



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

Reason for Modification:

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

Proc Type: Central Master Agreement

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

RECEIVED

2025 OCT 22 PM 12:10

VENDOR

Vendor Customer Code:

Vendor Name : 2pifi, Inc.

Address : 1125

Street : Dina Ct

City : Hiawatha

State : Iowa

Country : USA

Zip : 52233

Principal Contact : Andrew Kelly

Vendor Contact Phone: 319.248.0120

Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

Digitally signed by
Andrew Kelly
Date: 2026.10.21
09:42:42 -05'00'

FEIN# 81-4870865

DATE 10/21/26

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 OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US			WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	LEO Internet Service	1.00000	LS	\$18,064,000	\$18,064,000

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description:

****Vendors Must fill 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

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

2pifi, Inc.
Response to CRFQ 0231 OOT2700000007
LEO Satellite Internet

State of West Virginia Department of Administration, Purchasing Division
On behalf of the West Virginia Office of Technology

Bid Opening: October 22, 2026 at 1:30 PM ET
Buyer: Toby L. Welch

1. Vendor Information

Field	Response
Vendor Name	2pifi, Inc.
Vendor Customer Code	N/A
Street	1125 Dina Ct, Suite C
City, State, ZIP	Hiawatha, IA 52233
Country	United States
Principal Contact	Andrew Kelly
Phone	319-248-0120
Email	Andrew.kelly@2pifi.com
FEIN	81-4870865
Contract Manager	Dan Rhodes
Contract Manager Phone	319-320-1066
Contract Manager Email	dan.rhodes@2pifi.com

2pifi, Inc. agrees to be bound by the terms and conditions contained in Solicitation CRFQ OOT2700000007. Section 7 discloses fair-use and network-management practices as required by §§ 3.2, 4.1.3, 4.1.4, 4.2.3, and 4.2.4 and are not exceptions to mandatory specifications.

2. Addendum Acknowledgement

2pifi acknowledges Addendum No. 1, Addendum No. 2, Addendum No. 3., and Addendum No. 4. The State of West Virginia has amended the due date for the bid to October 22 at 1:30 PM ET.

3. Response to Specifications

3. Purpose and Goals

2pifi proposes a turnkey Starlink Low Earth Orbit satellite internet solution for fixed and mobile Agency sites, including equipment, professional installation to the Agency demarcation point, activation, unlimited data service as specified, and 24x7x365 support.

3.1 Bandwidth. Fixed and mobile service is capable of typical bandwidth of at least 100 Mbps download and 25 Mbps upload under normal operating conditions, measured over a rolling 30-day period.

3.2 Unlimited data. Service includes unlimited data with no hard data caps and no routine throttling, subject only to the reasonable network management practices disclosed in Section 7.

3.3 Installation and support. 2pifi will provide professional installation by trained technicians and 24x7x365 technical support for all provided equipment and services.

4. Fixed Location LEOS Internet Service

Spec Compliance Response

4.1.1 Comply	Starlink LEO service providing direct connectivity to the public internet with no terrestrial last-mile access.
4.1.2 Comply	Typical 100 Mbps download / 25 Mbps upload under normal operating conditions, rolling 30-day measurement.
4.1.3 Comply	Unlimited data; no fixed data caps. Fair-use and network-management terms are disclosed in Section 7 and will not materially impair ordinary governmental operations.
4.1.4 Comply	No routine, usage-based throttling of individual Agency connections. Temporary congestion-related reductions, if any, will be non-discriminatory and are disclosed in Section 7.
4.1.5 Comply	2pifi will provide the Starlink dish/antenna, modem, and mounting hardware required to deliver the service.

4.1.6 Comply	Technicians trained on Starlink equipment will install, mount, secure, weatherproof, and activate equipment. Up to 100 linear feet of demarc extension is included. Distance beyond 100 feet is priced on Exhibit A.
4.1.7 Comply	24x7x365 technical support for service and provided equipment.
4.1.8 Comply	Publicly routable dedicated static IPv4 WAN addresses for fixed sites are available upon request and priced on Exhibit A. Static IP persists across hardware replacement or renewal. 2pifi will accept a TCR from the State of West Virginia.

4.2 Mobile LEOS Internet Service

Spec Compliance Response

4.2.1 Comply	Starlink LEO direct internet service.
4.2.2 Comply	Typical 100 Mbps download / 25 Mbps upload under normal operating conditions, rolling 30-day measurement.
4.2.3 Comply	Unlimited data; no fixed data caps. Fair-use and network-management terms are disclosed in Section 7.
4.2.4 Comply	No routine, usage-based throttling of individual Agency connections. Congestion management, if any, will be non-discriminatory and is disclosed in Section 7.
4.2.5 Comply	Vehicle, Window, Tripod, and Pole mounts are offered and separately priced on Exhibit A. Agency selects mount type at order.
4.2.6 Comply	24x7x365 technical support.
4.2.7 Comply	2pifi will accept a TCR from the State of West Virginia.

