable.
- Equipment malfunction assessment.
- Coordination of warranty claims and replacement equipment.
- Assistance with service restoration following equipment or connectivity failures.

UStronics will provide remote technical assistance when practical and coordinate additional corrective measures when remote troubleshooting does not resolve the reported issue.

8.4 Support Request Handling and Escalation

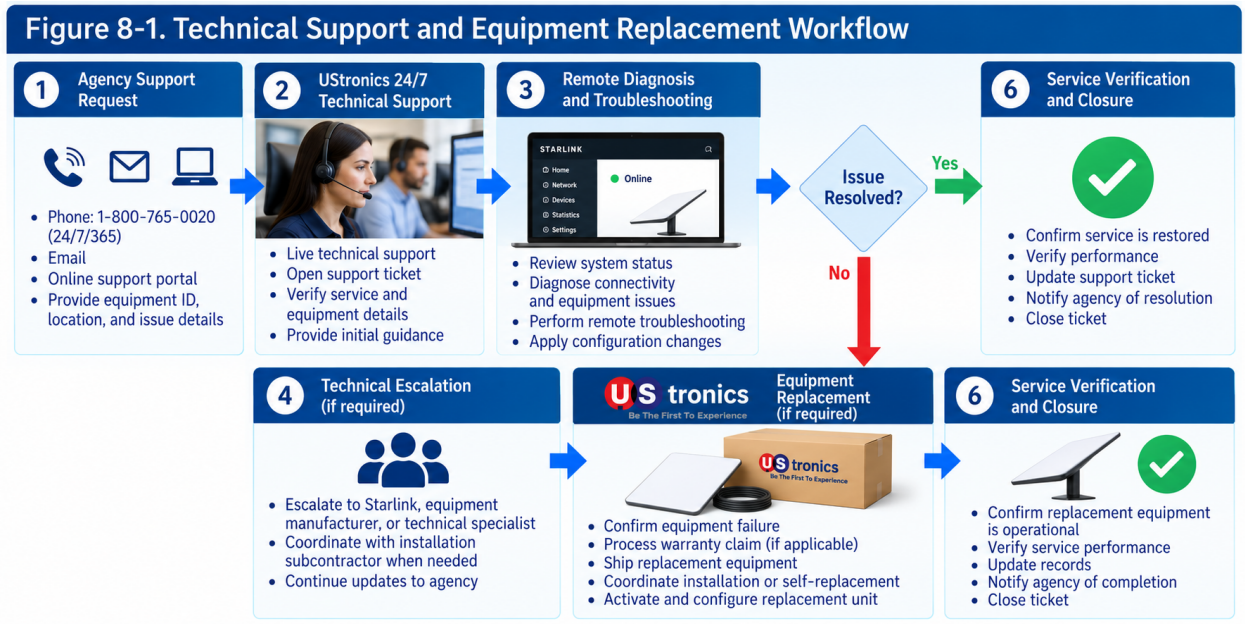
Technical support requests will be handled according to the nature and operational impact of the reported issue.

Upon receiving a request, UStronics will:

1. Record the affected service, location, and reported problem.
2. Assess the issue and determine the appropriate troubleshooting actions.
3. Provide remote technical assistance where applicable.
4. Escalate unresolved issues to the appropriate satellite network provider, equipment manufacturer, or technical specialist.
5. Coordinate additional corrective action when required.
6. Communicate relevant findings and resolution information to the requesting agency.

Issues requiring specialized network or equipment support will be escalated to personnel with the appropriate technical expertise.

UStronics will remain responsible for coordinating support requests through resolution within the scope of the contract.



8.5 Equipment Warranty and Maintenance

Equipment furnished under the contract will be new and covered by applicable manufacturer warranties.

UStronics will assist State agencies with warranty-related technical support, equipment fault assessment, and manufacturer warranty coordination.

Warranty services will be administered according to the applicable manufacturer's warranty provisions and the contract requirements.

UStronics will also provide guidance regarding equipment operation, routine maintenance considerations, and recommended corrective actions.

8.6 Equipment Replacement

When equipment is determined to be defective or inoperable, UStronics will coordinate the appropriate replacement process.

Replacement activities may include:

- Confirmation of equipment failure through troubleshooting.
- Determination of applicable warranty coverage.
- Coordination of manufacturer warranty replacement when covered.
- Provision of replacement equipment when authorized under the contract.
- Shipment and delivery coordination.
- Assistance with replacement equipment activation and configuration.
- Coordination of field replacement services when necessary.

Replacement equipment will be compatible with the applicable service configuration and meet the contract's technical requirements.

Equipment replacement charges, where permitted, will follow the applicable line items and pricing established in the State's official pricing schedule.

Equipment covered by an applicable warranty will be handled under the corresponding warranty provisions without duplicative equipment charges.

8.7 On-Site Technical Assistance

When an issue cannot reasonably be resolved through remote technical assistance, UStronics may coordinate on-site support through its qualified installation subcontractors.

On-site activities may include equipment inspection, cable and connection testing, mounting assessment, terminal replacement, and verification of restored connectivity.

UStronics will coordinate site access and scheduling with the requesting agency.

Any separately chargeable on-site work will require authorization and will be handled in accordance with the contract's pricing and approval requirements.

8.8 Technical Support Accountability

UStronics will remain the State's primary support contact for the services and equipment furnished under this agreement.

The use of satellite network providers, equipment manufacturers, or installation subcontractors will not transfer UStronics' contractual support responsibilities to the State.

UStronics will coordinate the resources necessary to address reported technical issues and support the continued operation of the State's deployed LEO satellite internet systems.

9. Contract Administration, Ordering, and Reporting

9.1 Contract Management

UStronics will provide centralized contract administration for equipment and services furnished under the State of West Virginia's statewide LEO satellite internet contract.

UStronics will designate a primary contract representative responsible for coordinating contractual matters, agency communications, purchase order administration, and service account management.

The company will serve as the single point of contractual accountability for equipment suppliers, satellite network providers, and installation subcontractors involved in fulfilling authorized orders.

Contract administration activities will include:

- Coordination with authorized State agencies.
- Purchase order review and processing.
- Equipment and service account administration.
- Contract pricing and invoicing oversight.
- Service additions, modifications, and terminations.
- Maintenance of relevant contract and service records.
- Coordination of contract-related inquiries and documentation.

9.2 Ordering Procedures

UStronics will accept and process orders issued by authorized State agencies in accordance with the contract's purchasing requirements.

Each order will be reviewed to confirm the requested equipment, service configuration, quantity, delivery location, installation requirements, and applicable contract pricing.

If an order requires clarification, UStronics will coordinate with the requesting agency before proceeding.

All equipment and services will be furnished according to the approved contract scope and pricing schedule.

9.3 Agency Service Account Administration

UStronics will maintain administrative records for satellite internet services activated under the contract.

Each service account will be associated with the appropriate requesting agency and installation or deployment location.

Account administration will include:

- Agency identification and authorized contact information.
- Equipment and service identification.
- Service activation and operational status.
- Applicable service configuration.
- Billing commencement date.

- Service changes and termination records.

UStronics will coordinate authorized service changes with the requesting agency and maintain the corresponding administrative records.

9.4 Equipment and Service Inventory

UStronics will maintain records of equipment furnished under the contract to support inventory management and service accountability.

The equipment inventory will include, as applicable:

Inventory Field	Description
Agency	Requesting State agency or department
Equipment type	Fixed or Mobile LEO terminal and associated equipment
quipment identifier	Serial number or other applicable identifier
Deployment location	Assigned facility or operating location
Service identifier	Associated satellite service account
Activation date	Date service became operational
Service status	Active, suspended, terminated, or other applicable status
Installation contractor	Assigned installation provider, where applicable

Equipment and service records will be updated as changes occur.

9.5 Invoicing and Billing Administration

UStronics will invoice authorized State agencies in accordance with the contract pricing schedule and applicable purchase orders. The proposed standard professional installation price is $999 per installation, inclusive of up to 100 feet of cable; the static public IPv4 service option is priced at $50 per device per month.

Invoices will identify the equipment or services provided and include sufficient information to support agency review and payment processing.

Monthly service charges will begin only after the applicable installation and operational verification requirements have been satisfied.

UStronics will maintain records supporting service activation dates, recurring charges, equipment purchases, and approved additional work.

Charges for optional equipment or services will be assessed only as authorized under the contract.

9.6 Service Changes and Terminations

Authorized State agencies may request changes to their equipment or service configurations in accordance with the contract's applicable terms.

UStronics will coordinate requests involving:

- Activation of additional satellite service accounts.
- Changes to existing service configurations.
- Equipment relocation or reassignment.
- Authorized service suspension or termination.
- Updates to agency contacts and billing information.

Service changes will be documented to maintain accurate administrative and billing records.

9.7 Contract Reporting

UStronics will maintain information necessary to support contract administration and provide relevant reports to the State upon request, consistent with the contract requirements.

Available reporting information may include:

- Equipment and service inventory.
- Active service accounts by agency.
- Equipment delivery and activation status.
- Installation completion records.
- Service additions and terminations.
- Billing and purchase order information.
- Technical support activity summaries, where applicable.

Reports will be prepared using available contract and service records and provided in a mutually acceptable electronic format.

9.8 Contract Communications and Coordination

UStronics will maintain communication with the State's designated contract administrator and authorized agency representatives regarding contract performance and administrative matters.

Contract-related communications may address ordering procedures, delivery coordination, service administration, invoicing, documentation, and other matters requiring State review or approval.

UStronics will coordinate with its suppliers and subcontractors as necessary while maintaining direct accountability to the State.

9.9 Contract Administration Contact

UStronics.com, Inc.

44679 Endicott Drive, Suite 873
Ashburn, VA 20147

Primary Contract Representative:
Hushang Hashimi
Chief Operating Officer

Telephone: 703-444-4077
Email: hushang@ustronics.com
Website: www.ustronics.com

24/7 Technical Support: 1-800-765-0020

UStronics will provide updated contact information to the State if designated contract representatives or support contact details change during the contract period.

10. Corporate Qualifications, Relevant Experience, and Past Performance

10.1 Company Overview

UStronics.com, Inc. is a U.S.-based telecommunications and satellite communications provider established in 2000, with more than 25 years of experience supporting government, commercial, and mission-critical communications requirements.

Headquartered in Ashburn, Virginia, UStronics specializes in satellite broadband, satellite voice communications, push-to-talk systems, mobile connectivity, and managed telecommunications services.

The company provides equipment, network services, technical support, and deployment coordination for customers operating in fixed, mobile, remote, and emergency-response environments.

UStronics is an SBA 8(a)-certified small business.

10.2 Core Technical Capabilities

UStronics maintains capabilities across multiple satellite networks and communications technologies.

Capability	Relevant Products and Services
LEO satellite broadband	Starlink and OneWeb satellite internet solutions
GEO and MEO satellite connectivity	Viasat, SES, Intelsat, Hughes, and other supported satellite services
Satellite voice communications	Iridium and other satellite telephone services

Satellite push-to-talk	Satellite-based group communications and dispatch connectivity
Mobile and portable communications	Vehicle-mounted, transportable, and rapidly deployable satellite equipment
Managed network connectivity	Network integration, VPN connectivity, routers, and hybrid satellite/cellular solutions
Government communications support	Equipment provisioning, recurring service administration, deployment coordination, and technical support

These capabilities allow UStronics to support a range of agency communications requirements, including broadband continuity, field operations, emergency communications, and connectivity at remote government facilities.

10.3 Satellite Network and Equipment Provider Relationships

UStronics maintains commercial relationships with satellite network operators, service distributors, and equipment manufacturers to support equipment procurement, service provisioning, and technical coordination.

Relevant network and technology relationships include:

- Starlink
- Eutelsat OneWeb
- Iridium
- Viasat
- SES
- Intelsat
- Hughes
- Peplink

UStronics participates in the Starlink indirect-provider distribution channel and maintains relationships supporting satellite equipment procurement and managed service delivery.

Applicable manufacturer or authorized reseller documentation should be submitted with the proposal where required.

10.4 Government Contracting Experience

UStronics has experience supplying satellite communications equipment and services to federal, state, and local government organizations.

Relevant government contracting relationships include:

Government Organization	Relevant Experience
State of California	Statewide satellite communications contract
State of Utah	Statewide satellite communications contract
Commonwealth of Kentucky	Statewide satellite communications contract
Commonwealth of Massachusetts	Statewide satellite communications contract
City of New York	Government satellite communications equipment and services
U.S. Department of Transportation	Satellite communications equipment and service deployments
Federal Government Agencies	Satellite broadband, voice, equipment procurement, and related communications support

These relationships demonstrate UStronics' experience working within government purchasing structures and coordinating equipment, services, and support for public-sector customers.

10.5 Relevant Project Experience

10.5.1 U.S. Department of Transportation – Portable Satellite Broadband Deployment

UStronics has supported a U.S. Department of Transportation deployment involving approximately 45 Starlink Mini terminals.

The project includes portable satellite broadband equipment, service provisioning, administrative account access, and deployment-related coordination.

This experience is directly relevant to the State's requirement for mobile and portable LEO satellite internet solutions.

10.5.2 Washington State Department of Transportation – Satellite Service Administration

UStronics has supported a statewide Starlink service initiative involving more than 45 satellite terminals, including equipment transfers, new service provisioning, and account administration.

The project involves coordination of satellite service accounts and management requirements across a geographically distributed transportation agency environment.

This experience is relevant to the ordering, account administration, and service coordination responsibilities contemplated under the West Virginia contract.

10.5.3 Navajo Nation Medical Center – Remote Satellite Connectivity

UStronics has supported satellite broadband connectivity for remote healthcare locations, including facilities serving Shiprock, New Mexico; Four Corners, Arizona; and Dzilth-Na-O-Dith-Hle, New Mexico.

The project involves Starlink equipment, network connectivity components, and satellite service provisioning for geographically dispersed facilities.

This experience is relevant to the State's rural and remote installation environments.

10.6 Government Contract Administration Experience

UStronics has experience administering government satellite communications contracts involving equipment procurement, recurring telecommunications services, agency ordering, and ongoing service account management.

The company's contract administration capabilities include:

- Processing government purchase orders.
- Coordinating equipment procurement and fulfillment.
- Managing satellite service activations and account changes.
- Maintaining equipment and service records.
- Preparing recurring service invoices.
- Coordinating technical support and supplier escalations.
- Supporting multiple government agencies under established contracting arrangements.

UStronics will apply these capabilities to the administration of the proposed West Virginia statewide LEO satellite internet contract.

10.7 Quality and Regulatory Compliance

UStronics maintains business and operational practices supporting government telecommunications procurement and service delivery.

The company maintains a NIST SP 800-171 Supplier Performance Risk System (SPRS) submission and will comply with applicable contractual requirements relating to equipment sourcing, service delivery, security, and documentation.

Installation personnel and subcontractors will be required to follow applicable safety practices, manufacturer instructions, and State contractual requirements.

10.8 Corporate Identification

Corporate Information	Details
Legal Business Name	UStronics.com, Inc.
Year Established	2000
Business Address	44679 Endicott Drive, Suite 873, Ashburn, VA 20147

UEI	NGS6VJJEP3E1
CAGE Code	3FPZ8
Business Classification	Small Business; SBA 8(a)-Certified
Business Telephone	703-444-4077
Website	www.ustronics.com
Primary Representative	Hushang Hashimi, Chief Operating Officer
Email	hushang@ustronics.com

10.9 Corporate Commitment

UStronics will serve as the prime contractor for the proposed statewide LEO satellite internet services and remain responsible for contractual performance, supplier coordination, equipment and service delivery, and subcontractor oversight.

The company will apply its established satellite communications experience, government contracting capabilities, and qualified deployment resources to support West Virginia agencies throughout the contract period.

11. Solicitation Compliance and Technical Requirements Matrix

11.1 Compliance Statement

UStronics.com, Inc. proposes to furnish Fixed and Mobile Low Earth Orbit (LEO) satellite internet equipment, connectivity services, professional installation, technical support, and associated network capabilities in accordance with the requirements of CRFQ OOT2700000007 and its applicable addenda.

The following compliance matrix identifies the proposed approach and corresponding sections of this technical proposal.

All equipment, services, and pricing will be subject to the requirements of the final contract and the State's official pricing schedule.