4. Mandatory Qualifications (4.3.2)4.3.2.1 Authorized provider / reseller

2pifi, Inc. is an authorized reseller of Starlink LEO service. Documentation of authorization from the underlying provider is attached as Attachment A.

4.3.2.2 Trained Technicians

All installation and support under this Contract will be performed by technicians trained on the proposed Starlink equipment.

4.3.2.3 State / federal LEO experience

2pifi, Inc. has provided LEO satellite services to at least two state government entities within the past five years. At each location below, 2pifi physically installed the Starlink

terminal and associated equipment, activated service, and continues to manage and maintain the Starlink service for the state court facility.

1. State of West Virginia, Supreme Court of Appeals
228 Main St, Middlebourne, WV 26149
Role: Subcontractor responsible for Starlink installation, management, and ongoing maintenance
2. State of New Mexico, Magistrate Court
300 Gossett Dr, Aztec, NM 87410
Role: Subcontractor responsible for Starlink installation, management, and ongoing maintenance

2pifi did not hold the prime contract at either site. 2pifi furnished the Starlink LEO service and on-site implementation and has maintained those services for the state entities listed.

4.3.2.4 Rural / remote network installation projects (WV or Appalachian region)

Within the past five years, 2pifi completed network installation projects at the following locations:

1. 495 Riverbend Rd, Elkins, WV 26241 — Commercial Business
2. 1416 MacCorkle Ave SW, Charleston, WV 25303 — Commercial Business
3. 323 Midland Trail, Smithers, WV 25186 — Commercial Business
4. 658 Winfield Rd, Saint Albans, WV 25177 — Commercial Business
5. 64584 OH-124, Reedsville, OH 45772 — Commercial Business

Additional project detail is available upon request.

5. Ordering, Delivery, and Contract Administration

- 2pifi will accept orders through wvOASIS, mail, facsimile, email, or other written communication, including State TCRs.
- Standard delivery / install: within 30 calendar days after the order is received, subject to weather and site access.
- Emergency orders: within 15 calendar days after the order is received, subject to weather and site access.
- Payment will be accepted in accordance with State of West Virginia procedures, including EFT and P-Card.
- Contract Manager: Dan Rhodes, 319-320-1066, dan.rhodes@2pifi.com.

6. Exhibit A — Pricing Page

Vendors must enter a unit price for every Contract Item. Extended Price = Unit Price × Estimated Quantity.

Enter the grand total on CRFQ Line 1 as the lump-sum bid amount.

Contract Item	Description	Unit of Measure	Est. Qty	Unit Price	Extended Price
Fixed LEO Service (4.1.2; 4.1.3; 4.1.4)	Monthly service, typical 100/25 Mbps, unlimited data, no routine throttling	Per Month	12,000	\$ 955	\$11,460,000
Fixed LEO Equipment Kit (4.1.5)	Dish/antenna, modem, mounting hardware	Per Site	500	\$345	\$172,500
Professional Installation (≤50 ft demarc) (4.1.6)	Certified install, weatherproofing, grounding	Per Site	500	\$1030	\$515,000
Static IPv4 WAN Address (Optional) (4.1.8)	Dedicated publicly routable IPv4	Per Site / Per Month	300	\$20	\$6,000
Demarc Extension >50 ft (Optional) (4.1.6)	Cabling beyond included 50 ft	Per Linear Foot	10,000	\$5	\$50,000
Mobile LEO Service (4.2.2; 4.2.3; 4.2.4)	Monthly service, typical 50/25 Mbps, unlimited data	Per Month	6,000	\$905	\$5,430,000

Mobile LEO Equipment Kit (4.2.5)	Mobile dish/antenna + modem if required	Per Unit	300	\$345	\$103,500
Mounting Hardware – Vehicle (4.2.5)	Vehicle mount	Per Unit	300	\$450	\$135,000
Mounting Hardware – Window (4.2.5)	Window mount	Per Unit	300	\$200	\$60,000
Mounting Hardware – Tripod (4.2.5)	Tripod mount	Per Unit	300	\$250	\$75,000
Mounting Hardware – Pole (4.2.5)	Pole mount	Per Unit	300	\$75	\$22,500
24x7x365 Technical Support (4.1.7; 4.2.6)	Support for equipment and services	Included	N/A	Included	Included
Replacement Hardware (Optional)	Replacement dish/modem due to failure	Per Unit	100	\$345	\$34,500
GRAND TOTAL (enter on CRFQ Line 1)					\$18,064,000

Estimated quantities are for evaluation only. No minimum or maximum purchase is guaranteed.

7. Clarification / Disclosure of Service Terms

(Disclosed pursuant to §§ 3.2, 4.1.3, 4.1.4, 4.2.3, and 4.2.4. This is not an exception to mandatory specifications.)

Unlimited service is intended for ordinary governmental operations (agency business applications, email, VPN, video conferencing, and modest streaming). It is not intended for

continuous high-bitrate multicast, public Wi-Fi serving the general public, bulk cloud backup, public-facing hosting, or resale.