11.2 Technical Compliance Matrix

No.	Solicitation Requirement	UStronics Proposed Compliance	Proposal Reference
1	Fixed LEO satellite internet service	Starlink Standard V4 / V4X satellite terminal and associated broadband service	Section 3

2	Fixed-site typical download speed of 100 Mbps	Proposed fixed service designed to meet the specified typical download performance	Sections 3.3, 5
3	Fixed-site typical upload speed of 25 Mbps	Proposed fixed service designed to meet the specified typical upload performance	Sections 3.3, 5
4	Mobile LEO satellite internet service	Starlink Mini satellite terminal with integrated Wi-Fi	Section 4
5	Mobile typical download speed of 50 Mbps	Proposed mobile service designed to meet the specified typical download performance	Sections 4.3, 5
6	Mobile typical upload speed of 25 Mbps	Proposed mobile service designed to meet the specified typical upload performance	Sections 4.3, 5
7	Unlimited data without fixed usage caps or routine throttling	Unlimited Priority data included in the proposed monthly service	Sections 3.4, 4.4
8	Static publicly routable IPv4 connectivity for fixed installations	Static publicly routable IPv4 service provided with the fixed LEO offering	Sections 3.5, 6
9	Third-party router and managed cloud gateway permitted	Static public IPv4 connectivity will be provided as part of the proposed fixed-service offering; no separate third-party router or cloud gateway is proposed.	Section 6
10	Mobile mounting configurations	Vehicle, window, tripod, and pole mounting options	Sections 4.5, 7.6
11	Professional installation	Qualified installation personnel and subcontractors	Section 7
12	Standard installation cabling	Up to 100 feet of cable included in standard professional installation	Section 7.4
13	Standard equipment delivery	Within 10 working days	Section 7.3
14	Emergency equipment delivery	Within 5 working days	Section 7.3
15	Standard installation and operational verification	Within 30 calendar days	Section 7.3
16	Emergency installation and operational verification	Within 15 calendar days	Section 7.3

17	24/7/365 technical support	Continuous technical support included in monthly service charges	Section 8
18	Equipment warranty and replacement support	Manufacturer warranty coordination and authorized replacement procedures	Sections 8.5–8.6
19	Qualified installation resources	Four proposed installation subcontractors supporting West Virginia and the Appalachian region	Section 7.7
20	Relevant installation experience	Available professional references; qualifying project records pending verification	Section 7.8
21	Government customer references	West Virginia Department of Transportation and Kentucky Transportation Cabinet contacts	Section 7.9
22	Equipment and service administration	Centralized contract, equipment inventory, and service account management	Section 9
23	Service billing commencement	Monthly billing begins after installation and operational verification	Sections 7.11, 9.5
24	Manufacturer or reseller authorization	Applicable supplier and reseller authorization documentation	Section 10.3 and attachments
25	Contract pricing	Pricing provided on the State's official pricing schedule	Pricing Attachment

11.3 Equipment Compliance

UStronics proposes new satellite communications equipment suitable for the specified Fixed and Mobile LEO deployment environments.

The proposed fixed equipment is the Starlink Standard V4 / V4X terminal, and the proposed mobile equipment is the Starlink Mini terminal.

Required mounting accessories, network connectivity components, and installation materials will be provided according to the applicable ordered configuration and contract pricing.

Equipment substitutions, where permitted, will remain subject to the State's contractual requirements and any applicable approval procedures.

11.4 Service and Network Compliance

UStronics' proposed service includes the broadband connectivity, unlimited data service, and network integration capabilities described in Sections 3 through 6.

For fixed installations, UStronics will provide static, publicly routable IPv4 connectivity as

required by the solicitation.

The resulting configuration is intended to provide a persistent, publicly routable IPv4 address independent of the satellite network provider's native addressing.

The proposed architecture will be configured and verified according to the requirements of each authorized installation.

11.5 Installation and Support Compliance

UStronics will coordinate statewide deployment through qualified installation personnel and authorized subcontractors.

The company will remain responsible for meeting the contract's applicable equipment delivery, installation, activation, and verification requirements.

Technical support will be available 24 hours per day, 7 days per week, 365 days per year and will be included in the applicable monthly service charges.

Equipment warranty and replacement services will be administered according to the contract and applicable manufacturer warranty provisions.

11.6 Pricing Schedule Compliance

UStronics will submit its pricing using the State's official pricing schedule.

All required line items, including applicable equipment, recurring services, installation, mounting accessories, optional static IPv4 service, and other specified items, will be priced according to the instructions contained in the solicitation.

UStronics will not impose additional recurring charges for technical support already included in the fixed and mobile monthly service prices.

11.7 Supporting Documentation

The following documentation will accompany the proposal as applicable and available:

- Completed State pricing schedule.
- Applicable manufacturer or reseller authorization.
- Installation subcontractor qualifications.
- Completed installation project histories, if available, to substantiate the solicitation’s experience requirement.
- Government customer references.
- Required insurance documentation.
- Completed solicitation forms, certifications, and addendum acknowledgments.

UStronics will provide supporting information necessary to demonstrate compliance with the solicitation's mandatory requirements.

12. Contractual Assurances, Solicitation Exceptions, and Commitment to Performance

12.1 Acceptance of Solicitation Requirements

UStronics.com, Inc. acknowledges the requirements of the State of West Virginia Office of Technology's CRFQ OOT2700000007 for Fixed and Mobile Low Earth Orbit (LEO) Satellite Internet Services.

UStronics confirms its commitment to furnish the equipment, services, installation resources, technical support, and associated deliverables described in its proposal in accordance with the solicitation, applicable addenda, and resulting contract.

UStronics understands that the State's solicitation documents and applicable contractual provisions will govern the performance of any resulting award.

12.2 Compliance with Technical and Service Requirements

UStronics commits to providing equipment and services that meet the applicable mandatory technical and operational requirements of the solicitation.

These commitments include:

- Fixed and Mobile LEO satellite internet connectivity.
- Required broadband service performance.
- Unlimited data service without fixed usage caps, additional data usage charges, or routine usage-based throttling.
- Static publicly routable IPv4 connectivity for fixed-site deployments.
- Professional installation and operational verification.
- Required equipment delivery and installation schedules.
- Technical support available 24 hours per day, 7 days per week, 365 days per year.
- Equipment warranty coordination and replacement support.
- Contract administration and service documentation.

The specific implementation methods and responsibilities are described in the preceding sections of this proposal.

12.3 Prime Contractor Responsibility

UStronics will serve as the prime contractor and remain responsible for the performance of all contractual obligations assigned to it under the resulting agreement.

The use of satellite network providers, equipment suppliers, installation subcontractors, or other authorized service partners will not relieve UStronics of its contractual responsibilities to the State.

UStronics will coordinate the resources necessary to fulfill authorized orders and provide the equipment and services required under the contract.

12.4 Pricing and Authorized Charges

UStronics will provide its proposed pricing through the State's official pricing schedule.

Pricing will be applied in accordance with the applicable contract line items, authorized purchase orders, and contractual terms.

UStronics confirms that required 24/7/365 technical support is included in the applicable recurring service prices.

No additional charges will be imposed for services expressly included in the awarded contract pricing.

Any separately authorized work or optional services will be handled in accordance with the contract's applicable pricing and approval requirements.

12.5 Solicitation Exceptions and Deviations

UStronics takes no exceptions to the technical and service requirements of CRFQ OOT2700000007 or its applicable addenda.

The proposed equipment, network configurations, service delivery methods, and installation arrangements are intended to satisfy the State's stated requirements.

Any technical implementation details described in this proposal are provided to explain UStronics' proposed method of compliance and are not intended to modify or limit the State's mandatory requirements.

12.6 Contract Performance Commitment

UStronics is committed to delivering reliable satellite communications solutions and responsive contractual support to participating West Virginia government agencies.

UStronics will maintain responsibility for coordinating equipment fulfillment, installation resources, service activation, technical assistance, and ongoing contract administration throughout the performance period.

The company will work with the State's designated representatives to address contract performance matters and support the operational requirements of participating agencies

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

State of West Virginia
Centralized Request for Quote
Telecomm

Proc Folder: 1994002 **Doc Description:** LEO Satellite Internet **Proc Type:** Central Master Agreement			**Reason for Modification:**
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2026-09-11	2026-09-29 13:30	CRFQ 0231 OOT2700000007	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000019791
Vendor Name : UStronics.com, Inc.
Address :
Street : 44679 Endicott Drive Suite 873
City : Ashburn
State : VA **Country :** USA **Zip :** 20147
Principal Contact : Hushang Hashimi
Vendor Contact Phone: 703-444-4077 **Extension:**

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

Vendor Signature X **FEIN#** 11-3537556 **DATE** 10/21/2026

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

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end contract for the purchase of a turnkey Low Earth Orbit (LEO) satellite internet solution as more fully described in the specifications contained herein.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	LEO Internet Service	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description:

Vendors Must fil out Exhibit A Pricing page in its entirety and submit with their bid*
Enter the grand total amount from the pricing page into the unit price filed to give a lump sum amount.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-09-21

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain **mandatory** provisions identified by the use of the words "**must**," "**will**," and "**shall**." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PRE-BID MEETING:** The item identified below shall apply to this Solicitation.