Vendor will not apply a hard data cap and will not employ routine, usage-based throttling of individual Agency connections. Temporary performance reductions due to network congestion, if any, will be applied in a non-discriminatory manner. Vendor may apply reasonable network management practices—including deprioritization or isolation of a site—when usage is abusive or consistently far above the fleet average, after notice to the Agency and a reasonable cure period. Such practices will not materially impair the Agency’s ability to use the service for ordinary governmental operations.

Vendor’s pricing assumes average consumption consistent with ordinary governmental operations across the deployed fleet. If measured fleet-wide usage materially and persistently exceeds that operating assumption, Vendor will notify the Agency and the parties may confer in good faith on additional network-management measures or a mutually agreed contract modification in accordance with Section 24. No hard data cap will be applied.

2PiFi will provide all quarterly and annual reports required by the contract.

Mobile/vehicle installation has different requirements compared to an installation for a stationary site. This is being added here as there was no specific Contract Item listed. Mobile/vehicle installation will be at \$1,500 per installation.

For Emergency orders that require equipment delivery within 5 working days and complete installation/activation within 15 calendar days there is an additional charge. The amount for the charge is \$500 per expedite.

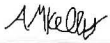
8. Attachments

- Attachment A — Starlink authorization naming 2pifi, Inc.

9. Signature

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

Vendor: 2pifi, Inc. | FEIN: 81-4870865

Authorized Signature:  Digitally signed by Andrew Kelly
Date: 2026.10.21 09:44:59 -05'00' Date: 10/21/26

Printed Name: Andrew Kelly

Title: Vice President

Attachement A

From: www.starlink.com/resellers

STARLINK FIXED SITE LAND MOBILITY MARITIME AVIATION MOBILE EN

STARLINK AUTHORIZED RESELLERS

These companies are authorized to sell Starlink products and services in locations where Starlink is licensed and certified, and are able to resell Starlink products and services to end users with other value-added services.

Please use the filters below to help find the best Authorized Reseller for your business. This page is not intended for non-commercial applications, consumer residential requests, Federal Agencies, Military, Intelligence Communities, or Defense Contractors.

Language:

Most Used Services:

Value Added Services:

Zipli, Inc.
Headquarters: Mexico, United States
Offices in: North America

AireSpring
Headquarters: Connecticut, United States
Offices in: North America

Airtel
Headquarters: Gurgaon, India
Offices in: Africa

Algar
Headquarters: Oberlin, Brazil
Offices in: Latin America

APCO NETWORKS
Headquarters: Ciudad de Mexico, Mexico
Offices in: Latin America

ARC INFORMATIQUE
Headquarters: Dakar, Senegal
Offices in: Africa

ARDENT NETWORKS INC
Headquarters: Pasig City, Philippines
Offices in: Asia Pacific

ARMADA
Headquarters: Los Angeles, United States
Offices in: North America, Latin America, Middle East

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	\$12,000.00	\$955.00	\$11,460,000.00
Fixed LEO Equipment Kit (4.1.5)	Dish/antenna, modem, mounting hardware	Per Site	\$500.00	\$345.00	\$172,500.00
Professional Installation (≤50 ft demarc) (4.1.6)	Manufacturer-certified install, weatherproofing, grounding	Per Site	\$500.00	\$1,030.00	\$515,000.00
Static IPv4 WAN Address (Optional) (4.1.7)	Dedicated, publicly routable IPv4 address	Per Site / Per Month	\$300.00	\$20.00	\$6,000.00
Demarc Extension >50 ft (Optional) (4.1.6)	Additional cabling beyond included 50 ft	Per Linear Foot	\$10,000.00	\$5.00	\$50,000.00
Mobile LEO Service (4.2.2; 4.2.3; 4.2.4)	Typical 50/25 Mbps bandwidth, unlimited data	Per Month	\$6,000.00	\$905.00	\$5,430,000.00
Mobile LEO Equipment Kit (4.2.5)	Mobile dish/antenna + modem (if required)	Per Unit	\$300.00	\$345.00	\$103,500.00
Mounting Hardware – Vehicle (4.2.5)	Vehicle mount	Per Unit	\$300.00	\$450.00	\$135,000.00
Mounting Hardware – Window (4.2.5)	Window mount	Per Unit	\$300.00	\$200.00	\$60,000.00
Mounting Hardware – Tripod (4.2.5)	Tripod mount	Per Unit	\$300.00	\$250.00	\$75,000.00
Mounting Hardware – Pole (4.2.5)	Pole mount	Per Unit	\$300.00	\$75.00	\$22,500.00
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	\$100.00	\$345.00	\$34,500.00
				Grand total	\$18,064,000.00

*****NOTES*****

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.

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.

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.

ATTACHMENT A

Revised 6/8/2012

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 its 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/OCNUS 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 OCNUS 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 (600) 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 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.

2pifi, Inc.

Company



Digitally signed by Andrew Kelly
Date: 2026.10.21 09:43:48 -05'00'

Authorized Signature

10/21/26

Date

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