[✓] A pre-bid meeting will not be held prior to bid opening

[ ] A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the **mandatory** pre-bid meeting. Failure to attend the **mandatory** pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions **must be submitted on or before the date listed below and to the address listed below to be considered**. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Submitted emails should have the solicitation number in the subject line. Question

Submission Deadline: Monday September 21, 2026 @ 3:00 p.m/

Submit Questions to: Toby L welch
2019 Washington Street, East Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. **BID SUBMISSION:** All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wv*OASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wv*OASIS at its sole discretion. Such a prohibition will be contained and communicated in the *wv*OASIS system resulting in the Vendor's inability to submit bids through *wv*OASIS. The Purchasing Division will not accept bids or modification of bids via email.

Bids submitted in paper, facsimile, or via *wv*OASIS must contain a signature. Failure to submit a bid in any form without a signature will result in rejection of your bid.

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:
BUYER: Toby L Welch
SOLICITATION NO.: CRFQ OOT2700000007
BID OPENING DATE: TUESDAY SEPTEMBER 29, 2026
BID OPENING TIME: 1:30 P.M.
FAX NUMBER: 304-558-3970

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

Bid Delivery Address and Fax Number:
Department of Administration, Purchasing Division 2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by *wv*OASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery or via delivery by mail).

Bid Opening Date and Time: 9/29/26 @ 1:30 P.M.

Bid Opening Location:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. **ALTERNATE MODEL OR BRAND:** Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand **shall** clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items **may** be grounds for rejection of a Vendor's bid.

[ ] This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6.2, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

12. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor **must** be properly registered with the West Virginia Purchasing Division and must have paid the $125 fee, if applicable.

13. **UNIT PRICE:** Unit prices **shall** prevail in cases of a discrepancy in the Vendor's bid.

14. **PREFERENCE:** Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. **RECIPROCAL PREFERENCE:** The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:**
For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority- owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors.

16. **WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.7.

17. **ELECTRONIC FILE ACCESS RESTRICTIONS:** Vendor must ensure that its submission in *wv*OASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

18. **NON-RESPONSIBLE:** The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1- 5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance."

19. **ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.6. and § 148-1-6.3."

20. **WITH THE BID REQUIREMENTS:** In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.7. This authority does not apply to instances where state law mandates receipt with the bid.

21. **EMAIL NOTIFICATION OF AWARD:** The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wv*OASIS or the Purchasing Division's website to determine when a contract has been awarded.

22. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that **shall** form the basis of a contractual agreement. **Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid.** Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or **"Proposal"** means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

[✓] Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of One (1) Year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

[ ] **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

[ ] **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____days.

[ ] **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

[ ] the contract will continue for _____ years;

[ ] the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

[ ] **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

[ ] **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

[ ] **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

[✓] **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

[ ] **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

[ ] **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

[ ] **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

[ ] **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

[ ] **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

[ ]

[ ]

[ ]

[ ]

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below 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. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

[✓] **Commercial General Liability Insurance** in at least an amount of: $1,000,000.00 per occurrence.

[✓] **Automobile Liability Insurance** in at least an amount of: $1,000,000.00 per occurrence.

[ ] **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

[ ] **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

[ ] **Cyber Liability Insurance** in an amount of: _____ per occurrence.

[ ] **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

[ ] **Pollution Insurance** in an amount of: _____ per occurrence.

[ ] **Aircraft Liability** in an amount of: _____ per occurrence.

[ ]

[ ]

[ ]

[ ]

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

[ ] _____ for _____.

[ ] Liquidated Damages Contained in the Specifications.

[✓] Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

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.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

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.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming 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, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

[✓] Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

[ ] Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

    1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

    2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars ($50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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.

(Printed Name and Title) Hushang Hashimi, COO

(Address) 44679 Endicott Drive Suite 873, Ashburn, VA 20147

(Phone Number) / (Fax Number) 703-444-4077, 703-444-0929

(email address) hushang@ustronics.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

UStronics.com, Inc.
(Company)

(Signature of Authorized Representative)

Hushang Hashimi, COO
(Printed Name and Title of Authorized Representative) (Date)

703-444-4077, 703-444-0929
(Phone Number) (Fax Number)

hushang@ustronics.com
(Email Address)

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Department of Administration, Purchasing Division is issuing this solicitation as a request for quote ("RFQ"), as authorized by W. Va. Code, for the West Virginia Office of Technology (hereinafter referred to as the "Agency") to provide a Statewide Contract for turnkey Low Earth Orbit (LEO) satellite internet solution that provides high-speed, unthrottled, and unlimited data connectivity to designated state facilities

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

   2.1 **"Contract Item"** or **"Contract Items"** means the list of items identified in Section 3.1 below and on the Pricing Pages.
   2.2 **"Pricing Pages"** means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A if applicable, and used to evaluate the Solicitation responses.
   2.3 **"Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
   2.4 **LEOS** Low Earth Orbit Satellite
   2.5 **TCR** Telecommunications Change request
   2.6 **"Turnkey"** for purposes of this Contract, means provision, installation, and activation of all LEO satellite equipment from the exterior mounting location to the demarcation point designated by the Agency, excluding any interior network equipment owned or managed by the State.

3. **Goals and Objectives**

   3.1 To establish a high-speed, low-latency internet service with a target bandwidth of at least 100 Mbps download and 25 Mbps upload under normal operating conditions

   3.2 To ensure uninterrupted and consistent service through the provision of an unlimited data plan with no hard data caps and no routine throttling, subject only to reasonable network management practices disclosed in the Vendor's service terms.

   3.3 To receive a complete, professionally installed solution and have access to comprehensive, 24x7x365 technical support for all provided equipment and services.

4. **GENERAL REQUIREMENTS:**

   4.1 Fixed Location LEOS Internet Service

   4.1.1 The proposed solution must be a Low Earth Orbit (LEO) satellite-based internet access service that provides direct connectivity to the

public internet without reliance on terrestrial last-mile access technologies.

4.1.2 The service must be capable of delivering typical bandwidth of at least 100 Mbps download and 25 Mbps upload under normal operating conditions, as measured over a rolling 30-day period.

4.1.3 The service plan must include unlimited data with no fixed data caps; any fair-use or network management policies must be disclosed and may not materially impair the Agency's ability to use the service for ordinary governmental operations.

4.1.4 The service must not employ routine, usage-based throttling of individual Agency connections. Any temporary performance reductions due to network congestion must be applied in a non-discriminatory manner and disclosed in the Vendor's service terms.

4.1.5 The successful bidder must provide all satellite equipment required to deliver the contracted service, including, but not limited to the satellite dish/antenna, modem, and mounting hardware, as specified in the Vendor's bid response.

4.1.6 The successful bidder must provide full professional installation of all satellite equipment using manufacturer-certified technicians. Installation shall include all labor, tools, and materials necessary to mount, secure, weatherproof, and activate the equipment. The Vendor shall provide a demarc extension of up to fifty (50) linear feet from the exterior mounting location to the Agency's designated demarcation point at no additional cost. Any distance beyond fifty (50) feet shall be priced as an optional line item on the Pricing Pages. The Agency's onsite contact will identify the desired equipment placement, and the Vendor shall ensure the installation meets all applicable safety, building, and manufacturer standards.

4.1.7 The successful bidder must provide 24x7x365 technical support for the service, and all provided equipment.

4.1.8 The successful bidder must be able to provide a publicly routable dedicated static IPv4 WAN address for fixed-location installations upon request. Static IP service shall remain persistent across hardware replacements or service renewals. Agencies will identify the need for static IP service at the time of order, and Vendors shall list static IP pricing as a separate optional line item on the Pricing Pages. Static IP service is not required for mobile installations unless specifically requested by the Agency. The successful bidder must be able to accept a TCR provided by the State of West Virginia for ordering services.

4.2 Mobile LEOS Internet Service

- **4.2.1** The proposed solution must be a Low Earth Orbit (LEO) satellite direct internet service.
- **4.2.2** The service must be capable of delivering typical bandwidth of at least 100 Mbps download and 25 Mbps upload under normal operating conditions, as measured over a rolling 30-day period
- **4.2.3** The service plan must include unlimited data with no fixed data caps; any fair-use or network management policies must be disclosed and may not materially impair the Agency's ability to use the service for ordinary governmental operations
- **4.2.4** The service must not employ routine, usage-based throttling of individual Agency connections. Any temporary performance reductions due to network congestion must be applied in a non-discriminatory manner and disclosed in the Vendor's service terms
- **4.2.5** The successful bidder must offer mounting hardware options including Vehicle, Window, Tripod, and Pole mounts. Agencies will select required mount types at the time of order; each mount type shall be separately priced on the Pricing Pages.
- **4.2.6** The successful bidder must provide 24x7x365 technical support for the service, and all provided equipment.
- **4.2.7** The successful bidder must be able to accept a TCR provided by the State of West Virginia for ordering services

4.3.2. Mandatory Qualification/Experience Requirements The following mandatory requirements must be met by the Vendor. Failure to comply will lead to disqualification.

4.3.2.1 Vendor must be an authorized direct provider or authorized reseller of the proposed LEO satellite service and should provide documentation of such authorization from the underlying service provider with its bid response. Vendors may be required to provide documentation prior to, or after award.

4.3.2.2 Vendor must confirm that all installation and support will be performed by technicians certified and trained on the proposed equipment.

4.3.2.3 Vendor must have provided LEO satellite services to at least two (2) state or federal government entities within the past five (5) years. Vendor should list these entities, contract terms, and contact information in its bid response. Vendors may be required to provide documentation prior to, or after award.

4.3.2.4 Vendor must have completed at least five (5) network installation projects in rural or remote areas within West Virginia or the Appalachian region within the past five (5) years. Vendor should provide a brief description of each project. Vendors may be required to provide documentation prior to, or after award.

5 CONTRACT AWARD:

5.3 Contract Award: The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor whose bid is determined to be fully compliant with all mandatory requirements and who offers the lowest overall total cost as shown on the Pricing Pages. Determinations of compliance with mandatory requirements shall be made on an objective, pass/fail basis.

5.4 Pricing Pages: Vendor should complete the Pricing Pages by providing the license cost. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

6 ORDERING AND PAYMENT:

6.3 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

6.4 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

7 DELIVERY AND RETURN:

7.3 Delivery Time: Vendor shall deliver standard orders within thirty (30) calendar days after orders are received. Vendor shall deliver emergency orders within fifteen (15) calendar day(s) after orders are received, subject to weather and site access constraints. Any anticipated delay must be communicated in writing to the ordering Agency. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

7.4 Late Delivery: The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items

ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

7.5 **Delivery Payment/Risk of Loss: Standard** order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

7.6 **Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

7.7 **Return Due to Agency Error**: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

8 VENDOR DEFAULT:

8.3 The following shall be considered a vendor default under this Contract.

8.3.2 Failure to provide Contract Items in accordance with the requirements contained herein.

8.3.3 Failure to comply with other specifications and requirements contained herein.

8.3.4 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

8.3.5 Failure to remedy deficient performance upon request.

8.4 The following remedies shall be available to Agency upon default.

8.4.2 Immediate cancellation of the Contract.

8.4.3 Immediate cancellation of one or more release orders issued under this Contract.

8.4.4 Any other remedies available in law or equity.

9 MISCELLANEOUS:

9.3 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

9.4 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

9.5 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

9.6 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Susan Nawa
Telephone Number: 703-444-4077, Ext 103
Fax Number: 703-444-0929
Email Address: susan@ustronics.com

EXHIBIT A - PRICING PAGE

Contract Item	Description	Unit of Measure	Estimated Quantity	Unit Price	Extended Price
Fixed LEO Service (4.1.2; 4.1.3; 4.1.4)	Monthly service providing typical 100/25 Mbps bandwidth, unlimited data, no routine throttling	Per Month	12,000	$___	$___
Fixed LEO Equipment Kit (4.1.5)	Dish/antenna, modem, mounting hardware	Per Site	500	$___	$___
Professional Installation (≤50 ft demarc) (4.1.6)	Manufacturer-certified install, weatherproofing, grounding	Per Site	500	$___	$___
Static IPv4 WAN Address (Optional) (4.1.7)	Dedicated, publicly routable IPv4 address	Per Site / Per Month	300	$___	$___
Demarc Extension >50 ft (Optional) (4.1.6)	Additional cabling beyond included 50 ft	Per Linear Foot	10,000	$___	$___
Mobile LEO Service (4.2.2; 4.2.3; 4.2.4)	Typical 50/25 Mbps bandwidth, unlimited data	Per Month	6,000	$___	$___
Mobile LEO Equipment Kit (4.2.5)	Mobile dish/antenna + modem (if required)	Per Unit	300	$___	$___
Mounting Hardware – Vehicle (4.2.5)	Vehicle mount	Per Unit	300	$___	$___
Mounting Hardware – Window (4.2.5)	Window mount	Per Unit	300	$___	$___
Mounting Hardware – Tripod (4.2.5)	Tripod mount	Per Unit	300	$___	$___
Mounting Hardware – Pole (4.2.5)	Pole mount	Per Unit	300	$___	$___
24x7x365 Technical Support (4.1.7; 4.2.6)	Included support for all equipment and services	Included	N/A	Included	Included
Replacement Hardware (Optional) (4.1.7; 4.2.6)	Replacement dish/modem due to failure	Per Unit	100	$___	$___

*****NOTE*****
Vendors must enter a unit price for every Contract Item listed on the Pricing Pages.
If a Vendor enters a unit price of '0.00,' the State will interpret this as the Vendor offering the item at no cost for the entire term of the Contract, including all renewal years.

Estimated quantities listed on the Pricing Pages are for evaluation purposes only.
No minimum or maximum purchase volume is guaranteed or implied. Actual usage may vary and the State makes no commitment to purchase any specific quantity of any Contract Item.

Failure to provide a unit price for every Contract Item may result in disqualification.

Docusign Envelope ID: 958D4D49-BAAA-4CCE-8F91-E9C38E0DF59E

October 13, 2025

Connecta Satellite Solutions, LLC
1414 S. Tamiami Trl.,
Sarasota, FL, USA 34239

Subject: **Armada Systems, Inc. (“Armada”) and Connecta Satellite Solutions, LLC (“Connecta”)**

To Whom It May Concern,

The purpose of this letter is to confirm that Connecta is an “Armada and Starlink Indirect Reseller”.

Please feel free to contact us at legalnotice@armada.ai should you have any questions.

Sincerely,

Signed by:
Samuel Picarro
D1FA537CE77042F...
Sam Picarro

Assistant Controller
Armada Systems, Inc.

Connecta Satellite Solutions LLC
4802 Lena Road, Unit 103
Bradenton, FL 34211
United States
Tel: +1 619-864-7297

Date: June 25, 2026

Subject: Authorization Letter – US Tronics as Starlink Sales Agent

To Whom It May Concern,

This letter serves to confirm that **US Tronics** is an authorized sales agent of **Connecta Satellite Solutions LLC,** an authorized airtime Indirect Starlink Reseller.

Under this relationship, US Tronics is authorized to identify, introduce, and refer customers interested in Starlink and related connectivity solutions offered through Connecta Satellite Solutions. US Tronics acts in a sales and business development capacity only.

All services sold through this arrangement are provided directly by Connecta Satellite Solutions. Connecta Satellite Solutions is responsible for customer onboarding, service activation, billing, account management, technical support, and ongoing customer service. Customer agreements, invoicing, and support obligations remain solely with Connecta Satellite Solutions.

US Tronics does not provide Starlink services directly and does not assume responsibility for service delivery, network performance, billing, or customer support. These functions are managed exclusively by Connecta Satellite Solutions as the authorized airtime reseller

Should you require any additional information regarding this relationship, please contact Connecta Satellite Solutions directly.

Sincerely,

Thierry Watters

Director Governement and Enterprise Sales
Connecta Satellite Solutions, LLC

Office 1-619-864-7297 (ext 1801)
Direct: 1-941-253-5403

Contract Item	Description	Unit of Measure	Estimated Quantity	Unit Price	Extended Price
Fixed LEO Service (4.1.2; 4.1.3; 4.1.4)	Monthly service providing typical 100/25 Mbps bandwidth, unlimited data, no routine throttling	Per Month	12,000	$690.00	8280000
Fixed LEO Equipment Kit (4.1.5)	Dish/antenna, modem, mounting hardware	Per Site	500	$549.00	274500
Professional Installation (≤50 ft demarc) (4.1.6)	Manufacturer-certified install, weatherproofing, grounding	Per Site	500	$999.00	499500
Static IPv4 WAN Address (Optional) (4.1.7)	Dedicated, publicly routable IPv4 address	Per Site / Per Month	300	$50.00	15000
Demarc Extension >50 ft (Optional) (4.1.6)	Additional cabling beyond included 50 ft	Per Linear Foot	10,000	$5.00	50000
Mobile LEO Service (4.2.2; 4.2.3; 4.2.4)	Typical 50/25 Mbps bandwidth, unlimited data	Per Month	6,000	$690.00	4140000
Mobile LEO Equipment Kit (4.2.5)	Mobile dish/antenna + modem (if required)	Per Unit	300	$349.00	104700
Mounting Hardware – Vehicle (4.2.5)	Vehicle mount	Per Unit	300	$99.00	29700
Mounting Hardware – Window (4.2.5)	Window mount	Per Unit	300	$79.00	23700
Mounting Hardware – Tripod (4.2.5)	Tripod mount	Per Unit	300	$89.00	26700
Mounting Hardware – Pole (4.2.5)	Pole mount	Per Unit	300	$59.00	17700
24x7x365 Technical Support (4.1.7; 4.2.6)	Included support for all equipment and services	Included	N/A	Included	Included
Replacement Hardware (Optional) (4.1.7; 4.2.6)	Replacement dish/modem due to failure	Per Unit	100	$349.00	34900
				Grand total	13496400

*****NOTE*****
Vendors must enter a unit price for every Contract Item listed on the Pricing Pages.
If a Vendor enters a unit price of '0.00,' the State will interpret this as the Vendor offering the item at no cost for the entire term of the Contract, including all renewal years.

Estimated quantities listed on the Pricing Pages are for evaluation purposes only.
No minimum or maximum purchase volume is guaranteed or implied. Actual usage may vary and the State makes no commitment to purchase any specific quantity of any Contract Item.

Failure to provide a unit price for every Contract Item may result in disqualification.

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

State of West Virginia
Centralized Request for Quote
Telecomm

Proc Folder: 1994002			**Reason for Modification:**
Doc Description: Addendum No 1 - LEO Satellite Internet			Addendum No 1 is issued to modify the bid opening
Proc Type: Central Master Agreement			
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2026-09-28	2026-10-08 13:30	CRFQ 0231 OOT2700000007	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000019791
Vendor Name : UStronics.com, Inc.
Address :
Street : 44679 Endicott Drive Suite 873
City : Ashburn Text
State : Va **Country :** USA **Zip :** 20147
Principal Contact : Hushang Hashimi
Vendor Contact Phone: 703-444-4077 **Extension:**

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

Vendor Signature X **FEIN#** 11-3537556 **DATE** 10/21/2026

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

ADDITIONAL INFORMATION
Addendum No 1 is issued for the following reasons: 1) To modify the bid opening date from 09/29/2026 to 10/08/2026. ---no other changes---

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	LEO Internet Service	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description:
Vendors Must fil out Exhibit A Pricing page in its entirety and submit with their bid*
Enter the grand total amount from the pricing page into the unit price field to give a lump sum amount.

SCHEDULE OF EVENTS		
Line	**Event**	**Event Date**
1	Questions are due by 3:00 p.m.	2026-09-21

SOLICITATION NUMBER: CRFQ OOT2700000007
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[✔] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 9/29/26 to 10/08/26

---no other changes-------

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*007

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)

[✓] Addendum No. 1	[ ] Addendum No. 6
[✓] Addendum No. 2	[ ] Addendum No. 7
[✓] Addendum No. 3	[ ] Addendum No. 8
[✓] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] 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 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.

UStronics.com, Inc.
Company

Authorized Signature

10/21/2026
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

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

State of West Virginia
Centralized Request for Quote
Telecomm

Proc Folder:	1994002
Doc Description:	Addendum No 4 - LEO Satellite Internet
Proc Type:	Central Master Agreement

Reason for Modification:

Addendum No 4 is issued to publish vendor questions with the Agency's responses.

Date Issued	Solicitation Closes	Solicitation No	Version
2026-10-16	2026-10-22 13:30	CRFQ 0231 OOT2700000007	5

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State : **Country :** **Zip :**

Principal Contact :

Vendor Contact Phone: **Extension:**

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

ADDITIONAL INFORMATION

Addendum No 4 is issued for the following reasons:

1) To publish the vendor questions with the Agency's responses.

---no other changes-------

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	LEO Internet Service	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description:

Vendors Must fil out Exhibit A Pricing page in its entirety and submit with their bid*
Enter the grand total amount from the pricing page into the unit price field to give a lump sum amount.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-09-21

SOLICITATION NUMBER: CRFQ OOT2700000007
Addendum Number: 4

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[✔] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

Addendum No 4 is issued for the following reasons:

1) To publish the vendor questions with the Agency's responses.

---no other changes-------

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

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2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

STATE OF WEST VIRGINIA PURCHASING DIVISION

SOLICITATION CRFQ OOT27-07

Low Earth Orbit (LEO) Satellite Internet Services

VENDOR QUESTIONS & STATE RESPONSES

Question (Q.1): **Our team is respectfully asking if there is a possibility of a two week extension on the response?**

State Response: *Bid opening will remain 10/22/2026 01:30 PM EDT. Any modifications to bid opening dates will be published in an official addendum. Vendors should check wvOASIS often for updates.*

Question (Q.2): **We noticed for Fixed LEO Service, the service data plan requests a qty of 12000 and equipment plan of qty of 500. Has the state purchase 11500 devices? If so, is the State looking for a managed service provider to take over the existing hardware? Typically each hardware kit would have is own data plan.**

State Response: This is an open-end contract. Quantities listed on the Pricing Pages are estimated purchase volumes for evaluation purposes only. Actual amounts ordered may vary and will be on demand during the life of the contract. The State is not seeking a managed service provider to take over existing hardware.

Question (Q.3): **We noticed for Mobile LEO Service, the service data plan requests a qty of 6000 and equipment plan of qty of 300. Has the state purchase 11500 devices? If so, is the State looking for a managed service provider to take over the existing hardware?**

State Response: This is an open-end contract. Quantities listed on the Pricing Pages are for evaluation purposes only; actual amounts ordered may vary and will be on demand during the life of the contract. The State has not previously purchased hardware for this procurement and is not looking for a managed service provider to take over existing hardware.

Question (Q.4): **Can the State clarify how respondents should address elements of a proposed LEO solution that may not be explicitly captured within the pricing workbook? For example, LEO solutions may include different terminal types and installation methods depending on the deployment scenario. We would like to ensure our response accurately reflects our proposed solution while remaining aligned with the State's intended evaluation criteria.**

State Response: Vendors must complete the Pricing Pages in wvOASIS in their entirety as provided. Contract award will be made to the Vendor that provides Contract Items meeting mandatory

specifications for the lowest overall total cost. Submitting modified pricing pages or unapproved line items may result in bid disqualification.

Question (Q.5): Is the state looking for a specific Fixed Leo Devices. There are multiple options available with different performance and use case options.

State Response: The State is not specifying a mandatory hardware brand or model. Vendors may propose compliant Fixed LEO equipment options provided all mandatory specifications in Section 4.1 are met, including minimum sustained bandwidth of 100 Mbps download and 25 Mbps upload, unlimited unthrottled data, and 24x7x365 technical support.

Question (Q.6): Please confirm, , Is the state looking to purchase the equipment kit or is the state looking at a lease rental model for both Fixed and Mobile LEO services?

State Response: The State is purchasing complete turnkey satellite equipment kits (including satellite dish/antenna, modem, and necessary mounting hardware), not entering into a lease or rental agreement.

Question (Q.7): Can the State confirm whether static IP addresses are required for the Starlink solution?

State Response: Per Section 4.2.8, providing a static external WAN IP address is a mandatory requirement for Mobile LEOS Internet Service. Any proposed LEO solution must satisfy this requirement.

Question (Q.8): The Pricing Page includes references to "Estimated Quantity" and associated figures. Can the State clarify what these quantities represent (for example, locations, devices, or another unit of measure)?

State Response: This is an open-end contract. Quantities listed on the Pricing Pages are estimated purchase volumes provided for evaluation purposes only. Actual amounts ordered may vary and will be on demand during the life of the contract.

Question (Q.9): Can the State confirm whether a proposal should be included with the pricing submission?

State Response: This solicitation is a competitive bid awarded to the qualified Vendor meeting mandatory specifications for the lowest overall total cost. Vendors must electronically submit pricing via wvOASIS along with all mandatory qualification documentation required under Section 4.3.2.

Question (Q.10): Can the State provide additional details regarding the proposal evaluation criteria that will be used to assess submissions?

State Response: The Contract shall be awarded to the qualified Vendor that provides the Contract Items meeting all required specifications for the lowest overall total cost as calculated on the Pricing Pages.

Question (Q.11): Regarding PWS Section 4.3.2.4, requiring five (5) rural installation projects specifically within West Virginia or the Appalachian region: Given that commercial LEO satellite

systems are inherently non-terrestrial and standardized across all geographic zones, will the State consider relevant past performance executing remote, austere, or rural network and satellite installations in other CONUS/OCONUS regions as satisfying this qualification, so as to avoid restricting competition under W. Va. CSR § 148-1-6?

State Response: The Agency is amending Section 4.3.2.4 to avoid unnecessarily restricting competition while ensuring vendors possess proven operational capability in difficult terrain. Vendors may satisfy the qualification requirement by demonstrating five (5) completed satellite or network installation projects in rural, remote, or geographically challenging/austere environments within CONUS or OCONUS regions. Experience within West Virginia or the Appalachian region remains acceptable but is not required to meet the minimum qualification."

Question (Q.12): Does "unlimited" mean that the service must have no monthly data cap or overage charges, while permitting a defined quantity of priority/high-speed data followed by continued unlimited service at standard, best-effort, or reduced speeds?

State Response: Unlimited data' for this purpose means that the service plan must feature unlimited data consumption with zero hard data caps and zero usage overage charges. Proposed service plans may utilize standard commercial network management policies (such as priority data pools followed by standard unlimited best-effort service during peak network congestion), provided that the connection remains active and operational without hard cut-offs or billing penalties.

Question (Q.13): Does the RFQ require unlimited data at the same service level, speed, priority, and quality of service for the entire billing period, with no throttling, deprioritization, or change in performance after a specified amount of usage?

State Response: See question 12

Question (Q.14): Would the evaluation committee consider a high-throughput GEO (Geostationary) solution if it meets or exceeds all stated bandwidth, uptime, and application requirements? Modern GEO solutions offer comparable data throughput and exceptional link stability, and we would welcome the opportunity to submit a compliant unlimited data alternative.

State Response: No. The solicitation specifically mandates a Low Earth Orbit (LEO) satellite direct internet solution. Geostationary (GEO) solutions do not satisfy the mandatory scope.

Question (Q.15): On Pricing Page: Requesting clarity for why the number of " per month " quantities is different from the number of " per unit " quantities that are broken down for both Fixed and Mobile.

State Response: This is an open-end contract. Quantities listed are estimated purchase volumes for evaluation purposes only. Equipment quantities reflect estimated physical units purchased, while monthly quantities reflect estimated aggregate billable service months across all active connections.

Question (Q.16): Estimated quantities: Do the 12,000 fixed-service months and 6,000 mobile-service months represent aggregate billable months across all connections? What evaluation period and

deployment assumptions underlie these quantities relative to the 500 fixed and 300 mobile equipment kits?

State Response: Yes. The service month quantities represent aggregate evaluation figures across the estimated contract period. This is an open-end contract; actual quantities ordered may vary and will be on demand during the life of the contract.

Question (Q.17): Deployment schedule: What are the anticipated contract start date, initial order quantities, and rollout schedule? We understand purchases are not guaranteed, but an estimated activation schedule would help with planning and pricing.

State Response: This is an open-end contract where orders and deployment schedules will be issued on demand via agency release orders during the life of the contract. Per Section 7.1, equipment delivery for standard orders must occur within ten (10) working days, and emergency equipment delivery within five (5) working days after receipt of order. Full site installation and service activation timelines will be mutually scheduled upon release order issuance, allowing up to fifteen (15) working days for standard site deployments.

Question (Q.18): Locations and coverage: Can the State provide anticipated fixed-site locations, or at least a breakdown by county and facility type? Must mobile coverage extend beyond West Virginia?

State Response: Fixed installation sites encompass State facility locations throughout West Virginia as designated on individual release orders. Mobile services are intended for deployment state-wide across West Virginia.

Question (Q.19): Mobile bandwidth discrepancy: Section 4.2.2 specifies 100 Mbps download and 25 Mbps upload, while Exhibit A lists 50/25 Mbps. Which requirement governs?

State Response: For Mobile LEOS Internet Service, Section 4.2.2 and Exhibit A govern: minimum sustained bandwidth is 50 Megabits per second download and 25 Megabits per second upload. Fixed LEOS Internet Service requires 100 Mbps download and 25 Mbps upload.

Question (Q.20): Performance measurement: How will "typical bandwidth" over a rolling 30-day period be measured and evaluated? Are there specific latency, availability, or service-credit requirements?

State Response: Performance and bandwidth compliance will be evaluated using standard network monitoring tools based on average throughput measured over a rolling 30-day window during normal operating conditions. Short-term speed fluctuations caused by adverse weather or brief satellite handoffs will not constitute a default. Prior to declaring a vendor default under Section 8, the State will provide written notice and a mandatory 30-day cure period to troubleshoot and resolve performance issues.

Question (Q.21): **Unlimited data: Under Sections 4.1.3–4.1.4 and 4.2.3–4.2.4, would a plan with a defined priority-data allowance followed by unlimited lower-priority data qualify, provided there is no fixed speed cap? Or must all data remain at the same priority level regardless of consumption?**

State Response: The Agency is amending this response to allow standard commercial satellite tiering. Service plans that include a defined monthly priority data allocation followed by unlimited, unthrottled standard data will qualify, provided that standard data access remains active without hard monthly caps, artificial speed caps, or usage overage fees. The single unit price you enter for the monthly service line item must cover the entire cost of the plan you choose—whether that is a standard business plan or a higher-tier priority plan that guarantees compliance with the State's non-throttling / bandwidth rules.

Question (Q.22): **Expected usage: What monthly data consumption, user counts, and principal applications should vendors anticipate? Will the connections primarily support everyday operations, backup connectivity, or emergency response?**

State Response: Satellite connections will support routine operational connectivity, high-speed remote access, and backup/emergency communications at State facilities and mobile units throughout West Virginia.

Question (Q.23): **Mobile operation: Must mobile terminals provide connectivity while vehicles are moving, or only while stationary? What vehicle types and operating environments are anticipated?**

State Response: Mobile terminals are required to support stationary field operations upon deployment. In-motion (COTM) satellite connectivity while vehicles are actively traveling is not a mandatory requirement, though mounting solutions must allow temporary or semi-permanent vehicle attachment for rapid field setup

Question (Q.24): **Service terms and suspension: Must individual connections be offered month-to-month, or are minimum service commitments acceptable? Is the ability to pause and reactivate service required, and how should any standby or reactivation charges be presented?**

State Response: This is an open-end contract where services are ordered on demand. Mandatory minimum service commitments outside the open-end contract structure cannot be imposed. All pricing must adhere strictly to the Pricing Pages.

Question (Q.25): **Eligible networks: Please confirm whether any LEO network meeting the specifications is eligible, including Starlink and Eutelsat OneWeb. May vendors propose different networks or terminal models for fixed and mobile service?**

State Response: Any Low Earth Orbit (LEO) satellite network meeting all mandatory specifications and vendor qualifications (such as authorized direct provider or reseller status) is eligible.

Question (Q.26): **Fixed installation scope: What site conditions should vendors assume for the installation unit price under Section 4.1.6? Must surveys, permits, lifts, trenching, structural work,**

electrical work, and obstruction removal be included, or may exceptional site work be separately quoted for approval?

State Response: Standard fixed installation unit pricing covers standard professional mounting, outdoor rated cabling up to 100 feet, and demark extension to adjacent CPE networking gear under typical site conditions. If extraordinary site work (such as heavy trenching, bucket lifts, or major obstruction clearing) is required at a specific state facility, the vendor may submit a detailed site survey and task order scope for agency review and approval prior to executing extraordinary work.

Question (Q.27): Mobile installation and accessories: Must all four mounting options be compatible with the same mobile terminal? Please clarify the intended window-mount application and whether vehicle installation, wiring, and power adapters are required. If installation is required, where should that labor be priced?

State Response: Vendors must offer compatible Vehicle, Window, Tripod, and Pole mounting options for the proposed mobile terminals. Individual agency release orders will designate the specific mounting style required per unit. All hardware accessories, power adapters, and standard field-assembly labor must be bundled into the unit price for the designated mobile equipment and installation line items on the Pricing Pages.

Question (Q.28): Static IPv4: Under Section 4.1.8, may the persistent public static IPv4 address be delivered through a vendor-managed VPN or tunnel, or must it be assigned directly by the satellite network? Does Exhibit A's quantity of 300 represent aggregate site-months or 300 sites requiring service over a longer period?

State Response: Providing a static external WAN IP address is mandatory for Mobile LEOS. A vendor-managed VPN or tunnel delivering a persistent public static IPv4 address to the CPE is acceptable. The quantity of 300 is an estimated evaluation quantity under this open-end contract.

Question (Q.29): Support and replacement hardware: Does included 24x7x365 support cover remote assistance only, or also onsite dispatch? Please clarify response and restoration targets, warranty expectations, replacement turnaround, and the equipment and failure scenarios covered by the optional replacement-hardware line.

State Response: Mandatory 24x7x365 technical support covers continuous helpdesk, remote diagnostics, and phone/ticket support. Onsite technical dispatch is not required under the base support agreement unless separately requested on a release order. For hardware failures under warranty or covered by optional replacement line items, replacement hardware must be shipped via expedited courier within two (2) business days of ticket confirmation.

Question (Q.30): Certification and experience: What documentation is acceptable if the proposed manufacturer does not offer formal installer certification? May subcontractors or installation partners

satisfy the requirement for five qualifying installation projects in West Virginia or the Appalachian region?

State Response: Per Section 4.3.2, vendors must confirm all installation and support will be performed by technicians certified and trained on the proposed equipment, and demonstrate rural installation experience in West Virginia or the Appalachian region. Subcontractors may be utilized to satisfy qualifications.

Question (Q.31): Delivery and acceptance: Do the 30-day standard and 15-day emergency deadlines in Section 7.3 apply to equipment delivery only, or to completed installation and activation? What acceptance criteria determine when recurring billing may begin?

State Response: The Agency clarifies that Section 7.1 governs hardware shipment, while Section 7.3 governs full site deployment and acceptance:

- ***Standard Orders:*** *Equipment delivery within ten (10) working days; full installation and operational verification within thirty (30) calendar days of order receipt.*
- ***Emergency Orders:*** *Equipment delivery within five (5) working days; emergency deployment and operational verification within fifteen (15) calendar days of order receipt.*
- ***Billing Acceptance:*** *Recurring monthly service billing may commence only after complete site installation and verified operational ping/throughput service*

Question (Q.32): Optional-item evaluation: Please confirm whether all optional items are included in the evaluated grand total. Where fixed and mobile equipment costs differ, what common pricing basis should vendors use for the replacement-hardware line?

State Response: Contract award is based on the lowest overall total cost calculated across the Pricing Pages in wvOASIS. Vendors must complete all line items on the Pricing Pages in their entirety.

Question (Q.33): The estimated quantities are identified as follows; the estimated number of fixed LEO equipment is 500 per site with 12,000 fixed LEO services estimated per month and the estimated mobile LEO equipment is 300 per unit with 6,000 estimated mobile LEO services per month.

State Response: This is an open-end contract. Quantities listed are estimated purchase volumes for evaluation purposes only. Actual amounts ordered may vary and will be on demand during the life of the contract.

Question (Q.34): The fix LEO equipment is measured in per site. Does this mean multiple units (terminals) will be installed at each fixed location?

State Response: This is an open-end contract. Quantities listed are for evaluation purposes only. Specific terminal deployments per site will be ordered on demand via agency release orders.

Question (Q.35): **The total number of estimated services (18,000) doesn't match the total estimated amount of equipment (800) requested.**

State Response: This is an open-end contract. Quantities listed are for evaluation purposes only. Service month quantities represent aggregate billable months across the evaluation period, not a 1:1 monthly match to initial hardware units.

Question (Q.36): **Is there existing hardware deployed that would consume the 700 (500 fixed, 200 mobile) extra service units?**

State Response: No. This is an open-end contract with estimated evaluation quantities. There is no existing state hardware being converted or serviced under this contract.

Question (Q.37): **If existing LEO equipment is deployed that will purchase services via this contract, what are the make and model terminal equipment that needs to be supported?**

State Response: Not applicable. This procurement is for new turnkey LEO satellite equipment kits and associated services. The State is not requesting support for existing legacy equipment.

Question (Q.38): **The service being requested is unlimited, subject only to reasonable network management practices or fair-use policies. What is considered reasonable fair-use or network management practices and implementing such policies at what data allowance would be acceptable? By definition, fair-use or network management practices will impair services.**

State Response: The Agency clarifies that 'unlimited data' prohibits hard usage caps, soft caps triggering immediate speed drops, or per-gigabyte billing. Standard commercial LEO satellite Fair Use Policies (FUP) and reasonable network management practices implemented by the network operator during periods of severe peak congestion are acceptable, provided that traffic is not intentionally throttled or deprioritized solely because an agency has reached a specific monthly data threshold, and operational connectivity is maintained

Question (Q.39): **Can NAT'd public IP addresses be provided in lieu of static public IP addresses?**

State Response: No. NAT'd public IP addresses do not satisfy the requirement. Section 4.2.8 mandates a static external WAN IP address for Mobile LEOS Internet Service.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0OT27*007

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)

[✓]	Addendum No. 1	[ ]	Addendum No. 6
[✓]	Addendum No. 2	[ ]	Addendum No. 7
[✓]	Addendum No. 3	[ ]	Addendum No. 8
[✓]	Addendum No. 4	[ ] Text	Addendum No. 9
[ ]	Addendum No. 5	[ ]	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 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.

UStronics.com, Inc.
Company

Authorized Signature

10/21/2026
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/05/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Abdul Hai Rauf	
Abdul Hai Rauf Premier Insurance Group LLC	PHONE (A/C, No, Ext): 7038805522	FAX (A/C, No):
	E-MAIL ADDRESS: nhaidari@pinsurancellc.com	
	INSURER(S) AFFORDING COVERAGE	**NAIC #**
	INSURER A : Spinnaker Insurance Company	24376
INSURED	INSURER B :	
UStronics 44679 Endicott Dr Suite 300 - 873 Ashburn, VA 20147	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:		X	CSG-00312379-01	08/03/2026	08/03/2027	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 1,000,000 $ 5,000 $ Included $ 4,000,000 $ 4,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ $ $
	UMBRELLA LIAB OCCUR **EXCESS LIAB** CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A					PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ $

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The policy contains a Blanket Additional Insured endorsement.

The policy contains a Blanket Waiver of Subrogation endorsement.

Coverage is Primary & Non-Contributory.

CERTIFICATE HOLDER

PROOF OF COVERAGE

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

David McFarland

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October 13, 2025

Connecta Satellite Solutions, LLC
1414 S. Tamiami Trl.,
Sarasota, FL, USA 34239

Subject: **Armada Systems, Inc. (“Armada”) and Connecta Satellite Solutions, LLC (“Connecta”)**

To Whom It May Concern,

The purpose of this letter is to confirm that Connecta is an “Armada and Starlink Indirect Reseller”.

Please feel free to contact us at legalnotice@armada.ai should you have any questions.

Sincerely,

Signed by:
Samuel Picarro
D1FA537CE77042F...

Sam Picarro

Assistant Controller
Armada Systems, Inc.

Connecta Satellite Solutions LLC
4802 Lena Road, Unit 103
Bradenton, FL 34211
United States
Tel: +1 619-864-7297

Date: June 25, 2026

Subject: Authorization Letter – US Tronics as Starlink Sales Agent

To Whom It May Concern,

This letter serves to confirm that **US Tronics** is an authorized sales agent of **Connecta Satellite Solutions LLC,** an authorized airtime Indirect Starlink Reseller.

Under this relationship, US Tronics is authorized to identify, introduce, and refer customers interested in Starlink and related connectivity solutions offered through Connecta Satellite Solutions. US Tronics acts in a sales and business development capacity only.

All services sold through this arrangement are provided directly by Connecta Satellite Solutions. Connecta Satellite Solutions is responsible for customer onboarding, service activation, billing, account management, technical support, and ongoing customer service. Customer agreements, invoicing, and support obligations remain solely with Connecta Satellite Solutions.

US Tronics does not provide Starlink services directly and does not assume responsibility for service delivery, network performance, billing, or customer support. These functions are managed exclusively by Connecta Satellite Solutions as the authorized airtime reseller

Should you require any additional information regarding this relationship, please contact Connecta Satellite Solutions directly.

Sincerely,

Thierry Watters

Director Governement and Enterprise Sales
Connecta Satellite Solutions, LLC

Office 1-619-864-7297 (ext 1801)
Direct: 1-941-253-5403

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

State of West Virginia
Centralized Request for Quote
Telecomm

Proc Folder: 1994002 **Doc Description:** LEO Satellite Internet **Proc Type:** Central Master Agreement			**Reason for Modification:**
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2026-09-11	2026-09-29 13:30	CRFQ 0231 OOT2700000007	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State : **Country :** **Zip :**

Principal Contact :

Vendor Contact Phone: **Extension:**

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end contract for the purchase of a turnkey Low Earth Orbit (LEO) satellite internet solution as more fully described in the specifications contained herein.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	LEO Internet Service	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description:

Vendors Must fil out Exhibit A Pricing page in its entirety and submit with their bid*
Enter the grand total amount from the pricing page into the unit price field to give a lump sum amount.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-09-21

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions