



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

State of West Virginia  
**Master Agreement**

Order Date: 2019-02-21

CORRECT ORDER NUMBER  
 MUST APPEAR ON ALL PACKAGES,  
 INVOICES, AND SHIPPING PAPERS.  
 QUESTIONS CONCERNING THIS  
 ORDER SHOULD BE DIRECTED TO  
 THE DEPARTMENT CONTACT.

Order Number: CMA 0212 0212 VOIP19	Procurement Folder: 552718
Document Name: VOIP19 : Managed & Hosted Voice Services	Reason for Modification:
Document Description: Original PF: 462803	
Procurement Type: Statewide MA (Open End)	
Buyer Name: Mark A Atkins	
Telephone: (304) 558-2307	
Email: mark.a.atkins@wv.gov	
Shipping Method: Best Way	Effective Start Date: 2019-03-01
Free on Board: FOB Dest, Freight Prepaid	Effective End Date: 2023-02-28

VENDOR	DEPARTMENT CONTACT
Vendor Customer Code: 000000228728 LUMOS NETWORKS LLC 1200 GREENBRIER ST  CHARLESTON WV 25311-1002  US Vendor Contact Phone: (999) 999-9999 Extension: Discount Percentage: 0.0000 Discount Days: 0	Requestor Name: Mark A Atkins Requestor Phone: (304) 558-2307 Requestor Email: mark.a.atkins@wv.gov

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

Total Order Amount	Open End
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**AGENCY COPY**

MA 02/25/2019

<b>PURCHASING DIVISION AUTHORIZATION</b> SIGNED BY: DATE: ELECTRONIC SIGNATURE ON FILE	<b>ATTORNEY GENERAL APPROVAL AS TO FORM</b> SIGNED BY: DATE: ELECTRONIC SIGNATURE ON FILE	<b>ENCUMBRANCE CERTIFICATION</b> SIGNED BY: DATE: ELECTRONIC SIGNATURE ON FILE
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3/19/19

MAR 8 2019

**Extended Description:**

STATEWIDE CONTRACT:

The Vendor, Lumos Networks LLC, agrees to enter with the State of West Virginia into an open-end Statewide Contract to provide Managed & Hosted Voice Services for the State's Legacy VoIP Environment per the Specifications, Terms and Conditions, Bid Requirements, Addendum\_1 dated 10/19/2018, Addendum\_2 dated 10/25/2018, Addendum\_3 dated 11/02/2018, Addendum\_4 dated 11/15/2018, Addendum\_5 dated 11/16/2018, and the Vendor's Proposal dated 11/27/2018, incorporated herein by reference and made apart hereof.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81161700			EA	\$0.000000
	<b>Service From</b>	<b>Service To</b>			

**Commodity Line Description:** Managed & Hosted Voice Services

**Extended Description:**

See Attachment\_A Cost Sheet for Contract Pricing.

## **GENERAL TERMS AND CONDITIONS:**

**1. CONTRACTUAL AGREEMENT:** Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

**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:** This Contract becomes effective on March 01, 2019 and extends for a period of Four (4) year(s).

**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 see below 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 Two (2) successive Two (2) 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 maintenance, monitoring, or warranty services will be provided for \_\_\_\_\_ year(s) thereafter.

**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.

**Other:** See attached.

**4. NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

**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 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.

**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 a 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 below must be provided to the Purchasing Division by the Vendor as specified below.

**BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

**PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

**LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

**MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

**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 prior to Contract award, in a form acceptable to the Purchasing Division.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award 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 and must include the State as an additional insured on each policy 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 or not 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.

**Commercial Crime and Third Party Fidelity Insurance** in an amount of: \_\_\_\_\_ per occurrence.

**Cyber Liability Insurance** in an amount of: \$3,000,000.00 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.

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

**9. WORKERS' COMPENSATION INSURANCE:** The apparent successful 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. [Reserved]**

**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

**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.

**14. PAYMENT IN ARREARS:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

**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 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.

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

**20. TIME:** Time is of the essence with regard to 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 <http://www.state.wv.us/admin/purchase/privacy/default.html>.

**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 CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) 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; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall 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. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

**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. PURCHASING AFFIDAVIT:** 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, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

**38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts (“Other Government Entities”), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

**39. 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.

**40. 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.requisitions@wv.gov](mailto:purchasing.requisitions@wv.gov).

**41. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. 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.

Revised 06/08/2018

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

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

**43. 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.

**44. 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 supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award 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.

**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.

(Name, Title)

Greg Florence, Major Account Manager

(Printed Name and Title)

1200 Greenbrier St, Charleston, WV, 25311

(Address)

(304) 414-0411

(Phone Number) / (Fax Number)


florenceg@lumosnet.com

(email address)

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

Lumos Networks LLC

(Company)

 GREG FLORENCE Major Account Manager

(Authorized Signature) (Representative Name, Title)

Greg Florence - Major Account Manager

(Printed Name and Title of Authorized Representative)

November 21, 2018

(Date)

(304) 414-0411

(Phone Number) (Fax Number)



## **DEFINITIONS, ABBREVIATIONS, ACRONYMS:**

1. ANI, Automatic Number Identification
2. CoS, Class of Service
3. DID, Direct Inward Dial
4. DNIS, Dialed Number Identification Service
5. E.164, the international public telecommunication numbering plan
6. High Security, any use case where the Vendor's solution requires a higher security baseline standard. High security use cases are either the result of regulatory or legal compliance requirements and/or risk assessment indicates a higher level of security is warranted.
7. ID, Identification
8. IP, Internet Protocol
9. LAN, Local Area Network
10. LMS, Learning Management System
11. M/S, Millisecond
12. MACD, Move, Add, Change, Delete
13. Microsoft O365, Microsoft Office 365
14. MPLS, Multiprotocol Label Switching
15. MWI, Message Waiting Indicator
16. PHI, Protected Health Information
17. PII, Personally Identifiable Information
18. PMBOK, Project Management Body of Knowledge
19. PMO, Project Management Office
20. POTS, Plain Old Telephone Service
21. PRI, Primary Rate Interface
22. PS/ALI, Private Switch/Automatic Location Identifier
23. PSAP, Public Safety Answering Point
24. PSTN, Public Switched Telephone Network
25. QoS, Quality of Service
26. SIP, Session Initiation Protocol
27. SOW, Statement of Work
28. SRST, Survivable Remote Site Telephony
29. Standard Security, any use case where the Vendor's solution does not require heightened security baseline standards. The standard security use case is delineated to provide the State a potentially lower cost option when a standard level of security provides an appropriate level of protection.
30. TCR, Telecommunications Change Request
31. UCaaS, Unified Communications as a Service
32. UCCaaS, Unified Communications and Collaborations as a Service
33. VCC, Virtual Contact Center
34. VLAN, Virtual Local Area Network
35. VoIP, Voice over Internet Protocol
36. WAN, Wide Area Network
37. WBS, Work Breakdown Structure
38. WVOT, West Virginia Office of Technology

# REQUEST FOR PROPOSAL

## (CRFP 0212 SWC1900000001)

### SECTION 4: PROJECT SPECIFICATIONS

- 4.1. Background and Current Operating Environment:** As outlined in the West Virginia State Code §5A-6-4e “the Chief Technology Officer shall oversee telecommunications services used by state spending units for the purpose of maximizing efficiency to the fullest possible extent”. Additionally, per State Code §5A-6-4a (11), the Chief Technology Officer develops a “unified and integrated structure for information systems for all executive agencies.” In pursuance of those objectives, the West Virginia Office of Technology is seeking proposals from Vendors to establish an open-end, Statewide Contract for Managed Voice Services and Hosted Voice over Internet Protocol (“VoIP”) Services, encompassing Unified Communications as a Service (“UCaaS”), and Hosted Contact Center Services.

It is the State’s intent to establish a contract with a single Vendor to provide maintenance, management, and support for the State’s current IP Telephony platforms while working to migrate those telephony services to a fully managed and hosted VoIP solution. Additionally, the Vendor will be expected to provide daily management and operational support for multiple Contact Centers while working to migrate those Contact Centers to its hosted solution.

Currently, the State of West Virginia has an estimated 10,000 phones on multiple Cisco VoIP solutions – 3x Cisco Unified Call Manager and Unity Express, 4x Cisco Unified Call Manager and Unity, 7x Cisco Unified Call Manager and Unity Connection, 10x Cisco Unified Call Manager and Unity Connection, Cisco Call Manager Express, ten (10) Cisco Contact Center Version 7 sites, and a Hosted VoIP Solution with Verizon Business Solutions (UCCaaS and Contact Center); it is anticipated all of those sites currently utilizing a VoIP solution will be migrated to the Vendor’s proposed hosted solution. In addition to the current VoIP Agencies, the State also requires the flexibility to implement a VoIP solution at sites where one does not currently exist. Potentially, the State may leverage the awarded contract to implement another estimated 10,000 users where traditional telephony services exist.

The State of WV’s current environments consist of the following:

- Cisco Unified Messaging
- Cisco Unity Connection
- Cisco Unity Express
- Cisco Call Manager Express
- Cisco Contact Center Express
- Cisco Expressway C&E
- Cisco Presence
- Cisco Jabber
- Cisco Gateways using VoIP Session Initiation Protocol (“SIP”) Trunks, Primary Rate Interface (“PRIs”) Circuits, and Analog POTS (“Plain Old Telephone Service”) lines
- Microsoft Skype for Business 2016
- Microsoft Active Directory

- Microsoft Office 365
- Cisco Survivable Remote Site Telephony (“SRST”)
- Bridge Communications Operator Console
- Singlewire Informacast Paging
- Verizon hosted solution- Unified Communications and Collaborations as a Service (UCCaaS)
- Verizon hosted solution - Virtual Contact Center (VCC)

More information regarding the State’s current telephony infrastructure can be found in **Appendix A**.

Meanwhile, the State’s current Wide Area Network (“WAN”) is undergoing a conversion from Switched Ethernet to Multiprotocol Label Switching (“MPLS”) services, which may impact how the Vendor’s proposed solution will be implemented. The WVOT is working with Verizon Business to migrate an estimated 500 data circuits across the State with a projected completion of December 2018. Thus far, approximately 275 circuits have been migrated, meaning that the proposed VoIP solution may be implemented at those sites using MPLS circuits to ensure quality of service. The State has deployed Cisco routers for WAN communications. Local Area Networks (“LANs”) are comprised of various switches manufactured by Cisco, Hewlett Packard, Brocade, and Extreme.

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

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

**4.2.1.1 Voice Services**

**4.2.1.1.1 Managed Voice Services – Support of State’s Legacy IP Environment**

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

The State is proposing the following division of duties for the support of its Legacy IP Environment:

**Vendor Duties:**

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

**State Duties:**

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

**4.2.1.1.1.2** The State desires the Vendor provide the State with its proposed Operations Plan within 30 calendar days of contract effective date, outlining its plan for managing, supporting, and maintaining the State's current IP telephony infrastructure. The Vendor's Operations Plan should include a strategy for assuming its duties, as outlined above. Please describe your company's experience and strategy in developing operations plans for supporting legacy environments.

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

with scheduling the appropriate meetings, making changes after State input, and meeting deadlines.

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

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

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

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

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

**4.2.1.1.2.2** The Vendor should include site preparation and coordination services to implement a turn-key solution at various State locations, including simultaneous deployments to the Vendor's hosted solution. These services should be provided by Vendor personnel knowledgeable in both the Vendor's solution and legacy

public switched telephone services. The State desires the Vendor perform site assessment and readiness work for the implementation of its hosted solution, at no additional cost, including a proposed division of duties (Vendor, State), which results in a Statement of Work for each site, as follows:

**VENDOR duties:**

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

**STATE duties:**

- Confirm site readiness;
- Coordinate between the Agency, Vendor, and other applicable parties;
- Purchase, configure, update and refresh network hardware;
- Prepare, process, and submit TCR to Vendor based on information provided;
- Place physical phones.

The Vendor should describe its solution's capability to meet or exceed each of these objectives.

#### **4.2.1.1.3 Hosted Voice Services**

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

**4.2.1.1.3.1** The Vendor's solution should offer four voice packages.

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

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

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

- 4.2.1.1.3.4** The Vendor's solution should support station-to-station calling that remains "on-net" (on the State's private data network) at no additional cost. Please describe your solution's ability to meet this goal.
- 4.2.1.1.3.5** The Vendor's solution should provide at least two PSTN connections via SIP Trunks over secure private connections engineered for voice quality of service. These PSTN connections should adhere to the industry standard of 150 m/s latency or better, and jitter of 40 m/s or better. Please describe your network engineering architecture and your practices to continuously achieve these standards.
- 4.2.1.1.3.6** The Vendor's solution should provide a MPLS network connection to Verizon's MPLS core to reduce and/or eliminate the backhaul of traffic to the State's core network. The State has provided a column on the **Attachment\_A Cost Sheet** for both one-time installation costs and for monthly recurring costs for these connections. Please describe your ability to meet this goal.
- 4.2.1.1.3.7** As an option for small sites with non-private network handoffs, the State desires a solution utilizing public networking with the ability to securely transmit sensitive data. Please describe any offerings to support this goal.
- 4.2.1.1.3.8** The Vendor's solution should include Caller ID services (inbound traffic) and custom number and naming (outbound traffic) that State Agencies may utilize to customize their displayed information. The Vendor should provide this capability at no additional cost. Please describe your solution's ability to provide these services.
- 4.2.1.1.3.9** The Vendor's solution should include unlimited local and nationwide calling at no additional charge. Please describe your no cost offerings.
- 4.2.1.1.3.10** The Vendor's solution should provide international calling. The State understands fees may be associated with international calling. The Vendor should provide its per minute international calling rates for Mexico, Canada, and Jamaica in the **Attachment\_A Cost Sheet**. These will be used as part of the cost evaluation. The Vendor should also attach an appendix of its international calling rates for all countries. This appendix will be used to establish the international



calling rates per country in the awarded contract and will be required prior to award. Please describe your solution's international calling offerings.

- 4.2.1.1.3.11** The Vendor's solution should provide comprehensive site coverage to meet the State's local and long-distance IP-based calling requirements. Please describe your coverage, as well as how you plan to meet the State's coverage needs.
- 4.2.1.1.3.12** The Vendor's solution should provide load balancing for all traffic in-bound from the PSTN. Please describe your solution's ability to meet this goal.
- 4.2.1.1.3.13** The Vendor's solution should ensure 911 call delivery to the appropriate local PSAPS. Additionally, the State desires support for Private Switch/Automatic Location Identification (PS/ALI) services for 911 calls. Please describe your process for ensuring the accuracy of 911 call delivery, as well as the process to support PS/ALI.
- 4.2.1.1.3.14** The Vendor's solution should support the following industry standard protocols: G.711 (uncompressed), G.729 (compression), and T.38 (fax). Please describe the protocols supported by your solution.
- 4.2.1.1.3.15** The Vendor's solution should have the ability to scale the number of simultaneous concurrent calls on a monthly and/or seasonal basis at the State's request. Please describe your solution's ability and your process to accomplish this, including division of duties.
- 4.2.1.1.3.16** The Vendor's solution should include interoperability with the following: IPv4 addressing (RFC 791), RFC 1918 for private IP addressing, and support SIP over TCP or UDP. Carrier grade NAT (RFC 6598), link-local IP addresses (RFC 3927), and Multicast addresses (RFC 3171) will not be accepted. Please describe your solution's interoperability to accomplish this goal.
- 4.2.1.1.3.17** The Vendor's solution should provide the following quality and reliability standards: QoS tagging IEEE 802.1Q-2011; not rewriting, marking, or remarking any VLAN tags affixed to packets by the State, without the State's expressed consent; at a minimum, one Class of

Service (COS) marking per Ethernet service. Please describe your solution's ability to meet this goal.

- 4.2.1.1.3.18** The State desires a Unified Messaging solution; therefore, the Vendor's solution should fully integrate with Microsoft O365, allowing users to listen, forward, and delete voicemails from both O365 and the hosted environment. Voicemails should be retained in the solution for 15 days or longer. In addition, the Vendor's solution should be provisioned to fully integrate with the State's Active Directory and Active Directory Federated Services. Please describe your abilities to meet these goals.
- 4.2.1.1.3.19** Some State Agencies utilize paging and notification to the PC desktop, over-head paging, or through-the-phone-speaker paging. The Vendor's solution should include an option for providing, maintaining, and supporting a paging solution, including any associated hardware, software, and licenses, and if requested by Agency, or integrate with an existing or Agency-owned paging solution. The State understands there may be fees associated with this offering. Please describe your offerings with respect to these deployments.
- 4.2.1.1.3.20** The State desires an option for Agencies with high call volume and receptionist personnel that will utilize an Operator Console for fast and efficient call control. The State understands there may be fees associated with this offering. Please describe your solution's Operator Console offerings.
- 4.2.1.1.3.21** If requested by an Agency, the State desires the ability to integrate a third-party call recording solution with the Vendor's hosted solution. Please describe your solution's ability to meet this goal.
- 4.2.1.1.3.22** The State desires that the Vendor use currently-owned State IP telephony handsets where the handset is still supported on the Vendor's solution. Please describe your company's ability to use the State's current handsets and its ability to meet this objective.

#### **4.2.1.1.4 Hosted Contact Center Services**

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

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

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

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

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

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

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

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

#### **4.2.1.2 Security for Vendor's Hosted Solution**

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

- 4.2.1.2.1** Describe how its solution leverages high security standards associated with regulated data and/or high availability requirements, but also offers a cost-effective, standard-security solution option to the state.
- 4.2.1.2.2** Describe its policies and procedures for conducting sub-contractor assurance, validating both the capability of the vendor to fulfill contracted responsibilities and adhere to all applicable to security & privacy policies and controls of all parties.
- 4.2.1.2.3** Describe its company's cyber security and privacy management program including an overview of the governance structure, cyber

security strategy, and the experience of personnel in key security and privacy roles.

#### **4.2.1.3 Service and Support for Vendor's Hosted Solution**

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

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

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

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

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

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

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

- 4.2.1.3.5** Vendor should provide notification of three (3) business days or more in advance of emergency maintenance. While the State understands emergency outages and/or unplanned maintenance windows occur, it is expected that these situations are kept to a minimum. Please describe your company's notification process for emergency maintenance and outages.
- 4.2.1.3.6** If the Vendor's work requires them to be at a State site, the Vendor should provide Agency at least 72 hours' notice before arriving at the site and comply with State law and all Agency policies, including but not limited to background checks for contractors, vendors, and visitors. Please describe your approach and methodology in your solution/response.
- 4.2.1.3.7** The Vendor's network operation support center should provide: all tiers of support, including end-user support, advanced technical expertise, be staffed with resources that are proficient in spoken and written English, maintain and take responsibility for trouble tickets reported by the State until resolved, and provide a tiered support escalation process. Please describe your network operation support center's structure, processes, and procedures for handling trouble tickets, resolving those tickets, and reporting back to the State's point of contacts.
- 4.2.1.3.8** The Vendor's solution should include a documented support and escalation structure to address outages. The State prefers the severity of the issue/support problem to determine the average problem resolution response time, as outlined below:
- Severity Level 1 is defined as an urgent situation, where the customer's services are unavailable and the customer is unable to use/access the network. The Vendor should resolve Severity Level 1 problems as quickly as possible, which on average should not exceed two (2) business hours. If repair inside the 2-hour window is not feasible, then regular 1-hour updates are desired.
  - Severity Level 2 is defined as significant outages and/or repeated failures resulting in limited effective use by the customer. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.). The Vendor should resolve Severity Level 2 problems as quickly as possible, which on average should not exceed four (4) business hours. If repair inside the 4-hour window is not feasible, then regular 2-hour updates are desired.
  - Severity Level 3 is defined as a minor problem that exists with the service, but most of the functions are still usable, and some circumvention may be required to provide service. The Vendor should resolve Severity Level 3 problems as quickly as possible, which on average should not exceed ten (10) business hours. If repair inside the 10-hour window is not feasible, then updates are

desired at the start of the next business day and every day thereafter until repairs are complete.

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

**4.2.1.3.9** The State desires the ability to place initial service orders, any changes with an associated charge, or to disconnect services, electronically and receive confirmation of receipt and subsequent order detail. The State desires details including the following data elements:

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

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

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

**4.2.1.3.11** The State desires an hourly rate for Hosted Contact Center Training Services in the instance the State desires training sessions beyond the training provided at initial implementation. The training at initial implementation should be built into the one-time costs for the Contact Center. These training services should include training for

all contact center roles and should be provided at the State's request. Please describe your Contact Center training offerings and your solution's ability to meet this goal.

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

#### **4.2.2.1 Managed Voice Services**

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

#### **4.2.2.2 Hosted Voice Services**

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

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

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

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

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

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

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

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



- 4.2.2.2.9** Vendor's solution must support x11 services (currently 211, 411, 511, 611, 811, 911).
- 4.2.2.2.10** Vendor's solution must include Direct Inward Dial (DID) feature and service.
- 4.2.2.2.11** Vendor's solution must support Operator services.
- 4.2.2.2.12** Vendor's solution must support local number portability.
- 4.2.2.2.13** Vendor's solution must provide unlimited free local and long-distance calling.
- 4.2.2.2.14** Vendor's hosting center(s) must be located within the continental United States.
- 4.2.2.2.15** Vendor must provide Train the Trainer sessions for Hosted Voice Services implementations.

#### **4.2.2.3 Hosted Contact Center Services**

Vendor's Contact Center solution must support:

- 4.2.2.3.1** Automatic Call Distributor (ACD)
- 4.2.2.3.2** Computer telephony integration (CTI)
- 4.2.2.3.3** Call control
- 4.2.2.3.4** E.164
- 4.2.2.3.5** Interactive voice response (IVR)
- 4.2.2.3.6** Voice Recording
- 4.2.2.3.7** High Availability with load balancing and built-in redundancy
- 4.2.2.3.8** Vendor must provide Train the Trainer sessions, encompassing all Hosted Contact Center roles – Administrator, Supervisor, and Agents.

#### **4.2.2.4 Security**

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

- 4.2.2.4.2** Must adhere to the State of West Virginia's Cyber Security & Privacy policies, procedures, and standards; these can be viewed at the following link: <https://technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx>
- 4.2.2.4.3** Must adhere to all applicable security and privacy standards and provide compliance for components and network segments that are subject to the following:
- Health Insurance Portability and Accountability Act (HIPAA) requirements as outlined in the attached Business Associate Addendum (BAA) (see Attachment\_B)
  - Federal Information Security Management Act (FISMA), National Institute of Standards Technology's Special Publication (NIST SP) 800-53, NIST SP 800-17 which serve as the baseline;
  - Family Education Rights and Privacy Act (FERPA) requirements;
  - Criminal Justice Information System (CJIS) requirements;
  - Payment Card Industry Data Security Standards (PCI-DSS) requirements;
  - Federal tax Information (FTI) and Internal Revenue Service publication 1075 (IRS 1075) requirements;
  - Centers for Medicare & Medicaid (CMS) Services Information Security Policy requirements.
  - Ensure network boundary and access control protection such as dual session boundary controllers and firewalls.
  - Data-at-rest and data-in-transit encryption.
  - Role-based access control for all applications which process and/or store sensitive data, to ensure need-to-know policies are enforceable.
- 4.2.2.4.4** Vendor must draft a cyber risk management plan outlining the process, by which, cyber risk management activities are conducted to identify, assess, communicate, and manage shared cyber risk. The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.
- 4.2.2.4.5** Vendor must draft an incident management plan aligned with NIST SP 800-61rev2, whereas both the State and Vendor must mutually approve. The plan must include the outlined scope, responsibility matrix, communications plan, procedures, and deliverables associated with cyber security incident response. In addition, the plan must outline incident reporting requirements, semiannual security reports, and cyber threat intelligence sharing. The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.
- 4.2.2.4.6** The Vendor must adhere to personnel security requirements for background checks in accordance with state law. The vendor is liable for all costs associated with ensuring staff meets all requirements.
- 4.2.2.4.7** Vendor must agree to drafting an audit management plan designed to assist the state with conducting internal and external compliance audits when the

vendor-supplied solution is within the audit scope. At minimum, the plan must include:

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

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

#### **4.2.2.5 Service and Support**

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

**4.2.2.5.2** The successful Vendor must assign an experienced and skilled Project Manager who will provide a high-level project management plan including key components such as a project charter, issue tracking, statements of work (SOW), work breakdown structures (WBS), implementation schedules, etc. in accordance with the Project Management Body of Knowledge (PMBOK) or other industry standard project management methodology stated in West Virginia State Code (§5A-6-4b). The link can be found at:

<http://www.legis.state.wv.us/WVCODE/Code.cfm?chap=05a&art=6#06>.

The project management plan must be submitted to and approved by the WVOT Project Management Office (PMO) prior to engaging the first agency for VoIP services implementation.

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

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

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

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

- Billing Month

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

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

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

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

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

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

**4.3. Qualifications and Experience:** Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how

they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

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

- 4.3.1.1.** Vendor should provide three (3) examples demonstrating at least three (3) years of experience in providing a Hosted VoIP solution of a similar size and scope – 15,000 users across 200 sites with one example being a public entity. Vendor should provide a summarization of each project including goals and objectives, total number of phones deployed per site, length of time deployment took, if still in service, and reference for each example.
- 4.3.1.2.** Vendor should provide at least one (1) example demonstrating at least three (3) years of experience in providing single/multiple Hosted Call Center solutions of a similar size and scope – 500 users across 20 sites. Vendor should provide a summarization the project including goals and objectives, total number of agents per site, length of time deployment took, if still in service, and reference for the example.
- 4.3.1.3** The State desires an Account Team (including Account Support Representative, Technical Support Representative, Solution Implementation Support Representative, Contract Manager, Billing Support Representative, Security/Compliance Specialist, and Project Manager) for the winning solution and life of the contract. Vendor should describe in detail the responsibilities of key roles and staff's experience in working in these roles.
- 4.3.1.4** Vendor should describe its experience and process in conducting cyber risk management ensuring shared risk is identified, assessed, communicated, and managed.
- 4.3.1.5** Vendor should describe its experience and process for conducting NIST SP 800-53 security assessment and authorization control families' activities, designed to ensure each vendor-provided solution implementation adheres to security and privacy requirements before being placed into production.
- 4.3.1.6** Vendor should list all government or standards organization security certifications it currently holds that apply specifically to the vendor's proposal, as well as those in process at time of response. Specifically include HIPAA, CMS, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS Publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.
- 4.3.1.7** Vendor should provide a detailed list of the third-party attestations, reports, security credentials (e.g., FedRamp), and certifications relating to cybersecurity and privacy controls.

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

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

**4.4. Oral Presentations:** The Agency will require oral presentations of all Vendors participating in the RFP process. The date of the presentations will be determined at a later time and all vendors will be notified in advance. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

**Materials and Information Requested at Oral Presentation:**

**4.4.1.** Summary of solution, including product and support offerings, ability to deliver the solution in the specified timeframes, and experience in providing managed and hosted voice solutions.

**4.4.2.** The State will ask clarifying questions regarding the Vendor's submitted technical response.

**4.4.3.** Contact Center Presentation to see a live demonstration of Vendor's offering.

# REQUEST FOR PROPOSAL

## (CRFP 0212 SWC1900000001)

### SECTION 5: VENDOR PROPOSAL

- 5.1. Economy of Preparation:** Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.
- 5.2. Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3. Proposal Format:** Vendors should provide responses in the format listed below:
- 5.3.1. Two-Part Submission:** Vendors must submit proposals in two received submitted in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.
  - 5.3.2. Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.
  - 5.3.3. Table of Contents:** Clearly identify the material by section and page number.
  - 5.3.4. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.
  - 5.3.5. Proposal Submission:** All proposals must be submitted to the Purchasing Division prior to the date and time stipulated in the RFP as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Bidders Submitting Bids.

# REQUEST FOR PROPOSAL (CRFP 0212 SWC1900000001)

## SECTION 6: EVALUATION AND AWARD

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

### **Evaluation Point Allocation:**

#### **Project Goals and Proposed Approach**

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

#### **Qualifications and experience**

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

Oral Presentation 5 Points Possible

Total Technical Score: 70 Points Possible

Total Cost Score: 30 Points Possible

**Total Proposal Score: 100 Points Possible**



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

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

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

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

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

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

**Example:**

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

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

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

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

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

Lumos Networks LLC  
(Company)

Greg Florence - Major Account Manager  
(Representative Name, Title)

(304) 414-0411  
(Contact Phone/Fax Number)

November 21, 2018  
(Date)



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

State of West Virginia  
 Request for Proposal  
 35 — Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM\_1: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

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

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Name, Address and Telephone Number:

**FOR INFORMATION CONTACT THE BUYER**

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

Signature X

FEIN #

DATE

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

**ADDITIONAL INFORMATION:**

ADDENDUM 1 is issued for the following:

1. To move the bid opening date from 10/24/2018 to 11/21/2018/2018 at 1:30pm EST.
2. To publish the mandatory Pre-Bid attendance sheets.
3. To permit the agency more time in preparing the responses to the questions submitted by vendors during the Technical Questioning period.

No other changes made.

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

**MANDATORY PRE-BID MEETING:**

DATE: 09/26/2018

TIME: 2:30PM EDT

LOCATION: WV Office of Technology

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

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

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

Comm Code	Manufacturer	Specification	Model #
81161700			

**Extended Description :**

See Attachment\_A Cost Sheet for proposal pricing.

Vendor shall use the Attachment\_A Cost Sheet for proposal pricing.

Note: online proposal submissions are prohibited.

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

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER: CRFP 0212 SWC1900000001**  
**Addendum Number: 1**

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The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC1900000001 ("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: Allow agency more time to provide Technical Question responses.

**Description of Modification to Solicitation:**

1. To move the bid opening date from 10/24/2018 to 11/21/2018/2018 at 1:30pm EST.
2. To publish the mandatory Pre-Bid attendance sheets.
3. To permit the agency more time in preparing the responses to the questions submitted by vendors during the Technical Questioning period.

No other changes made.

**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.

**SIGN IN SHEET**

Page 1 of 1

**Request for Proposal No. CRFP SNC 19421** PLEASE PRINT

Date: 9/21/15

Hosted Voice Services

**\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Convergence Inc</u> Rep: <u>STEVE Murphy</u> Email Address: <u>SMURPHY@convergence.com</u>	<u>3344 Highway 149</u> <u>Faribault MN 55121</u>	PHONE <u>925-496-1052</u> TOLL FREE <u>---</u> FAX <u>---</u>
Company: <u>Dimension Data</u> Rep: <u>Robyn Blocher</u> Email Address: <u>Robyn.blocher@dimensiondata.com</u>	<u>11730 Plaza America Dr #340</u> <u>#340 Reston, VA 20175</u>	PHONE <u>703 625 7260</u> TOLL FREE <u>---</u> FAX <u>866 422 7927</u>
Company: <u>Bluebird</u> Rep: <u>John Spence</u> Email Address: <u>john.spence@bluebird.com</u>	<u>200 Park Drive</u> <u>St. Louis MO 63102</u> <u>Phone: 314 931 4000</u>	PHONE <u>614 981 2009</u> TOLL FREE <u>---</u> FAX <u>---</u>
Company: <u>CBTS</u> Rep: <u>JONATHAN CORNETT</u> Email Address: <u>jonathan.cornett@cbts.com</u>	<u>221 E. Fourth St.</u> <u>M/S 103-1200</u> <u>Cincinnati OH 45202</u>	PHONE <u>513-535-9795</u> TOLL FREE <u>---</u> FAX <u>1.513.381-2979</u>
Company: <u>CBTS</u> Rep: <u>Drew Schultz</u> Email Address: <u>andrew.schultz@cbts.com</u>	<u>221 E. Fourth St</u> <u>M/S 103-1200</u> <u>Cincinnati OH 4522</u>	PHONE <u>(513) 608-0987</u> TOLL FREE <u>---</u> FAX <u>(513) 381-2979</u>

## SIGN IN SHEET

Page 2 of 7

Request for Proposal No. CRFP 5 NC 19301 PLEASE PRINT

Date: 9/24/18

Request for Proposal No. CRFP 5 NC 19301

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Carahsoft Technology</u>	<u>1860 Michael Faraday</u>	PHONE <u>703 921 4057</u>
Rep: <u>Zachary Kutyn</u>	<u>Drive Suite 100</u>	TOLL FREE
Email Address: <u>Zachary.Kutyn@carahsoft.com</u>	<u>Reston, VA 20190</u>	FAX <u>703 871 8505</u>
Company: <u>Pomeroy, a Geotronics Company</u>	<u>135 Corporate Centre</u>	PHONE <u>304-541-4288</u>
Rep: <u>Summer Bailey</u>	<u>Drive, Scott Depot, WV</u>	TOLL FREE
Email Address: <u>summer.bailey@pomeroy.com</u>	<u>25560</u>	FAX
Company: <u>CISCO</u>	<u>323 N. Shore Drive</u>	PHONE <u>570-814-4758</u>
Rep: <u>JAY STRAHLIS</u>	<u>Suite 300</u>	TOLL FREE
Email Address: <u>jstra: g. @cisco.com</u>	<u>Pittsburgh PA</u>	FAX <u>5212</u>
Company: <u>Cisco Systems</u>	<u>45 Public Square</u>	PHONE <u>304-545-8706</u>
Rep: <u>MARK WILLIAMS</u>	<u>CHARLESTON, WV</u>	TOLL FREE
Email Address: <u>MAWILLIE@CISCO.COM</u>		FAX
Company: <u>West Corp</u>	<u>11808 Miracle Hills Dr</u>	PHONE <u>706 501 6093</u>
Rep: <u>Keith Clark</u>	<u>Omaha NE 68154</u>	TOLL FREE
Email Address: <u>Keith.Clark@west.com</u>		FAX <u>706 634 4054</u>

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Request for Proposal No. CRF AN214101

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Date: 4/20/15

HUSTON VOICE SERVICES

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Inventory Technology</u> Rep: <u>Mike Williams</u> Email Address: <u>mwilliams@advantek.com</u>	<u>950 Kemmerle Blvd</u> <u>Charleston WV 25301</u>	PHONE <u>304-545-5497</u> TOLL FREE FAX
Company: <u>ATT</u> Rep: <u>Beth Spradlin</u> Email Address: <u>ef8030@att.com</u>	<u>616 Lee St</u> <u>Charleston, WV 25301</u>	PHONE <u>304-690-0140</u> TOLL FREE FAX
Company: <u>ATT</u> Rep: <u>DJ Seaman</u> Email Address: <u>ds5355@att.com</u>	<u>816 Lee Street</u> <u>Charleston WV 25301</u>	PHONE <u>304 932 8199</u> TOLL FREE FAX
Company: <u>ATT</u> Rep: <u>Michael Herrod</u> Email Address: <u>MHERROD1145541@ATT.COM</u>	<u>461 Kimberly St Jr</u> <u>Brownwood WV 25757</u> <u>OH 44147</u>	PHONE <u>716 276-7275</u> TOLL FREE FAX
Company: <u>GENESYS</u> Rep: <u>AARON JOHNSON</u> Email Address: <u>AARON.JOHNSON@GENESYS.COM</u>	<u>1022 PHELPS WEST</u> <u>FURRY VARINA NC</u> <u>27526</u>	PHONE <u>314-609-5590</u> TOLL FREE FAX



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Page 4 of 9Request for Proposal No. CRFP SMC 11A 01 PLEASE PRINTDate: 4/20/10

Hosted Voice Services

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>ATT</u>	<u>12129 EAST ASHTON CT</u>	PHONE <u>865-238-4408</u>
Rep: <u>William Quinn</u>	<u>KNOPVILLE TN 37134</u>	TOLL FREE
Email Address: <u>wq6342@att.com</u>		FAX
Company: <u>Lumos Networks</u>	<u>1200 Greenbriar St</u>	PHONE <u>864 609 7749</u>
Rep: <u>James Whitley</u>	<u>Charleston WV 25311</u>	TOLL FREE
Email Address: <u>James.Whitley@spirit.com.com</u>		FAX
Company: <u>Lumos Networks</u>	<u>1200 CASUBAEE St</u>	PHONE <u>304-914-0911</u>
Rep: <u>Corey Florence</u>	<u>CHAS. WV 25311</u>	TOLL FREE
Email Address: <u>FLORENCEG@LumosNet.com</u>		FAX <u>304-356-3590</u>
Company: <u>Lumos Networks</u>	<u>1200 Greenbriar St.</u>	PHONE <u>412-420-4119</u>
Rep: <u>Glenn Lytle</u>	<u>Chas. WV 25311</u>	TOLL FREE
Email Address: <u>lytleG@Lumosnet.com</u>		FAX
Company: <u>Lumos Networks</u>	<u>1200 Greenbriar St</u>	PHONE <u>304-419-2497</u>
Rep: <u>Chip VanAlsbury</u>	<u>Chas. 25311</u>	TOLL FREE
Email Address: <u>vanalsburge@lumosnet.com</u>		FAX

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**Request for Proposal No. RFP 1901901**

PLEASE PRINT

Date: 1/21/08

Hosted Voice Services

**\* PLEASE BE SURE TO PRINT LEGIBLY -IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Lumos Networks</u> Rep: <u>Randy Jones</u> Email Address: <u>jonesr@lumonet.com</u>	<u>1200 Greenbrier St</u> <u>Chas WV 25301</u>	PHONE <u>304-726-2991</u> TOLL FREE FAX <u>304-356-3590</u>
Company: <u>Verizon</u> Rep: <u>Sandra Hawkins</u> Email Address: <u>Sandra.K.Hawkins@verizon.com</u>	<u>4700 MacCorkle Ave SE</u> <u>Chas WV 25304</u>	PHONE <u>304 356 3345</u> TOLL FREE FAX <u>304 356 3590</u>
Company: <u>Verizon</u> Rep: <u>Rick Singleton</u> Email Address: <u>rick.l.singleton@verizon.com</u>	<u>827 Fairmont Ave</u> <u>Ste 207</u> <u>Morgantown WV <del>26501</del></u>	PHONE <u>304 381-3968</u> TOLL FREE FAX
Company: <u>Century Link</u> Rep: <u>Daniel McCally</u> Email Address: <u>Daniel.McCally@Centurylink.com</u>	<u>210 Columbia Ave Phil, PA</u>	PHONE <u>856-723-4853</u> TOLL FREE FAX
Company: <u>IT Mindshare</u> Rep: <u>Tony Torres</u> Email Address: <u>Tony@ITMindshare</u>	<u>2nd floor Field 120</u> <u>Morgantown WV 26505</u>	PHONE <u>304-235-4986</u> TOLL FREE FAX

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**Request for Proposal No. CRFP SMC19x01**

PLEASE PRINT

Date: 9/26/18

Hosted Voice Services

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Trident Digital Technologies LLC</u>	<u>3532 E. Lake Blvd. Land Park TX 75042</u>	PHONE <u>(469) 563-2838</u>
Rep: <u>Stephen Cobb</u>	"	TOLL FREE
Email Address: <u>scobb@tridentdt.com</u>		FAX <u>(972) 213-1012</u>
Company: <u>VirtualTone</u>	<u>Po Box 187</u>	PHONE <u>756 9800</u>
Rep: <u>Jay Culbert</u>	<u>Ext Bernard Tx 77435</u>	TOLL FREE <u>888 755 6864</u>
Email Address: <u>j.culbert@virtualtone.net</u>		FAX <u>281 756 9802</u>
Company: <u>Windstream - SLED</u>	<u>Va Beach Va</u>	PHONE <u>757 536 9158</u>
Rep: <u>Carrie David</u>		TOLL FREE
Email Address: <u>carrie.david@windstream.com</u>		FAX <u>703 880 1045</u>
Company: <u>Windstream - SLED</u>	<u>NoVA - Va</u>	PHONE
Rep: <u>Scott Burnstein</u>		TOLL FREE
Email Address: <u>Scott.Burnstein@windstream.com</u>		FAX
Company: <u>Advantage Technology</u>	<u>421 W. Pice St. Suite 108</u>	PHONE <u>304-629-4961</u>
Rep: <u>Patrick Marozzi</u>	<u>Clarkburg, WI 26301</u>	TOLL FREE
Email Address: <u>PMarozzi@advantage.tech</u>		FAX

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**Request for Proposal No.** CRFP 2004-19401

PLEASE PRINT

Date: 1/26/18

Local Voice Services

**\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Verizon</u>	<u>827 Fairman Rd #204</u>	PHONE <u>304-381-3969</u>
Rep: <u>Lawrence Host</u>	<u>Morgantown WV</u>	TOLL FREE
Email Address: <u>lawrence.host@verizon.com</u>	<u>26501</u>	FAX
Company: <u>Polycom</u>	<u>1880 Ripley Road</u>	PHONE <u>5126585372</u>
Rep: <u>Erik McCullough</u>	<u>Ripley WV</u>	TOLL FREE
Email Address: <u>erik.mccullough@polycom.com</u>	<u>25271</u>	FAX
Company: <u>Polycom</u>		PHONE
Rep: <u>Wes Gierhart</u>		TOLL FREE
Email Address: <u>wes.gierhart@polycom.com</u>		FAX
Company: <u>Ussm Consulting</u>		PHONE <u>304 657-2114</u>
Rep: <u>Hallie Ussm</u>		TOLL FREE
Email Address: <u>Hallie@ussmconsulting.com</u>		FAX
Company: <u>HR Strategies</u>		PHONE <u>304 543 7114</u>
Rep: <u>Leann Bucher</u>		TOLL FREE
Email Address: <u>lb@hrstrategies.com</u>		FAX

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Request for Proposal No. DEP 0001301

PLEASE PRINT

Date: 7/20/14

MUSTER VIDEO SERVICES

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Frontier Communications</u>	<u>502 Marlinton Ave SE</u>	PHONE <u>304-344-6435</u>
Rep: <u>Andrew Walker</u>	<u>CHARLESTON WV 25390</u>	TOLL FREE
Email Address: <u>andrew.walker@fc.com</u>		FAX
Company: <u>Frontier Communications</u>	<u>↑</u>	PHONE <u>304-211-5659</u>
Rep: <u>Chad Stapp</u>	<u>same as ↑</u>	TOLL FREE
Email Address: <u>chad.stapp@fc.com</u>		FAX
Company: <u>ALPHA TECHNOLOGIES</u>	<u>4608 Cimarron Dr</u>	PHONE <u>304-201-7485</u>
Rep: <u>Jack Burcher</u>	<u>Marion WV 25216</u>	TOLL FREE
Email Address: <u>jburcher@alpha-tech.com</u>		FAX
Company: <u>ALPHA TECHNOLOGIES</u>	<u>↑</u>	PHONE <u>304 201 2613</u>
Rep: <u>Doug Tate</u>		TOLL FREE
Email Address: <u>DTATE@ALPHA-TECH.COM</u>		FAX
Company: <u>Pomery</u>	<u>135 Corporate Center Dr.</u>	PHONE <u>304-747-8727</u>
Rep: <u>Brian Jeffrey</u>	<u>Scott Depot WV</u>	TOLL FREE
Email Address: <u>brian.jeffrey@pomery.com</u>		FAX

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**Request for Proposal No. CRFP 5W214\*01** PLEASE PRINT

Date: 1/26/16

Hosted Voice Services

**\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Alpha Technologies</u> Rep: <u>Charlie Dennie</u> Email Address: <u>cdennie@alpha-tech.us</u>	<u>4003 Outlook Drive</u> <u>Slatt Depot, WV</u>	PHONE <u>304-741-2057</u> TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____	_____	PHONE TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____	_____	PHONE TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____	_____	PHONE TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____	_____	PHONE TOLL FREE FAX



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25306-0130

State of West Virginia  
 Request for Proposal  
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM\_2: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

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

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Name, Address and Telephone Number:

**FOR INFORMATION CONTACT THE BUYER**

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

Signature X

FEIN #

DATE

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

**ADDITIONAL INFORMATION:**

ADDENDUM 2 is issued for the following:

1. To Publish revised specifications (rev. 10-24-2018).
2. To Publish revised Attachment\_A Cost Sheet (rev. 10-24-2018 Excel formatted).
3. To Publish revised Appendix\_A document (rev. 10-24-2018).
4. To publish the Agency's response to the questions submitted by Vendors during the Technical Questioning period.
5. To open a second Technical Question period until 11/01/2018 due by 2:00pm EDT.

No other changes made.

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

**MANDATORY PRE-BID MEETING:**

DATE: 09/28/2018

TIME: 2:30PM EDT

LOCATION: WV Office of Technology

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

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

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

Comm Code	Manufacturer	Specification	Model #
81161700			

**Extended Description :**

See Attachment\_A Cost Sheet for proposal pricing.

Vendor shall use the Attachment\_A Cost Sheet for proposal pricing.

Note: online proposal submissions are prohibited.

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

**SCHEDULE OF EVENTS**

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



**SOLICITATION NUMBER: CRFP 0212 SWC1900000001**  
**Addendum Number: 2**

---

The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC1900000001 ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Open a second Technical Question period until 11/01/2018 by 2:00pm EDT.
- Modify specifications of product or service being sought which include the following:
  - 1. Updated 4.2.1.1.3.2
  - 2. Added 4.2.2.2.16
  - 3. Addition of Bridge Operator Console to Cost Sheet
  - 4. Changed Cost Sheet to match 4.2.1.1.3.2
  - 5. Removal of USF Fees from Cost Sheet by adding 4.2.2.2.16
  - 6. Added Block of 20 DIDs to Cost Sheet
  - 7. Updated Appendix A
  - 8. Included Typical Branch Office Drawing for publication with TQs
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Attached revised Cost Sheets

**Description of Modification to Solicitation:**

1. To Publish revised specifications (rev. 10-24-2018).
2. To Publish revised Attachment\_A Cost Sheet. (rev. 10-24-2018 Excel formatted).
3. To Publish revised Appendix\_A document (rev. 10-24-2018).
4. To publish the Agency's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

**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\_2 CRFP SWC1900000001**

**Attachment\_A Documents to follow.**

**ATTACHMENT\_A Cost Sheets (Revised 10-24-2018)**

**CRFP 0212 SWC19000001**

**Hosted Voice Services**

4.2.1.1.1) Managed Voice Services - Support of State's Legacy IP Environment	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Management and Support of Legacy IPT Environment, per end user		10000		\$ -	\$ -

4.2.1.1.3.1) Hosted Voice Services Packages	Cost Per Month Standard Security	Total Users	Cost Per Month High Security	Total Users	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Analog Line Package, per end user		250		250	\$ -	\$ -
Basic Package (Call control features), per end user		500		500	\$ -	\$ -
Enhanced Package (Basic Package plus Voice Mail), per end user		3750		3750	\$ -	\$ -
Premium Package (Enhanced Package plus Extension Mobility), per end user		500		500	\$ -	\$ -
<b>Total - Analog, Basic, Enhanced, Premium</b>					\$ -	\$ -

4.2.1.1.3.2) Phone Leasing/Month	Cost Per Month	Total Phone Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Softphone Package		250		\$ -	\$ -
2-Line Phone		7200		\$ -	\$ -
5-Line Phone with speaker capabilities		1000		\$ -	\$ -
Conference Phone		1000		\$ -	\$ -
Wireless Phone		500		\$ -	\$ -
ADA-Compliant Phone		50		\$ -	\$ -
<b>Total - Softphone, 2-Line, 5-Line, Conference, Wireless, ADA-Compliant</b>				\$ -	\$ -

4.2.1.1.3.20) Bridge Operator Console	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Standard		15		\$ -	\$ -
Advanced		1		\$ -	\$ -
<b>Total - Bridge Operator Console</b>				\$ -	\$ -

4.2.1.1.3.7) Small Site Option Utilizing Public Networking	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Small Site Option, per end user		100		\$ -	\$ -

ATTACHMENT_A Cost Sheets (Revised 10-24-2018)		CRFP 0212 SWC19000001			Hosted Voice Services				
<b>4.2.1.1.3.10) International Calling</b>				<b>Cost Per Minute</b>	<b>Total Minutes</b>	<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>		
				(A)	(B)	(C=A*B)	(D=C*12)		
Canada					100	\$ -	\$ -		
Mexico					100	\$ -	\$ -		
Jamaica					100	\$ -	\$ -		
<b>Total - International Calls</b>						\$ -	\$ -		
<b>4.2.1.1.3.15) Simultaneous Calls (including unlimited local and long distance)</b>				<b>Cost Per Month</b>	<b>Total Call Count</b>	<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>		
				(A)	(B)	(C=A*B)	(D=C*12)		
G.711 (Non-compressed)					500	\$ -	\$ -		
G.729 (Compressed)					1500	\$ -	\$ -		
Additional Simultaneous Calls G.711					100	\$ -	\$ -		
Additional Simultaneous Calls G.729					100	\$ -	\$ -		
Block of 20 DIDs					100	\$ -	\$ -		
<b>Total - Simultaneous Calls and DIDs</b>						\$ -	\$ -		
<b>4.2.1.1.3.6) MPLS Connectivity to the Vendor's Hosted Solution (including any associated charges)</b>				<b>One-Time Cost</b>	<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>			
				(A)	(B)	(C=A+B*12)			
100Mbps with 75% QOS					\$ -	\$ -			
200Mbps with 75% QOS					\$ -	\$ -			
300Mbps with 75% QOS					\$ -	\$ -			
400Mbps with 75% QOS					\$ -	\$ -			
500Mbps with 75% QOS					\$ -	\$ -			
600Mbps with 75% QOS					\$ -	\$ -			
700Mbps with 75% QOS					\$ -	\$ -			
800Mbps with 75% QOS					\$ -	\$ -			
900Mbps with 75% QOS					\$ -	\$ -			
1Gbps with 75% QOS					\$ -	\$ -			
<b>Total</b>					\$ -	\$ -			
<b>4.2.1.1.4) Hosted Contact Center Services</b>				<b>Cost Per Month Standard Security</b>	<b>Total Users Standard</b>	<b>Cost Per Month High Security</b>	<b>Total Users High</b>	<b>Total Monthly Cost Standard and High Security</b>	<b>Total One Year Cost</b>
				(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Agent					240		240	\$ -	\$ -
Supervisor					10		10	\$ -	\$ -
<b>Total - Agents and Supervisors</b>								\$ -	\$ -
				<b>Total Sites Standard</b>	<b>One-Time Cost Per Site</b>	<b>Total Sites High</b>	<b>One-Time Cost Per Site</b>	<b>Total One-Time Costs</b>	
				(A)	(B)	(C)	(D)	(E=A*B+C*D)	
<b>Initial Implementation Services, One-Time Cost per site</b>					10		10	\$ -	
<b>4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings per GB/month</b>				<b>Cost Per GB/month</b>	<b>Total Storage</b>	<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>		
				(A)	(B)	(C=A*B)	(D=C*12)		
Storage for Call Recordings per GB/month					100	\$ -	\$ -		

**C) Professional Services Fees**  
**Custom Implementation Services and Fees**  
**NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.**

	\$/hr	Hours	Total
<b>4.2.1.1.3.21, 4.2.1.1.4.1) Call Recording</b>			
Position: Network Engineer		20	\$ -
Position: Telephony Engineer		20	\$ -
Position: Storage Engineer		20	\$ -
Position: Trainer		8	\$ -
<b>4.2.1.1.3.11) Paging Integration</b>			
Position: Project Manager		10	\$ -
Position: Network Engineer		15	\$ -
Position: Telephony Engineer		15	\$ -
<b>4.2.1.1.3.20) Operator Console Implementation</b>			
Position: Project Manager		8	\$ -
Position: Telephony Engineer		16	\$ -
Position: Network Engineer		8	\$ -
Position: Trainer		8	\$ -
<b>4.2.1.1.4.1) Integration to Agency-Specific Contact Center Applications</b>			
Position: Project Manager		50	\$ -
Position: Telephony Engineer		120	\$ -
Position: Network Engineer		120	\$ -
<b>4.2.1.1.3.3) SRST Provisioning of Additional Lines</b>			
Position: Telephony Engineer		40	\$ -
Position: Project Manager		8	\$ -
<b>4.2.1.3.10) Training Services for Hosted Voice Services</b>	\$/Student		
Position: Trainer for Hosted Voice Services		100	\$ -
<b>4.2.1.3.11) Training Services for Hosted Contact Center</b>	\$/Student		
Position: Trainer for Hosted Contact Center		10	\$ -
<b>Professional Services Total</b>			\$ -
<b>D. Total One Year Cost</b>			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ -
4.2.1.1.3.1) Hosted Voice Services Packages			\$ -
4.2.1.1.3.2) Phone Leasing/Month			\$ -
4.2.1.1.3.20) Bridge Operator Console			\$ -
4.2.1.1.3.7) Small Site Option			\$ -
4.2.1.1.3.11) International Calling			\$ -
4.2.1.1.3.15) Simultaneous Calls			\$ -
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ -
4.2.1.1.4) Hosted Contact Center Services			\$ -
4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings			\$ -
Professional Services			\$ -
<b>D. Total Evaluation Cost = Total One Year Costs + Total One-Time Costs</b>			\$ -

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.

## **DEFINITIONS, ABBREVIATIONS, ACRONYMS:**

1. ANI, Automatic Number Identification
2. CoS, Class of Service
3. DID, Direct Inward Dial
4. DNIS, Dialed Number Identification Service
5. E.164, the international public telecommunication numbering plan
6. High Security, any use case where the Vendor's solution requires a higher security baseline standard. High security use cases are either the result of regulatory or legal compliance requirements and/or risk assessment indicates a higher level of security is warranted.
7. ID, Identification
8. IP, Internet Protocol
9. LAN, Local Area Network
10. LMS, Learning Management System
11. M/S, Millisecond
12. MACD, Move, Add, Change, Delete
13. Microsoft O365, Microsoft Office 365
14. MPLS, Multiprotocol Label Switching
15. MWI, Message Waiting Indicator
16. PHI, Protected Health Information
17. PII, Personally Identifiable Information
18. PMBOK, Project Management Body of Knowledge
19. PMO, Project Management Office
20. POTS, Plain Old Telephone Service
21. PRI, Primary Rate Interface
22. PS/ALI, Private Switch/Automatic Location Identifier
23. PSAP, Public Safety Answering Point
24. PSTN, Public Switched Telephone Network
25. QoS, Quality of Service
26. SIP, Session Initiation Protocol
27. SOW, Statement of Work
28. SRST, Survivable Remote Site Telephony
29. Standard Security, any use case where the Vendor's solution does not require heightened security baseline standards. The standard security use case is delineated to provide the State a potentially lower cost option when a standard level of security provides an appropriate level of protection.
30. TCR, Telecommunications Change Request
31. UCaaS, Unified Communications as a Service
32. UCCaaS, Unified Communications and Collaborations as a Service
33. VCC, Virtual Contact Center
34. VLAN, Virtual Local Area Network
35. VoIP, Voice over Internet Protocol
36. WAN, Wide Area Network
37. WBS, Work Breakdown Structure
38. WVOT, West Virginia Office of Technology

## **SECTION 4: PROJECT SPECIFICATIONS (Revised 10-24-2018)**

- 4.1. Background and Current Operating Environment:** As outlined in the West Virginia State Code §5A-6-4e “the Chief Technology Officer shall oversee telecommunications services used by state spending units for the purpose of maximizing efficiency to the fullest possible extent”. Additionally, per State Code §5A-6-4a (11), the Chief Technology Officer develops a “unified and integrated structure for information systems for all executive agencies.” In pursuance of those objectives, the West Virginia Office of Technology is seeking proposals from Vendors to establish an open-end, Statewide Contract for Managed Voice Services and Hosted Voice over Internet Protocol (“VoIP”) Services, encompassing Unified Communications as a Service (“UCaaS”), and Hosted Contact Center Services.

It is the State's intent to establish a contract with a single Vendor to provide maintenance, management, and support for the State's current IP Telephony platforms while working to migrate those telephony services to a fully managed and hosted VoIP solution. Additionally, the Vendor will be expected to provide daily management and operational support for multiple Contact Centers while working to migrate those Contact Centers to its hosted solution.

Currently, the State of West Virginia has an estimated 10,000 phones on multiple Cisco VoIP solutions – 3x Cisco Unified Call Manager and Unity Express, 4x Cisco Unified Call Manager and Unity, 7x Cisco Unified Call Manager and Unity Connection, 10x Cisco Unified Call Manager and Unity Connection, Cisco Call Manager Express, ten (10) Cisco Contact Center Version 7 sites, and a Hosted VoIP Solution with Verizon Business Solutions (UCaaS and Contact Center); it is anticipated all of those sites currently utilizing a VoIP solution will be migrated to the Vendor's proposed hosted solution. In addition to the current VoIP Agencies, the State also requires the flexibility to implement a VoIP solution at sites where one does not currently exist. Potentially, the State may leverage the awarded contract to implement another estimated 10,000 users where traditional telephony services exist.

The State of WV's current environments consist of the following:

- Cisco Unified Messaging
- Cisco Unity
- Cisco Unity Connection
- Cisco Unity Express
- Cisco Call Manager Express
- Cisco Contact Center Express
- Cisco Expressway C&E
- Cisco Presence
- Cisco Jabber
- Cisco Gateways using VoIP Session Initiation Protocol (“SIP”) Trunks, Primary Rate Interface (“PRIs”) Circuits, and Analog POTS (“Plain Old Telephone Service”) lines
- Microsoft Skype for Business 2016
- Microsoft Active Directory
- Microsoft Office 365
- Cisco Survivable Remote Site Telephony (“SRST”)
- Bridge Communications Operator Console

- Singlewire Informacast Paging
- Verizon hosted solution- Unified Communications and Collaborations as a Service (UCCaaS)
- Verizon hosted solution - Virtual Contact Center (VCC)

More information regarding the State's current telephony infrastructure can be found in **Appendix A**.

Meanwhile, the State's current Wide Area Network ("WAN") is undergoing a conversion from Switched Ethernet to Multiprotocol Label Switching ("MPLS") services, which may impact how the Vendor's proposed solution will be implemented. The WVOT is working with Verizon Business to migrate an estimated 500 data circuits across the State with a projected completion of December 2018. Thus far, approximately 275 circuits have been migrated, meaning that the proposed VoIP solution may be implemented at those sites using MPLS circuits to ensure quality of service. The State has deployed Cisco routers for WAN communications. Local Area Networks ("LANs") are comprised of various switches manufactured by Cisco, Hewlett Packard, Brocade, and Extreme.

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

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

**4.2.1.1 Voice Services**

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

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

The State is proposing the following division of duties for the support of its Legacy IP Environment:

Vendor Duties:

1. Create an operational plan of the State's Legacy IP Environment for the State's review and approval



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

**State Duties:**

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

**4.2.1.1.1.2** The State desires the Vendor provide the State with its proposed Operations Plan within 30 calendar days of contract effective date, outlining its plan for managing, supporting, and maintaining the State's current IP telephony infrastructure. The Vendor's Operations Plan should include a strategy for assuming its duties, as outlined above. Please describe your company's experience and strategy in developing operations plans for supporting legacy environments.

**4.2.1.1.1.3** The State desires that the State and Vendor finalize and agree upon an Operations Plan within 60 calendar days of contract effective date for the management, support, and maintenance of the State's current telephony infrastructure. Please describe your company's ability to deliver the finalized Operations Plan to the State within 60 calendar days of contract effective date with scheduling the appropriate meetings, making changes after State input, and meeting deadlines.

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

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

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

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

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

**4.2.1.1.2.2** The Vendor should include site preparation and coordination services to implement a turn-key solution at various State locations, including simultaneous deployments to the Vendor's hosted solution. These services should be provided by Vendor personnel knowledgeable in both the Vendor's solution and legacy public switched telephone services. The State desires the Vendor perform site assessment and readiness work for the implementation of its hosted solution, at no

additional cost, including a proposed division of duties (Vendor, State), which results in a Statement of Work for each site, as follows:

**VENDOR duties:**

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

**STATE duties:**

- Confirm site readiness;
- Coordinate between the Agency, Vendor, and other applicable parties;
- Purchase, configure, update and refresh network hardware;
- Prepare, process, and submit TCR to Vendor based on information provided;
- Place physical phones.

The Vendor should describe its solution's capability to meet or exceed each of these objectives.

**4.2.1.1.3 Hosted Voice Services**

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

- 4.2.1.1.3.1** The Vendor's solution should offer four voice packages. These packages should include: A Basic Package with at

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

**4.2.1.1.3.2** The State desires six handset options for use under this contract: a 2-line phone, a 5-line phone with sidecar capabilities, a conference phone, a softphone, a wireless phone, and an ADA-compliant hardware option. The State further desires a leasing option for all handsets on this contract, by which the State will pay a monthly lease price to be added to the price of the monthly voice package. In the event that a phone is broken or stops functioning, the State desires the Vendor replace that phone, at no additional cost. Additionally, the State desires that the Vendor refresh equipment in-line with the Original Equipment Manufacturer's refresh program, at no additional cost. At the end of the contract, the State will own all of the phones. Please describe your company's leasing options, refresh programs, and ability to meet this goal.

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

**4.2.1.1.3.4** The Vendor's solution should support station-to-station calling that remains "on-net" (on the State's private data

network) at no additional cost. Please describe your solution's ability to meet this goal.

- 4.2.1.1.3.5** The Vendor's solution should provide at least two PSTN connections via SIP Trunks over secure private connections engineered for voice quality of service. These PSTN connections should adhere to the industry standard of 150 m/s latency or better, and jitter of 40 m/s or better. Please describe your network engineering architecture and your practices to continuously achieve these standards.
- 4.2.1.1.3.6** The Vendor's solution should provide a MPLS network connection to Verizon's MPLS core to reduce and/or eliminate the backhaul of traffic to the State's core network. The State has provided a column on the Pricing Page for both one-time installation costs and for monthly recurring costs for these connections. Please describe your ability to meet this goal.
- 4.2.1.1.3.7** As an option for small sites with non-private network handoffs, the State desires a solution utilizing public networking with the ability to securely transmit sensitive data. Please describe any offerings to support this goal.
- 4.2.1.1.3.8** The Vendor's solution should include Caller ID services (inbound traffic) and custom number and naming (outbound traffic) that State Agencies may utilize to customize their displayed information. The Vendor should provide this capability at no additional cost. Please describe your solution's ability to provide these services.
- 4.2.1.1.3.9** The Vendor's solution should include unlimited local and nationwide calling at no additional charge. Please describe your no cost offerings.
- 4.2.1.1.3.10** The Vendor's solution should provide international calling. The State understands fees may be associated with international calling. The Vendor should provide the per minute international calling rates for Mexico, Canada, and Jamaica. The Vendor should also attach an appendix of international calling rates for all countries. The State will allow for quarterly Change Orders to updates these international rates. Please describe your solution's international calling offerings.

- 4.2.1.1.3.11** The Vendor's solution should provide comprehensive site coverage to meet the State's local and long-distance IP-based calling requirements. Please describe your coverage, as well as how you plan to meet the State's coverage needs.
- 4.2.1.1.3.12** The Vendor's solution should provide load balancing for all traffic in-bound from the PSTN. Please describe your solution's ability to meet this goal.
- 4.2.1.1.3.13** The Vendor's solution should ensure 911 call delivery to the appropriate local PSAPS. Additionally, the State desires support for Private Switch/Automatic Location Identification (PS/ALI) services for 911 calls. Please describe your process for ensuring the accuracy of 911 call delivery, as well as the process to support PS/ALI.
- 4.2.1.1.3.14** The Vendor's solution should support the following industry standard protocols: G.711 (uncompressed), G.729 (compression), and T.38 (fax). Please describe the protocols supported by your solution.
- 4.2.1.1.3.15** The Vendor's solution should have the ability to scale the number of simultaneous concurrent calls on a monthly and/or seasonal basis at the State's request. Please describe your solution's ability and your process to accomplish this, including division of duties.
- 4.2.1.1.3.16** The Vendor's solution should include interoperability with the following: IPv4 addressing (RFC 791), RFC 1918 for private IP addressing, and support SIP over TCP or UDP. Carrier grade NAT (RFC 6598), link-local IP addresses (RFC 3927), and Multicast addresses (RFC 3171) will not be accepted. Please describe your solution's interoperability to accomplish this goal.
- 4.2.1.1.3.17** The Vendor's solution should provide the following quality and reliability standards: QoS tagging IEEE 802.1Q-2011; not rewriting, marking, or remarking any VLAN tags affixed to packets by the State, without the State's expressed consent; at a minimum, one Class of Service (COS) marking per Ethernet service. Please describe your solution's ability to meet this goal.

**4.2.1.1.3.18** The State desires a Unified Messaging solution; therefore, the Vendor's solution should fully integrate with Microsoft O365, allowing users to listen, forward, and delete voicemails from both O365 and the hosted environment. Voicemails should be retained in the solution for 15 days or longer. In addition, the Vendor's solution should be provisioned to fully integrate with the State's Active Directory and Active Directory Federated Services. Please describe your abilities to meet these goals.

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

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

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

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

#### **4.2.1.1.4 Hosted Contact Center Services**

**4.2.1.1.4.1** The State's goal is to obtain a reliable, customizable, and scalable solution to provide hosted contact center services for an estimated twenty-five (25) individual contact center sites that works in conjunction with the Vendor's

proposed Hosted VoIP solution. Certain sites require the capability to transmit and/or store call recordings that may contain sensitive data (such as PHI or PII). For ease of deployment and maintenance, the State prefers the contact center solution be web-based. The solution should provide the following capabilities:

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

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

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

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

- Agent and Supervisor client that provides Blended agents: Inbound and outbound capability
- Ability to monitor critical performance metrics allowing managers to coach, train, and encourage agent behavior
- Ability for Supervisors to change an agent's status



- Ability for Supervisors to silently monitor inbound and outbound calls
  - Ability to interrupt an agent's call to interact with both the caller and the agent
  - Ability for Supervisors to remove an agent from a call
  - Ability to change an agent's skill profile in real time
- Please describe your solution and identify any areas in your solution that exceed the items requested above.

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

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

#### **4.2.1.2 Security for Vendor's Hosted Solution**

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

- 4.2.1.2.1** Describe how its solution leverages high security standards associated with regulated data and/or high availability requirements, but also offers a cost-effective, standard-security solution option to the state.
- 4.2.1.2.2** Describe its policies and procedures for conducting sub-contractor assurance, validating both the capability of the vendor to fulfill contracted responsibilities and adhere to all applicable to security & privacy policies and controls of all parties.
- 4.2.1.2.3** Describe its company's cyber security and privacy management program including an overview of the governance structure, cyber security strategy, and the experience of personnel in key security and privacy roles.

#### **4.2.1.3 Service and Support for Vendor's Hosted Solution**

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

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

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

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

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

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

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

**4.2.1.3.5** Vendor should provide notification of three (3) business days or more in advance of emergency maintenance. While the State understands emergency outages and/or unplanned maintenance windows occur, it

is expected that these situations are kept to a minimum. Please describe your company's notification process for emergency maintenance and outages.

- 4.2.1.3.6** If the Vendor's work requires them to be at a State site, the Vendor should provide Agency at least 72 hours' notice before arriving at the site and comply with State law and all Agency policies, including but not limited to background checks for contractors, vendors, and visitors. Please describe your approach and methodology in your solution/response.
- 4.2.1.3.7** The Vendor's network operation support center should provide: all tiers of support, including end-user support, advanced technical expertise, be staffed with resources that are proficient in spoken and written English, maintain and take responsibility for trouble tickets reported by the State until resolved, and provide a tiered support escalation process. Please describe your network operation support center's structure, processes, and procedures for handling trouble tickets, resolving those tickets, and reporting back to the State's point of contacts.
- 4.2.1.3.8** The Vendor's solution should include a documented support and escalation structure to address outages. The State prefers the severity of the issue/support problem to determine the average problem resolution response time, as outlined below:
- Severity Level 1 is defined as an urgent situation, where the customer's services are unavailable and the customer is unable to use/access the network. The Vendor should resolve Severity Level 1 problems as quickly as possible, which on average should not exceed two (2) business hours. If repair inside the 2-hour window is not feasible, then regular 1-hour updates are desired.
  - Severity Level 2 is defined as significant outages and/or repeated failures resulting in limited effective use by the customer. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.). The Vendor should resolve Severity Level 2 problems as quickly as possible, which on average should not exceed four (4) business hours. If repair inside the 4-hour window is not feasible, then regular 2-hour updates are desired.
  - Severity Level 3 is defined as a minor problem that exists with the service, but most of the functions are still usable, and some circumvention may be required to provide service. The Vendor should resolve Severity Level 3 problems as quickly as possible, which on average should not exceed ten (10) business hours. If repair inside the 10-hour window is not feasible, then updates are desired at the start of the next business day and every day thereafter until repairs are complete.

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

**4.2.1.3.9** The State desires the ability to place initial service orders, any changes with an associated charge, or to disconnect services, electronically and receive confirmation of receipt and subsequent order detail. The State desires details including the following data elements:

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

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

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

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

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

**4.2.2.1 Managed Voice Services**

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

**4.2.2.2 Hosted Voice Services**

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

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

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

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

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

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

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

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

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

- 4.2.2.2.10** Vendor's solution must include Direct Inward Dial (DID) feature and service.
- 4.2.2.2.11** Vendor's solution must support Operator services.
- 4.2.2.2.12** Vendor's solution must support local number portability.
- 4.2.2.2.13** Vendor's solution must provide unlimited free local and long-distance calling.
- 4.2.2.2.14** Vendor's hosting center(s) must be located within the continental United States.
- 4.2.2.2.15** Vendor must provide Train the Trainer sessions for Hosted Voice Services implementations.
- 4.2.2.2.16** The State recognizes the need for the inclusion of certain fees and charges mandated by the federal government or Public Service Commission, including but not limited to, Universal Service Fund Fees and 911 Fees. As such, the Vendor must include the latest published version of such fees with its cost response. The State will allow for quarterly Change Orders to care for changes in these fees.

#### **4.2.2.3 Hosted Contact Center Services**

Vendor's Contact Center solution must support:

- 4.2.2.3.1** Automatic Call Distributor (ACD)
- 4.2.2.3.2** Computer telephony integration (CTI)
- 4.2.2.3.3** Call control
- 4.2.2.3.4** E.164
- 4.2.2.3.5** Interactive voice response (IVR)
- 4.2.2.3.6** Voice Recording
- 4.2.2.3.7** High Availability with load balancing and built-in redundancy
- 4.2.2.3.8** Vendor must provide Train the Trainer sessions, encompassing all Hosted Contact Center roles – Administrator, Supervisor, and Agents.

#### **4.2.2.4 Security**

- 4.2.2.4.1** The proposed solution must adhere to the security and privacy baseline standards in accordance to the high-security and standard-security use-case requirements.
- 4.2.2.4.2** Must adhere to the State of West Virginia's Cyber Security & Privacy policies, procedures, and standards; these can be viewed at the following link: <https://technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx>
- 4.2.2.4.3** Must adhere to all applicable security and privacy standards and provide compliance for components and network segments that are subject to the following:
- Health Insurance Portability and Accountability Act (HIPAA) requirements as outlined in the attached Business Associate Addendum (BAA);
  - Federal Information Security Management Act (FISMA), National Institute of Standards Technology's Special Publication (NIST SP) 800-53, NIST SP 800-17 which serve as the baseline;
  - Family Education Rights and Privacy Act (FERPA) requirements;
  - Criminal Justice Information System (CJIS) requirements;
  - Payment Card Industry Data Security Standards (PCI-DSS) requirements;
  - Federal tax Information (FTI) and Internal Revenue Service publication 1075 (IRS 1075) requirements;
  - Centers for Medicare & Medicaid (CMS) Services Information Security Policy requirements.
  - Ensure network boundary and access control protection such as dual session boundary controllers and firewalls.
  - Data-at-rest and data-in-transit encryption.
  - Role-based access control for all applications which process and/or store sensitive data, to ensure need-to-know policies are enforceable.
- 4.2.2.4.4** Vendor must draft a cyber risk management plan outlining the process, by which, cyber risk management activities are conducted to identify, assess, communicate, and manage shared cyber risk. The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.
- 4.2.2.4.5** Vendor must draft an incident management plan aligned with NIST SP 800-61rev2, whereas both the State and Vendor must mutually approve. The plan must include the outlined scope, responsibility matrix, communications plan, procedures, and deliverables associated with cyber security incident response. In addition, the plan must outline incident reporting requirements, semiannual security reports, and cyber threat intelligence sharing. The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.

- 4.2.2.4.6** The Vendor must adhere to personnel security requirements for background checks in accordance with state law. The vendor is liable for all costs associated with ensuring staff meets all requirements.
- 4.2.2.4.7** Vendor must agree to drafting an audit management plan designed to assist the state with conducting internal and external compliance audits when the vendor-supplied solution is within the audit scope. At minimum, the plan must include:
- How the vendor will provide a NIST 800-53 security controls report, outlining organizational responsibilities (State, Vendor, or Shared), per each applicable control for each major application/information system within the audit scope.
  - Plan of Action & Milestone documentation for non-compliant security & privacy controls when the vendor holds primary or shared control responsibility.  
The Vendor must provide this prior to the first implementation on the Vendor's hosted solution.

#### **4.2.2.5 Service and Support**

- 4.2.2.5.1** Vendor must provide a network operation support center(s) for all tiers of support, including end-user support, that is available 24x7x365 and is accessible via a toll-free number.
- 4.2.2.5.2** The successful Vendor must assign an experienced and skilled Project Manager who will provide a high-level project management plan including key components such as a project charter, issue tracking, statements of work (SOW), work breakdown structures (WBS), implementation schedules, etc. in accordance with the Project Management Body of Knowledge (PMBOK) or other industry standard project management methodology stated in West Virginia State Code (§5A-6-4b). The link can be found at:  
<http://www.legis.state.wv.us/WVCODE/Code.cfm?chap=05a&art=6#06>.  
The project management plan must be submitted to and approved by the WVOT Project Management Office (PMO) prior to engaging the first agency for VoIP services implementation.
- 4.2.2.5.3** The successful Vendor's Project Manager must track and report (via written status reports) the following: schedule, scope, budget, issues, risks, specified performance indicators, and other metrics determined appropriate throughout the project and each site implementation.
- 4.2.2.5.4** Vendor must work with the WVOT using the established Telecommunications Change Request (TCR) procedures for ordering and implementing these telecommunications services.



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

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

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

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

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

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

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

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

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

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

- 4.3.1.1.** Vendor should provide three (3) examples demonstrating at least three (3) years of experience in providing a Hosted VoIP solution of a similar size and scope – 15,000 users across 200 sites with one example being a public entity. Vendor should provide a summarization of each project including goals and objectives, total number of phones deployed per site, length of time deployment took, if still in service, and reference for each example.
- 4.3.1.2.** Vendor should provide at least one (1) example demonstrating at least three (3) years of experience in providing single/multiple Hosted Call Center solutions of a similar size and scope – 500 users across 20 sites. Vendor should provide a summarization the project including goals and objectives, total number of agents per site, length of time deployment took, if still in service, and reference for the example.
- 4.3.1.3** The State desires an Account Team (including Account Support Representative, Technical Support Representative, Solution Implementation Support Representative, Contract Manager, Billing Support Representative, Security/Compliance Specialist, and Project Manager) for the winning solution and life of the contract. Vendor should describe in detail the responsibilities of key roles and staff's experience in working in these roles.
- 4.3.1.4** Vendor should describe its experience and process in conducting cyber risk management ensuring shared risk is identified, assessed, communicated, and managed.
- 4.3.1.5** Vendor should describe its experience and process for conducting NIST SP 800-53 security assessment and authorization control families' activities, designed to ensure each vendor-provided solution implementation adheres to security and privacy requirements before being placed into production.
- 4.3.1.6** Vendor should list all government or standards organization security certifications it currently holds that apply specifically to the vendor's proposal, as well as those in process at time of response. Specifically include HIPAA, CMS, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS

Publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.

- 4.3.1.7 Vendor should provide a detailed list of the third-party attestations, reports, security credentials (e.g., FedRamp), and certifications relating to cybersecurity and privacy controls.
- 4.3.1.8 Vendor should describe its experience and capabilities in supporting their customers concerning compliance audits when the vendor-supplied solution is within the scope of audit.
- 4.3.1.9 Vendor should describe its experience and provide an overview of their incident management process and cyber threat intelligence sharing process for incidents associated with the vendor provided solution.

**4.4. Oral Presentations:** The Agency will require oral presentations of all Vendors participating in the RFP process. The date of the presentations will be determined at a later time and all vendors will be notified in advance. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

**Materials and Information Requested at Oral Presentation:**

- 4.4.1. Summary of solution, including product and support offerings, ability to deliver the solution in the specified timeframes, and experience in providing managed and hosted voice solutions.
- 4.4.2. The State will ask clarifying questions regarding the Vendor's submitted technical response.
- 4.4.3. Contact Center Presentation to see a live demonstration of Vendor's offering.

## **SECTION 5: VENDOR PROPOSAL**

- 5.1. **Economy of Preparation:** Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.
- 5.2. **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3. **Proposal Format:** Vendors should provide responses in the format listed below:
  - 5.3.1. **Two-Part Submission:** Vendors must submit proposals in two received submitted in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and

must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.

- 5.3.2. **Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.
- 5.3.3. **Table of Contents:** Clearly identify the material by section and page number.
- 5.3.4. **Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.
- 5.3.5. **Proposal Submission:** All proposals must be submitted to the Purchasing Division prior to the date and time stipulated in the RFP as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Bidders Submitting Bids.

## SECTION 6: EVALUATION AND AWARD

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

### Evaluation Point Allocation:

#### Project Goals and Proposed Approach

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

#### Qualifications and experience

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

Oral Presentation	5 Points Possible
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<u>Total Technical Score:</u>	<u>70 Points Possible</u>
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<u>Total Cost Score:</u>	<u>30 Points Possible</u>
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**Total Proposal Score: 100 Points Possible**

- 6.3. Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.

**6.4. Technical Evaluation:** The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.

**6.5. Proposal Disqualification:**

**6.5.1. Minimum Acceptable Score (“MAS”):** Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.

**6.5.2. Failure to Meet Mandatory Requirement:** Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.

**6.6. Cost Bid Opening:** The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

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

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

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

**Step 1:** Lowest Cost of All Proposals / Cost of Proposal Being Evaluated = Cost Score Percentage

**Step 2:** Cost Score Percentage X Points Allocated to Cost Proposal = Total Cost Score

Example:

Proposal 1 Cost is \$1,000,000

Proposal 2 Cost is \$1,100,000

Points Allocated to Cost Proposal is 30

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

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

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

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

\_\_\_\_\_  
(Company)

\_\_\_\_\_  
(Representative Name, Title)

\_\_\_\_\_  
(Contact Phone/Fax Number)

\_\_\_\_\_  
(Date)

**APPENDIX A (revised 10/24/2018)**

**OVERVIEW OF CURRENT TELEPHONY ENVIRONMENT**

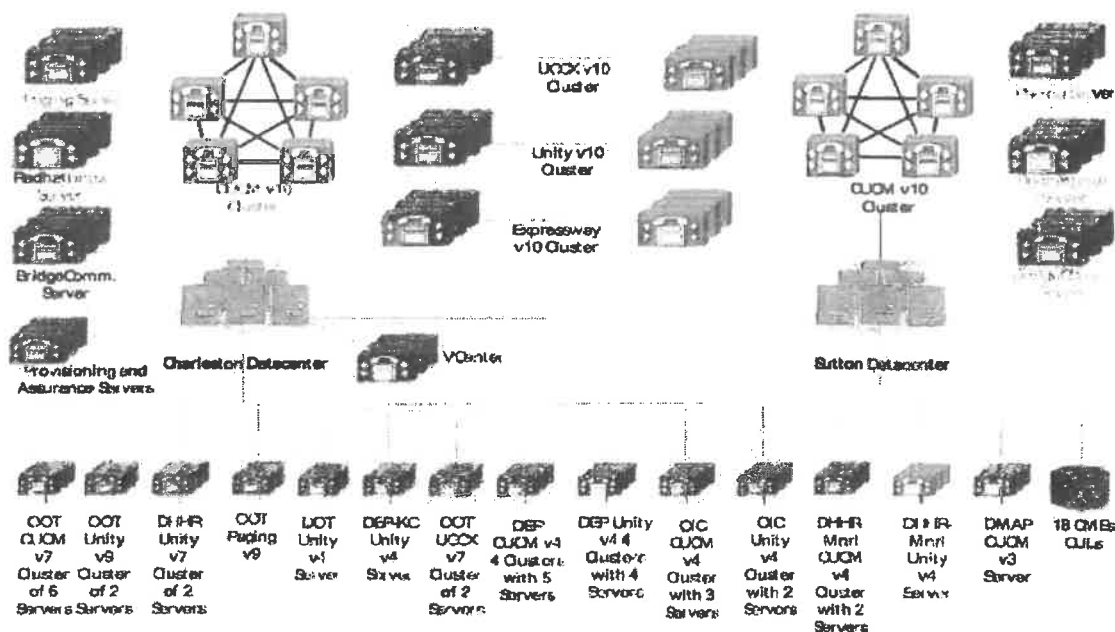
The West Virginia Department of Administration's current IP telephony environment as it applies to this RFP is comprised of a combination of State administered Cisco Unified Communications Manager (CUCM), and hosted and managed Unified Communication and Collaboration as a Service (UCCaaS) deployments serving approximately 10,000 employees throughout the State. The State is actively working to transition to the hosted UCCaaS service and the information provided below represents a "snapshot in time" as of this writing. All figures stated are estimates only and are subject to change.

The State's Wide Area Network is comprised of over 500 sites that are connected to the network core in Charleston, West Virginia. Of these, approximately 425 agency locations are connected via Verizon provided MPLS, approximately 50 utilize DSL, and the remaining balance is made up of Cable (Internet VPN), Point-to-Point, and T1 Circuits.

**SECTION 1: CISCO UNIFIED COMMUNICATIONS**

The Department of Administration has multiple Cisco Unified Communications Manager (CUCM) deployments (Versions 4.x, 7.x, & 10.x) supporting approximately 9,000 stations. Additionally, there are nineteen (19) Unified Communications Manager Express / Unity Express (CME/CUE) installations supporting approximately 800 additional stations. These systems utilize a combination of SIP, PRI, and Centrex/POTS circuits for in-bound and out-bound dialing. The diagram and tables below provide an overview of the State's existing IPT infrastructure.

**DIAGRAM 1.1: CALL MANAGER ENVIRONMENT – LOGICAL VIEW**





**TABLE 1.1: CISCO CALL MANAGER CLUSTERS:**

Cluster	Number of Supported Sites	Estimated Number of Phones
CCM4	8	1,038
CUCM7	165	7,848
CUCM10	22	1,306
CME/CUE	19	800

**TABLE 1.2: LISTING OF STATE LOCATIONS CURRENTLY UTILIZING IPT:**

Address	City	State	Zip
50 Rocky Branch Road	Alum Creek	WV	25003
105 S. Eisenhower Drive	Beckley	WV	25801
109 East Main Street	Beckley	WV	25801
800 New River Town Center	Beckley	WV	25801
101 Cambridge Place	Bridgeport	WV	26330
83 Brushy Fork Road	Buckhannon	WV	26201
2120 N Western Turnpike	Burlington	WV	26710
1007 Bullitt Street Suite 400	Charleston	WV	25301
101 Dee Drive Suite 103	Charleston	WV	25311
107 Capitol Street	Charleston	WV	25301
1124 Smith Street	Charleston	WV	25301
1201 Greenbrier Street	Charleston	WV	25311
1207 Quarrier Street	Charleston	WV	25301
1321 Plaza East	Charleston	WV	25303
1340 Smith Street	Charleston	WV	25301
1356 Hansford Street	Charleston	WV	25301
1409 Greenbrier Street	Charleston	WV	25311
1409 Washington Street	Charleston	WV	25301
1596 Kanawha Blvd. E	Charleston	WV	25311
190 Dry Branch Drive	Charleston	WV	25306
1900 Kanawha Blvd	Charleston	WV	25305
2019 Washington Street E	Charleston	WV	25305
208 Hale Street	Charleston	WV	25301
2101 Washington Street E	Charleston	WV	25305
231 Capitol Street	Charleston	WV	25301
300 Capitol Street	Charleston	WV	25301
350 Capitol Street	Charleston	WV	25301
4101 MacCorkle Ave SE	Charleston	WV	25304
4190 Washington Street W	Charleston	WV	25313
4701 MacCorkle Ave SE	Charleston	WV	25304
4752 Chimney Drive	Charleston	WV	25302

502 Eagle Mountain Road	Charleston	WV	25311
505 Capitol Street Suite 200	Charleston	WV	25301
515 Central Ave	Charleston	WV	25302
5707 MacCorkle Ave SE	Charleston	WV	25317
601 57th Street SE	Charleston	WV	25304
617 Leon Sullivan Way	Charleston	WV	25301
619 Virginia Street W	Charleston	WV	25302
7 Players Club Drive Suite 2	Charleston	WV	25311
723 Kanawha Blvd E. Suite 700	Charleston	WV	25301
816 Quarrier Street Suite 300	Charleston	WV	25301
900 Pennsylvania Ave	Charleston	WV	25302
One Davis Square	Charleston	WV	25301
One Players Club Drive	Charleston	WV	25311
Robert C. Byrd United States Courthouse	Charleston	WV	25301
908 Bullitt Street	Charleston	WV	25301
National Guard Armory	Charleston	WV	25311
153 West Main Street Suite B	Clarksburg	WV	26301
2460 Murphy's Run Road	Clarksburg	WV	26301
284 Factory Street Suite 102	Clarksburg	WV	26301
137 Peach Court Suite 2	Danville	WV	25053
141 Forestry Camp Road	Davis	WV	26260
1201 Dunbar Ave	Dunbar	WV	25064
1023 N. Randolph Ave	Elkins	WV	26241
1025 N. Randolph Ave	Elkins	WV	26241
494 Elkview River Road S	Elkview	WV	25071
2031 Pleasants Valley Road Suite 1	Fairmont	WV	26554
320 Adams Street	Fairmont	WV	26554
416 Adams Street	Fairmont	WV	26544
420 Marion Square	Fairmont	WV	26554
1159 Nick Rahall Greenway	Fayetteville	WV	25840
156 Resource Lane	Foster	WV	25081
409 Wood Mountain Road	Glen Jean	WV	25880
103 Academy Street	Glenville	WV	26351
85 Industrial Park Road	Grantsville	WV	16147
801 Madison Ave	Huntington	WV	25701
115 Liberty Square	Hurricane	WV	25526
24 Ruland Road	Kearneysville	WV	25430
18 N. Tornado Way	Keyser	WV	26726
67 N. Tornado Way	Keyser	WV	26726
146 Stonehouse Road	Lewisburg	WV	24901
3293 Jefferson Street N. Suite 105	Lewisburg	WV	24901
1101 George Kostas Drive	Logan	WV	25601
130 Stratton Street	Logan	WV	25601

467 Main Street Suite 401	Madison	WV	25130
1014 South Raleigh Street	Martinsburg	WV	25401
200 Viking Way	Martinsburg	WV	25402
38 Severna Parkway	Martinsburg	WV	25404
433 Mid-Atlantic Park	Martinsburg	WV	25402
120 Water Plant Drive	Moorefield	WV	26836
149 Robert C. Byrd Industrial Park	Moorefield	WV	26836
114 High Street	Morgantown	WV	26507
1415 Earl Core Road	Morgantown	WV	26505
1525 Decker's Creek Blvd	Morgantown	WV	26505
304 Scott Ave	Morgantown	WV	26508
5000 Greenbag Road	Morgantown	WV	26501
901 8th Street	Moundsville	WV	26041
10 McClunkin Road	Nitro	WV	25143
550 Industrial Drive	Oak Hill	WV	25901
549 Mall Road	Oak Hill	WV	25901
225 Holiday Hills Drive	Parkersburg	WV	26101
300 Lakeview Center	Parkersburg	WV	26101
400 5th Street	Parkersburg	WV	26101
601 Lubeck Ave	Parkersburg	WV	26101
907 Mission Drive	Parkersburg	WV	26101
9346 Seneca Trail	Parsons	WV	26287
53 Kiess Drive	Petersburg	WV	26847
47 School Street Suite 301	Phillippi	WV	26416
1767 Bearhole Road	Pineville	WV	24874
1406 Kanawha Street	Point Pleasant	WV	25550
2807 Jackson Ave. Suite 200	Point Pleasant	WV	25550
1 Walden Roush Way	Point Pleasant	WV	25550
270 Hardwood Lane	Princeton	WV	24740
901 Shelter Road	Princeton	WV	24740
1186 North Mildred Street	Ranson	WV	25438
24948 Northwestern Pike	Romney	WV	26757
22278 Northwestern Pike	Romney	WV	26757
22 Herbert Ave	Smithburg	WV	26436
324 4th Ave	South Charleston	WV	25303
115 Church Street	Spencer	WV	25276
321 Market Street	Spencer	WV	25276
570 West MacCorkle Ave	St. Albans	WV	25177
808 B Street Suite G	St. Albans	WV	25177
1655 S. Pleasants Highway	St. Marys	WV	26170
707 Professional Park Drive	Summersville	WV	26651
89 Richard Minnich Drive	Sutton	WV	26601
3708 Sutton Lane	Sutton	WV	26601

Putnam Village Shopping Center	Teays	WV	25569
1400 12th Street	Vienna	WV	26105
100 Municipal Plaza	Weirton	WV	26062
110 Park Ave. Suite 100	Welch	WV	24801
830 Virginia Ave	Welch	WV	24801
840 Virginia Ave	Welch	WV	24801
225 Depot Street	Weston	WV	26452
306 Market Place Mall	Weston	WV	26452
11 Commerce Drive Suite 204	Westover	WV	26501
14 Commerce Drive Suite 1	Westover	WV	26501
1324 Chapline Street Suite 200	Wheeling	WV	26003
69 16th Street	Wheeling	WV	26003
225 E 3rd Ave	Williamson	WV	25661
12531 Winfield Road	Winfield	WV	25213
3266 Winfield Road	Winfield	WV	25213

**TABLE 1.3: INSTALLED CISCO PHONE MODELS:**

The State has made a large investment in Cisco phone sets and requests that the Vendor allow the State to continue to use these sets until they are no longer supported by Cisco or the Operating System Software. At which time, the Vendor will replace the set.

Phone Model	Quantity
Cisco 6921	36
Cisco 7905	10
Cisco 7906	1
Cisco 7911	1
Cisco 7921	7
Cisco 7925	10
Cisco 7931	1453
Cisco 7936	35
Cisco 7937	103
Cisco 7940	802
Cisco 7941	781
Cisco 7942	2090
Cisco 7945	537
Cisco 7960	815
Cisco 7961	703
Cisco 7962	434
Cisco 7965	95
Cisco 7970	8
Cisco 7975	34
Cisco 8811	774

Cisco 8831	38
Cisco 8851	40
Cisco 8861	3
Cisco 8941	508
Cisco 8945	1
Cisco 8961	13
Cisco 9951	3
Cisco ATA 186	12
Cisco ATA 187	2
Cisco IP Communicator	36
Cisco Unified Client Services Framework	10
Third-party AS-SIP Endpoint	3
Third-party SIP Device (Advanced)	1
<b>Total</b>	<b>9399</b>

### **SECTION 2: HOSTED UCCAAS (VERIZON BUSINESS)**

The State has an active contract with Verizon Business to provide a hosted and managed Unified Communications and Collaboration as a Service (UCCaaS) cloud-based service. The State expects the winning Vendor to transition all sites utilizing this service to their hosted solution prior to the expiration of the contract in October 2019. Table 2.1 below lists the agencies that are currently utilizing this service.

**TABLE 2.1: STATE AGENCIES ON HOSTED UCCAAS:**

<b>Agency</b>	<b>Number of Supported Sites</b>	<b>Estimated # of Phones</b>
Tax and Revenue	5	440
Department of Juvenile Services	1	33
Governor's Office and Mansion	2	82
Office of Tax Appeals	1	10

### **SECTION 3: CISCO UNIFIED CONTACT CENTER EXPRESS**

The State's Cisco Unified Contact Center Express deployment is hosted on the CUCM 7.x system and supports eight (8) state call centers serving and estimated 500 contact center agents. The State expects the winning Vendor to transition the Call Centers to the Vendor's hosted virtual environment. Table 3.1 below lists the Call Centers that are currently supported on the State's CUCM 7.x system.

**TABLE 3.1: CUCM 7.x CALL CENTERS:**

<b>Agency / Contact Center</b>	<b>Estimated # of Agents</b>
Public Employees Insurance Agency	73
Administration-Office of Technology Service Desk	50

Bureau of Children and Families (DHHR)	75
Bureau for Child Support Enforcement (DHHR)	23
DHHR-Poison Control Center	30
Department of Transportation (DOT/DMV)	220
Department of Commerce	20
WV Business Line	1

**SECTION 4: VIRTUAL CONTACT CENTER (VERIZON BUSINESS)**

The State is currently utilizing Verizon's Virtual Contact Center service at two state agencies serving approximately 85 agents. The State expects the virtual contact centers listed below in Table 4.1 to be converted to the Vendor's hosted virtual solution as part of this contract.

**TABLE 4.1: VIRTUAL CONTACT CENTERS:**

<b>Agency / Call Center</b>	<b>Estimated # of Phones</b>
Department of Health and Human Resources (Central Intake Center)	43
Department of Health and Human Resources (Charleston Call Center)	56
Department of Tax and Revenue Services	20

**SECTION 5: 24 HOUR STATE FACILITIES**

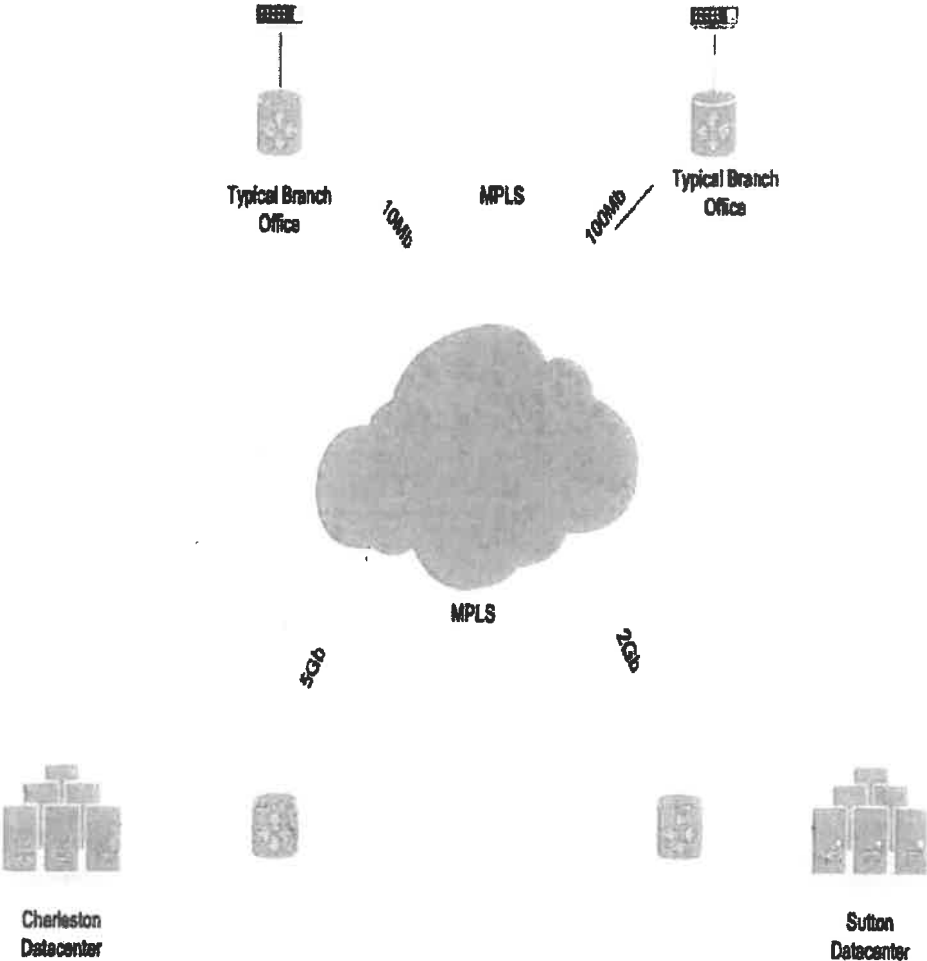
The State facilities listed in Table 5.1 below require 24x7x365 support. No additional charges or overtime will be authorized or paid if work is performed outside of Vendor's standard business hours.

**TABLE 5.1: 24 HOUR FACILITIES**

<b>Site</b>	<b>Location</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
Jackie Withrow Hospital	105 S. Eisenhower Drive	Beckley	WV	25801
BCF – Centralized Intake	350 Capitol Street	Charleston	WV	25301
OEMS - NOROP	89 Richard Minnich Drive	Sutton	WV	26601
DJS - Lorrie Yeager Jr Juvenile Services	907 Mission Drive	Parkersburg	WV	26101
DJS – Rubenstein Juvenile Center	141 Forestry Camp Road	Davis	WV	26260
DOC – Parkersburg Correctional Center	225 Holiday Hills Drive	Parkersburg	WV	26104
DHHR- Center for Threat Preparedness	505 Capitol St. Suite 200	Charleston	WV	25301
DHHR- Chief Medical Examiner	619 Virginia St W	Charleston	WV	25302
DMAPS - Homeland Fusion Center	1900 Kanawha Blvd.	Charleston	WV	25305
DOC - Charleston Correctional Center	1356 Hansford Street	Charleston	WV	25301
DOT- Traffic Management Center	1900 Kanawha Blvd., E.	Charleston	WV	25305

DHSEM - Homeland Security and Emergency Management	National Guard Armory, 1703 Coonskin Drive	Charleston	WV	25311
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Typical Branch Office





**Addendum\_2**

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**Question 01**

What does your contact center do? – Sales, Collections, Customer Service

**State Response 01**

Mostly Customer Service.

**Question 02**

Is it predominantly inbound, outbound or blended?

**State Response 02**

Predominantly inbound but blended.

**Question 03**

Does the cloud voice solution (PBX) require government clearance? i.e. Cisco HCS-G

**State Response 03**

See 4.2.2.4.3.

**Question 04**

Do you require that a single vendor provide the management for the on-premise contact center and/or Call Manager solutions, as well as provide the cloud telephony and contact center solutions? Will you consider separating these and making awards to multiple vendors?

**State Response 04**

See Section 4.1.

**Question 05**

What are the current pain points you want to resolve?

**State Response 05**

The State respectfully declines answering this question, as it is not relevant to the RFP.

**Question 06**

What is the timeframe for implementing a new solution?

**State Response 06**

See 4.2.1.1.2.1.

**Question 07**

Is there an impending event driving your interest in a new solution?

**State Response 07**

The State respectfully declines answering this question, as it is not relevant to the RFP.

**Question 08**

Total number of named agents

**State Response 08**

See Appendix A.

**Question 09**

Peak number of concurrent agents

**State Response 09**

Various depending on season and Call Center. Peak number would never exceed the total number of agents.

**Question 10**

Do your agents operate in shifts? What are those shifts?

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**State Response 10**

Yes, some Call Centers operate 24x7.

**Question 11**

How are agents segmented? By interaction type: By Line of Business: By function: By location:

**State Response 11**

Mostly by interaction type within the specific Call Center and its scope.

**Question 12**

Number of skills?

**State Response 12**

Varies depending on Call Center; however, discovery is a part of this RFP.

**Question 13**

Number of Call Types?

**State Response 13**

Varies depending on Call Center; however, discovery is a part of this RFP.

**Question 14**

Are agent counts affected by seasonal business patterns? If so, please describe

**State Response 14**

Call volume varies while agent count is fairly static.

**Question 15**

How many lines of business, departments or customers do the agents serve? Please give a high level overview of each.

**State Response 15**

Mostly customers but varies depending on Agency.

**Question 16**

Are there any height adjustability requirements for the monitors?

**State Response 16**

This question is outside the scope of this RFP, as monitor heights would be addressed by the State.

**Question 17**

What applications are currently being used for the following?

Interaction Recording:

Quality Assurance (agent evaluations)

Workforce Management (forecasting, scheduling):

Email, Fax, Chat, Social media routing:

CRM used by agents (integrated with contact center?):

Reporting:

**State Response 17**

CCX Desktop Monitoring and Reporting and historical reports.

**Question 18**

What systems does the Contact Center solution need to integrate with? For each, what integration methods are supported (Web services, Java APIs, SQL, etc.)

**State Response 18**

Various, including what is listed as well as Cisco services.

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**Question 19**

For the applications used by the agent, are they web-based or thick client/green screen?

**State Response 19**

Web-based

**Question 20**

Please describe the agent desktop environment operating system, browser type, VDI in use.

**State Response 20**

Windows 7 and 10, as well as Internet Explorer

**Question 21**

Is any data being passed from the IVR to the agent (screen pop)? If so, please describe

**State Response 21**

No, the State does not support any IVRs; however, there are third-party IVRs, which would require discovery as a part of this RFP.

**Question 22**

What are typical monthly interaction volumes per channel?

**State Response 22**

Varies depending on Agency; however, discovery is a part of this RFP.

**Question 23**

Please describe any IVR call handling in place today or to be added.

**State Response 23**

See State Response 21

**Question 24**

Are there database dips from the IVR? If so, please describe that data source (DB vendor, etc)?

**State Response 24**

See State Response 21

**Question 25**

Is there any outbound work? If so, please describe:

Function (collections, sales, etc.)

Number of dedicated agents to this function, note if they are blended

Automation in place (preview, progressive, predictive)

Specific metrics these agents are measured by

**State Response 25**

None currently, but is a potential future need.

**Question 26**

From what countries are calls originated?

**State Response 26**

Outbound calls originate from the United States of America.

**Question 27**

To what countries are calls terminated?

**State Response 27**

Varies depending on Agency; however, it is possible calls would terminate outside the USA.

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**Question 28**

Please identify agent locations.

**State Response 28**

See Appendix A.

**Question 29**

Do you have or plan to have home-based agents?

**State Response 29**

Most agents work in an office, but the State is seeking a web-based solution in which agents could work remotely, if needed.

**Question 30**

Please identify data center locations integrated with contact center

**State Response 30**

See Appendix A.

**Question 31**

Do your agents use scripts today? Do you have an interest to move in that direction? Note that scripts are pre-built content to guide the agent-caller interaction.

**State Response 31**

Some Agents use scripts but need varies depending on Call Center.

**Question 32**

Do your agents use multiple applications (separate windows) that you would like to consolidate to a single screen?

**State Response 32**

The State desires the ability to do both.

**Question 33**

Wallboard - do you have existing wallboards you plan to reuse? If so, what make and model? Are they simply monitors displaying a browser session?

**State Response 33**

Currently simple monitor display with browser session.

**Question 34**

What performance metrics does your business use to measure the success of your contact center?

**State Response 34**

Varies depending on Agency; however, discovery is a part of this RFP.

**Question 35**

What solutions have you considered? What preferences do you have so far?

**State Response 35**

The State respectfully declines answering this question, as it is not relevant to the RFP.

**Question 36**

Do you require a FISMA certified cloud contact center solution?

**State Response 36**

See 4.2.2.4.3.

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**Question 37**

What PBX do you have today? Is it SIP-based? When was the PBX last updated?

**State Response 37**

PBX solutions are outside the scope of this contract, unless a PBX site wants to move to the Hosted UCaaS solution. PBX systems run the gamut of make and model.

**Question 38**

What ACD do you have today? When was the ACD last updated?

**State Response 38**

See 4.1

**Question 39**

What IVR do you have today? Is it SIP-based? When was the IVR last updated?

**State Response 39**

See State Response 21.

**Question 40**

What Dialer do you have today? Is it SIP-based? When was the dialer last updated?

**State Response 40**

If referring to predictive dialer, none.

**Question 41**

Are there any pending changes to the above equipment?

**State Response 41**

None that the State is currently aware of.

**Question 42**

Do you plan to continue using any of the above existing Contact Center/Telephony equipment? If so please describe.

**State Response 42**

See 4.2.1.1.3.22.

**Question 43**

Are there any back office phone extensions to be replaced along with the contact center? How many?

**State Response 43**

Not in conjunction with the Contact Center.

**Question 44**

Is your intention to replace your non-agent phone system as well?

**State Response 44**

See 4.1

**Question 45**

What type of phone lines/circuits do you have today under contract? With whom?

**State Response 45**

See 4.1 and Appendix A.

**Question 46**

What WAN solution do you have in place?

**State Response 46**

See 4.1

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**Question 47**

How are you connected to the internet?

**State Response 47**

Agencies are connected to a core circuit in Building 6 of the Capitol Complex and utilize the Internet connection from there.

**Question 48**

What are you recording today? Agent voice calls, agent screens, chat/email/social, non-agent voice calls.

**State Response 48**

Agent voice calls are being recorded.

**Question 49**

Are your recordings used for Quality purposes or Compliance?

**State Response 49**

Both, depending on Agency.

**Question 50**

Are both inbound and outbound calls recorded?

**State Response 50**

Yes, but mostly inbound calls.

**Question 51**

Do you need to record non-agent calls?

**State Response 51**

It is possible.

**Question 52**

What pain points do you have with your current recording solution?

**State Response 52**

Access control and storage.

**Question 53**

How long do you need to retain the recordings for online access?

**State Response 53**

Varies depending Agency; however, discovery is a part of this RFP.

**Question 54**

Do you need to retain the recordings longer for regulatory/legal reasons?

**State Response 54**

Varies depending Agency; however, discovery is a part of this RFP.

**Question 55**

Do you need PCI compliance?

**State Response 55**

See 4.2.2.4.3

**Question 56**

Please describe the current process for agent evaluations

**State Response 56**

Varies depending Agency; however, discovery is a part of this RFP.

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**Question 57**

What data is used to evaluate the agents?

**State Response 57**

Varies depending Agency; however, discovery is a part of this RFP.

**Question 58**

Do you use QA evaluation forms for agent scoring? Can we see an example of each one?

**State Response 58**

None currently, but it is a potential future need.

**Question 59**

Do you handle credit card transactions today?

**State Response 59**

None that the State is currently aware of, but it is a possible future need.

**Question 60**

Are you PCI compliant, or would you like to be?

**State Response 60**

See 4.2.2.4.3

**Question 61**

What merchant service providers do you use for credit card transactions?

**State Response 61**

See State Response 59.

**Question 62**

What cards do you take (MC, Visa, Amex). Do you take debit cards?

**State Response 62**

See State Response 59

**Question 63**

Do you use a virtual terminal, or is the credit card processing integrated into your application? What is that application?

**State Response 63**

See State Response 59

**Question 64**

Agent Workflow: Please describe the different types of interactions agents take and the associated work processes and applications used for each.

**State Response 64**

Varies depending on Agency; mostly customer service related calls.

**Question 65**

For non-voice contact channels (email, chat, FAX) please describe how those interactions are (or will be) handled, by whom, and what method is used to deliver these interactions to the agent.

**State Response 65**

Usually delivered via shared e-mail box and then routed to an agent.

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**Question 66**

Please provide an overview of how you train your agents.

**State Response 66**

State or 3rd Party Trainers.

**Question 67**

What technologies do you use in your agent training? Examples: eLearning, LMS, SharePoint, etc.

**State Response 67**

See 4.2.1.3.10

**Question 68**

Are you asking for Native calling and integration with the Skype for Business client / certified endpoints?

**State Response 68**

The State is open to considering all solutions.

**Question 69**

Voice mail – are you looking for native Exchange unified messaging integration?

**State Response 69**

Yes.

**Question 70**

Legacy CUGM support – are you looking to move that to a hosted solution or a native O365 hosted solution?

**State Response 70**

See 4.2.1.1.1.1

**Question 71**

What is the implementation period for the hosted system?

**State Response 71**

See 4.2.1.1.2.1

**Question 72**

For existing telephone handset support – are you willing to consider buy-back or more cost effective handsets / headsets?

**State Response 72**

See 4.2.1.1.3.22

**Question 73**

Integration – are you looking for native integration for hosted system into current Skype for business meeting environment?

**State Response 73**

The State is open to considering all solutions.

**Question 74**

Support -are you looking to add a centralized help desk for end-to-end support of the hosted voice system?

**State Response 74**

See 4.2.2.5.1



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**Question 75**

Timeframe for award and deployment TBD is used throughout the RFP, can the State provide better guidance?

**State Response 75**

See 4.2.1.1.1 for deployment timelines. Award will depend on solicitation's progress.

**Question 76**

Financing - will the state consider it?

**State Response 76**

The State is unsure what is meant by this question.

**Question 77**

May we obtain a high level drawing of the existing network and a circuit inventory (bandwidth, physical address, etc.)

**State Response 77**

The State has included a diagram showing a typical branch office connection. Addresses are listed in Appendix A.

**Question 78**

Please explain the Local Area Network currently deployed.

**State Response 78**

See 4.1.

**Question 79**

QoS settings / support (Is this supported end to end in the network)

**State Response 79**

Yes.

**Question 80**

Does the current network support 802.1Q VLAN Segmentation

**State Response 80**

Yes.

**Question 81**

Does all the switching infrastructure support Power over Ethernet (POE) if yes what standards.

**State Response 81**

Yes. 802.3AF and 802.3AT

**Question 82**

Is it the State's intent to outsource the layer 2 switching as part of the Voice RFP

**State Response 82**

No.

**Question 83**

Is it the State's intent to utilize soft clients or web based mobility apps. (note: this would be carried on the State's native or data VLAN)

**State Response 83**

It is preferred and understood.

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**Question 84**

What is the current MS Licensing level: E1, 2, 3, 4 ,5? Quantity?

**State Response 84**

E3, about 20,000

**Question 85**

Where is current AD located? Azure? Premise?

**State Response 85**

On-premise

**Question 86**

Will the state consider migration instead of management?

**State Response 86**

See 4.2.1.1.1.1

**Question 87**

Will the state require a high security hosted solution for all users?

**State Response 87**

See Cost Sheet for estimated number of high security users.

**Question 88**

**Section 4.2.1.1.3.13** Does the state require Advanced 911 services in conjunction with call delivery to PSAP

**State Response 88**

See 4.2.1.1.3.13 and the State is open to additional services.

**Question 89**

**Section 4.2.1.1.3.15** Can you please provide a sample of simultaneous call volume fluctuations?

**State Response 89**

The State is unable to provide this information; however, the estimated number of simultaneous calls needed is outlined in the Cost Sheet.

**Question 90**

4.1. In addition to the current VoIP Agencies, the State also requires the flexibility to implement a VoIP solution at sites where one does not currently exist. Potentially, the State may leverage the awarded contract to implement another estimated 10,000 users where traditional telephony services exist. How many sites do these possible 10,000 seats/ users represent?

**State Response 90**

Approximately 200 sites; however, any and all State agencies are able to utilize this contract.

**Question 91**

Microsoft Skype for Business 2016 How many users are currently using Skype for Business and what functionality does that Skype solutions support?

**State Response 91**

All State users within executive domain are provided Skype client. This is used for presence and instant messaging.

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**Question 92**

Can you provide the new circuit speeds by location and current and expected data utilization of those circuits exclusive of voice traffic?

**State Response 92**

Varies depending on office size. New MPLS circuits have dedicated voice queues of sufficient size.

**Question 93**

4.2.1.1.3.4 The Vendor's solution should support station-to-station calling that remains "on-net" (on the State's private data network) at no additional cost. Please describe your solution's ability to meet this goal. **Station to Station on net does not impact Id calling totals correct?**

**State Response 93**

The State is unsure what this question means.

**Question 94**

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

**State Response 94**

See 4.2.2.4.3

**Question 95**

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

**State Response 95**

See Appendix A.

**Question 96**

Can you provide us with a breakdown of existing sites?

**State Response 96**

See Appendix A.

**Question 97**

Can you provide a list of the phone numbers (DID's), so that we can check the portability?

**State Response 97**

The State will work with the successful vendor to provide this information as needed.

**Question 98**

Can you provide a list of service addresses for each location, so we can check on the services available?

**State Response 98**

See Appendix A.

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**Question 99**

Want to make sure we are clear. By predictive dialer, are you looking for a device that dials many numbers and if someone answers, it will connect them to an agent? Or do you have a different use case in mind?

**State Response 99**

Yes.

**Question 100**

When you ask about x11 services (4.2.2.2.9) can you provide more detail on what you are looking for? Are you looking for us to host those services on the system, or have the support on them?

**State Response 100**

Must support x11 services.

**Question 101**

Can the State please provide the original RFP in a Word format?

**State Response 101**

No.

**Question 102**

4.2.1.1.3.21 – Can the State please provide the 3<sup>rd</sup> party call recording solution(s) and associated versions(s)?

**State Response 102**

3<sup>rd</sup> Party Vendors and the Agencies work together on this information. The State will work with the winning vendor as needed; however, discovery is a part of this RFP.

**Question 103**

4.2.1.1.4 – Can the State please provide the queue, call flow, and team counts for each agency/contact center?

**State Response 103**

The State will work with the winning vendor as needed; however, discovery is a part of this RFP.

**Question 104**

4.2.1.1.4 – Can the State please provide call flow details for each agency/contact center?

**State Response 104**

The State will work with the winning vendor as needed; however, discovery is a part of this RFP.

**Question 105**

4.2.1.1.4 – Can the State please specify any 3<sup>rd</sup> part integrations, screen pops, databases, dips, XML integrations, or any other relevant details to the call center extending the details provided within 4.2.1.1.4 for each agency/call center?

**State Response 105**

Varies depending on Agency; however, discovery is a part of this RFP.

**Question 106**

4.2.1.1.4.5 – Can the State please provide the outbound predicative dialer solution(s) and associated version(s)?

**State Response 106**

The Vendor will be providing the State with a solution.

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**Question 107**

4.2.1.1.1 – Can the State please provide a list of all hardware and associated model numbers that the selected vendor is expected to provide maintenance and support for?

**State Response 107**

See Appendix A.

**Question 108**

Please provide a list and/or drawings for all physical servers, physical appliances, paging gateways, analog voice gateways, voice gateways for the PSTN/SIP/SRST and any other hardware that all section under 4.2.1.1.1 are referring to.

**State Response 108**

The State will work with the winning vendor as needed; however, discovery is a part of this RFP.

**Question 109**

Please confirm that the State maintains manufacturer entitlement for hardware maintenance (e.g. Cisco SmartNet) for all hardware that the selected Vendor is expected to support. Please note what is and what is not covered on the list of hardware.

**State Response 109**

The State currently has SmartNet on the 9x and 10x platform only that will expire in 2019. The State does not anticipate renewing SmartNet on these systems. The Vendor will be responsible for maintaining SmartNet or another type of service and support offering until the State is fully transitioned to the Vendor's hosted solution.

**Question 110**

Based on 4.2.1.1.1.1 – Can the State please provide additional details in providing failed parts? Is this for hardware that the State does not currently maintain manufacturer entitlement for hardware maintenance?

**State Response 110**

Any part that experiences failure should be replaced or, if unfeasible, Vendor should migrate site to Hosted Solution.

**Question 111**

Can the State please confirm that the State maintains manufacturer entitlement for software maintenance (e.g. Cisco Smartnet/SWSS/etc.)? Please note what is covered and what is not covered on the software noted in Appendix A.

**State Response 111**

See State Response 109.

**Question 112**

Can the State please provide details on software support expectations for software versions that are no longer supported by the manufacturer?

**State Response 112**

Vendor is expected to provide a fully functioning, turn-key solution. Any upgrades, repairs, or installations needed to make the solution work will be the responsibility of the Vendor, unless otherwise noted in the RFP.

**Question 113**

4.2.1.1.3.19 – Can the State please provide detailed for how overhead paging is integrated today?

**State Response 113**

Overhead paging is generally analog with one IP location.

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**Question 114**

Can the State please provide an overview detail on how multicast is deployed in the existing Informacast deployment?

**State Response 114**

The State utilizes unicast across the WAN and multicast at the local site. This is done through an Informacast Paging Gateway.

**Question 115**

Does the State utilize Informacast paging gateways in the existing Informacast deployment? If so, are these appliances or are they virtual? If virtual, are these deployed on existing hardware that will be managed by the selected vendor?

**State Response 115**

Yes, appliances.

**Question 116**

Does the State want the responses in-line to the requirements in Section 4 of the RFP or only to reference the requirements paragraph numbers in a proposal document?

**State Response 116**

See Section 5 of the RFP.

**Question 117**

Instruction to Vendors #6 states that "all bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below." The bid form "Final\_CRFP\_0212\_SWC190000001\_1" states, "Note: online proposal submissions are prohibited." Additionally the RFP instructions state, "For Request for Proposal, the Vendor shall submit one original technical and one original cost proposal plus five (5) convenience copies of each to the Purchasing Division at the address shown above." Can the State further clarify the submission requirements?

**State Response 117**

Online submissions for RFPs are prohibited. Proposals, and the applicable numbers indicated in the RFP, must be submitted in accordance with the terms outlined in the RFP.

**Question 118**

Instruction to Vendor #8 states that the Addendum Acknowledgement Form is included herewith. There is no addendum acknowledgement form included in the RFP documents. Will this form be supplied with any addenda that is released?

**State Response 118**

Yes, the State will supply the Addendum Acknowledgement Form.

**Question 119**

Technical Bid Opening Date: 10/24/18 @ 1:30PM. Cost Bid Opening: TBD. Does the State desire to have both the technical proposal and the cost proposal submitted or just technical 10/24/18?

**State Response 119**

Both – however, please refer to the updated schedule of events.

**Question 120**

Request for current list of contract numbers and any other details regarding smartnet and SWSS on all devices applicable to the this RFP including routers, switches, voice gateways, phones, servers and all associated software.

**State Response 120**

See State Response 109.

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**Question 121**

Do the state procurement rules facilitate the conversion?

**State Response 121**

Yes, the contract can be awarded following State procurement laws.

**Question 122**

How many standard CUWL licenses and associated SWSS contracts do you have, and what are they?

**State Response 122**

13400 CUWL standard

**Question 123**

Can we host the licenses on managed hardware?

**State Response 123**

The Vendor will be responsible for maintaining licenses on all managed hardware until those systems are migrated to the Vendor's hosted solution.

**Question 124**

Is the state willing and/or capable of trading in or assigning the current CUWL licenses to the winning vendor? Is this allowed by policy?

**State Response 124**

No.

**Question 125**

Will the winning vendor have access to the current Cisco Smart account?

**State Response 125**

Yes, until existing contracts expire.

**Question 126**

Are you adhering to in-state vendor preference?

**State Response 126**

See Instructions to Bidders Section 15 and 15A.

**Question 127**

Where vendor duties lists "replacement of failed parts/outdated equipment, if not must migrate to new VoIP platform immediately" Is the state aware of any locations which they believe will require migration due to the conditions listed immediately after 90 days post effective contract date?

**State Response 127**

Given the age of some equipment, it is entirely plausible the State would require a migration within the above referenced timeframe.

**Question 128**

Is the state expecting the Vendor to maintain software updates of legacy systems where systems are End of Support/End of Life? And if this is impossible does the state expect immediate migration to the new VoIP platform?

**State Response 128**

Migration to a Hosted Solution is expected for any and all State environments listed in Appendix A.

**Question 129**

The State provided a list of phones and phone types. Who determines which phone is provided to the end users?

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**State Response 129**

A site's specific needs will determine what type of phone is needed for each employee. Vendor must work with a site to determine individualized needs.

**Question 129**

How many users will receive soft phones in addition to hardware phones and what is the state's expectation of the vendors responsibility for supporting that software on the state's computers to which the vendor has no access or responsibility?

**State Response 130**

Varies depending on agency. Most softphones users are contact center agents and remote support users. Any required software will be installed by State technicians.

**Question 130**

Approximately how many phones are not associated with users because they are in hoteling areas, and common areas?

**State Response 131**

It varies from site to site; however, most sites will have at least one non-assigned phone.

**Question 131**

Is there a cost associated with background checks which are required for certain agencies?

**State Response 132**

Please contact the Division of Protective Services regarding background checks; however, per 4.2.2.4.6, Vendor is responsible for all costs.

**Question 132**

If so, which party is responsible to pay the cost?

**State Response 133**

See State Response 132

**Question 133**

If the vendor is responsible, how many agencies require background checks, what types of checks do they require and what are the costs associated with those checks?

**State Response 134**

See State Response 132

**Question 134**

What are the specific data formats required for the training materials the vendors must provide for the Learning Management System (LMS)?

**State Response 135**

SCROM 1.2 format

**Question 135**

Is the State's current infrastructure at ALL state locations including residences where applicable, all managed and able to support QoS for voice quality?

**State Response 136**

Yes, and if not, it would be addressed in VoIP installation.

**Question 136**

If not, does the state plan to replace that gear outside the scope of this contract or will the vendor be responsible to replace or include it?



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**State Response 137**

See State Response 136. The State will be responsible for any upgrades to existing network infrastructure.

**Question 138**

Will employees working on the state network and equipment be required to obtain state security badges?

**State Response 138**

Please contact Division of Protective Services regarding building access requirements.

**Question 139**

What is the acceptable format for LMS content?

**State Response 139**

See State Response 135

**Question 140**

Please confirm if support of CallManager Version 3 is part of the bid requirement. If so, please add the estimated number of locations and users to Appendix A, Table 1.1.

**State Response 140**

No, it is not.

**Question 141**

Please provide full details of the existing CallManager/CUCM clusters and server hardware used in support of the Cisco voice solution including:

Number of servers for each cluster or function (CUCM, UCCX, Unity, Expressway, Provisioning and Assurance, vCenter, Paging, Bridge Comm, Redhat Linux, vCenter)

**State Response 141**

State will work with the winning Vendor for this information; however, discovery is a part of this RFP.

**Question 142**

Software versions if not provided in Appendix A

**State Response 142**

See State Response 141

**Question 143**

Model Number of hardware

**State Response 143**

See State Response 141

**Question 144**

CME/CUE version and hardware platform

**State Response 144**

CME 4x, 7x, 8x, 9x

CUE 3x, 7x, 8x

AIM, NME, ISM-SRE, ISE

G1 and G2 ISR

**Question 145**

Number of UPS supporting this equipment

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**State Response 145**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 146**

Is all the hardware (with the exception of CME/CUE) located in the two data centers mentioned in Appendix A? If not, please specify the other locations

**State Response 146**

No – HLS Capitol Complex, DHHR Diamond Building, DEP Kanawha City

**Question 147**

Number of Cisco Unified Workspace Licenses

**State Response 147**

CUWL Standard (10.x) Unified CM 13,400

**Question 148**

Number of Cisco User Connect Licenses

**State Response 148**

Essential (10.x) Unified CM 1,399

**Question 149**

Number of Unity mailboxes across all clusters

**State Response 149**

CUWL Standard Messaging (10x) Unity Connection 13,400

**Question 150**

Number of Unity Express mailboxes

**State Response 150**

737 CUE mailboxes

**Question 151**

Number and type of Attendant Consoles

**State Response 151**

Cisco Operator Attendant Console 469, Bridge Communication 469

**Question 152**

Please provide details about how the Redhat Linux server is used

**State Response 152**

It is being used for strictly back-up services on the 10x environment.

**Question 153**

Please provide as much detail as possible for the following items related to the Legacy IP Voice Environment

**State Response 153**

See State Response 154-162

**Question 154**

Number of Extension Mobility Users

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**State Response 154**

49 User Profile, 956 phones with EM

**Question 155**

What type of Unity networking is used?

**State Response 155**

The State is unsure what is meant by this question.

**Question 156**

Number of CME features deployed across all CME locations

**State Response 156**

Varies depending on Agency; however, discovery is a part of this RFP.

**Question 157**

Paging, Night Service, Call Waiting, Directory, Hunt Groups, Feature Codes, Call Park

**State Response 157**

All of these features are currently used.

**Question 158**

Number of Analog Gateway Cards deployed (FXO)

**State Response 158**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 159**

Number of Digital Gateway Cards deployed (PRI, T1)

**State Response 159**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 160**

Number of Analog Gateways (FXS)

**State Response 160**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 161**

Number of VG 2xx devices

**State Response 161**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 162**

Number of VG 3xx devices

**State Response 162**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 163**

Is Unity Express Networking deployed?

**State Response 163**

The State is unsure what is meant.

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**Question 164**

Is Unity Express Auto Attendant deployed?

**State Response 164**

Yes.

**Question 165**

How many paging systems are deployed today?

**State Response 165**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 166**

How many are analog?

**State Response 166**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 167**

How many are IP?

**State Response 167**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 168**

Is Meeting Place Express used?

**State Response 168**

Yes.

**Question 169**

Does the management of the legacy platform include the CUBE routers?

**State Response 169**

No, the State will be responsible for routers.

**Question 170**

Does the State have SWSS for the items that are not past End of Support? When does the term of the current SWSS expire? Is the Vendor responsible for replacement after the expiration date?

**State Response 170**

See State Response 109.

**Question 171**

Does the State have Smart Net coverage on items that are not past End of Support? When does the term of the current Smart Net expire? Is the Vendor responsible for replacement after the expiration date?

**State Response 171**

See State Response 109.

**Question 172**

Does the State have any spare parts for the End of Support platforms that could be utilized by the winning Vendor?

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**State Response 172**

State has limited stock that the Vendor can use.

**Question 173**

Please provide more information about the volume of tickets for the Legacy system and the top ten most common support issues.

**State Response 173**

Approximately 300 tickets per month, most of which are MACD.

**Question 174**

Please provide any SLAs/SLOs the Office of Technology has with your end users for the Legacy IP environment.

**State Response 174**

The State cannot provide its SLAs; support requirements are outlined in the RFP.

**Question 175**

Please confirm if the management of the existing legacy phone systems is for Cisco platforms only, or if it includes any other phone systems? If other, please provide details including:

Manufacturer

Model

Version

Locations

User Quantity by Location

Please provide details of the existing Bridge Communications Operator Console including quantity, model, version, and location(s).

The current Cisco phone portfolio does not have a 6 line phone with sidecar capability. Can a 5 line phone with sidecar capability be used to meet the 6 line minimum requirement?

**State Response 175**

See Appendix A and Addendum 2.

**Question 176**

Depending on the phone model, you can have either 1, 2 or 3 sidecars. However, there is not a line item on the cost sheet to provide this price. Can a line item be added to the price sheet for sidecars?

4.2.1.1.3.1 Requires both a standard and high security option. How are these defined?

**State Response 176**

Build into lease. "High-security" standards relate to business use cases subject to the defined security and privacy standards outlined in 4.2.2.4.3. "Standard-security" standards relate to business use cases subject to a flexible, internal assessment of the applicable security and privacy standards.

**Question 177**

The cost sheet (line 67) references "4.2.1.3.10) Initial Implementation Services, One Time Cost per site" with two different price components (Standard and High). 4.2.1.3.10 references the State's Learning Management System and does not define a Standard Site or High Site. Please provide further explanation of how the respondents are to fill out this item including the definition of a Standard and High Site.

**State Response 177**

Line 67 does not reference 4.2.1.3.10.

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**Question 178**

Expressway is mentioned being in your current environment, but it is not mentioned as a requirement for the hosted voice solution. Is Expressway a requirement? If so, what functionality is to be provided? If Mobile and Remote Access (MRA) is a requirement, please provide:

Number of MRA users

Number of concurrent audio calls

Number of concurrent internal video sessions

Number of concurrent Off-Net video sessions.

If Expressway is required will line item be added to price sheet?

**State Response 178**

The State is open to considering all options.

**Question 179**

4.2.1.1.3.21 references call recording for hosted voice services. Please provide the following information: Approximately how many phones will require call recording?

**State Response 179**

Varies depending on Agency need; however, discovery is a part of this RFP.

**Question 180**

Will the recording occur at the individual phone, at the LAN switch, or at the location voice gateway? Please provide Manufacturer and Model of "Third Party AS-SIP Endpoint" and Third-party SIP Device (Advanced).

**State Response 180**

The State is open to all Vendor solutions. Konftel 300wx, Polycom IP7000

**Question 181**

Section 4.2.1.1.3.3 is related to SRST. Is the intent for the Vendor to manage the router with the SRST function or just to configure the router for SRST? If managed, please modify the Cost Sheet to add a monthly cost to manage this router.

**State Response 181**

Just configuration.

**Question 182**

Section 4.2.1.1.3.19 is related to paging. Is the intent for the Vendor to provide "Paging as a Service" where the Vendor will provide hardware and manage the solution, or is the intent to integrate paging systems provided by the State into the Hosted Voice Solution? If the Vendor is to provide "Paging as a Service", please modify the Cost Sheet so a monthly fee can be provided. Given the variable nature of the paging requirements for each site, can the implementation costs be on an hourly basis on a case by case basis through a Statement of Work?

**State Response 182**

See 4.2.1.1.3.19.

**Question 183**

Section 4.2.1.1.3.20 is related to Operator Consoles. The phrase 'The State understands there may be fees associated with this offering' is used. Typically, the cost for Operator Consoles is determined by the type of console (Standard or Advanced) and is charged by a monthly fee. Please modify the Cost Sheet so these monthly fees can be provided.

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**State Response 183**

See Addendum 2 documents.

**Question 184**

Are DID's part of the RFP? If so how many DID's are there today? How many are anticipated? Please modify the cost sheet to include a monthly charge for DID numbers.

**State Response 184**

See Addendum 2 documents.

**Question 185**

911 fees vary by locality and are subject to change. How does the State want to see 911 fees addressed in the response?

**State Response 185**

See 4.2.2.2.16

**Question 186**

Please add a row for a Non Recurring Charge in each section of the Cost Sheet so Vendors can add one if it applies.

**State Response 186**

The State would need more information before it can respond to this question. The State desires that Vendors "roll" as many fees as possible into its monthly line rates, eliminating the need for most non-recurring costs.

**Question 187**

Since answers to the above items are necessary to provide a firm price, please provide a three week extension from the date that the addendum with answers are issued.

**State Response 187**

See Addendum 1.

**Question 188**

Does the State plan to use their existing OT Help Service Desk as the first tier support?

Questions for call center:

**State Response 188**

See 4.2.1.1.1.1

**Question 189**

Please provide the number of calls to be queued when all agents are busy. Can a line item be added to support additional queued ports to the price sheet?

**State Response 189**

Varies on agency need. Cost should be built into monthly cost.

**Question 190**

Please provide the percentage of Contact Center calls to be recorded.

**State Response 190**

Varies on agency need; however, discovery is a part of this RFP.

**Question 191**

Of the 25 Contact Centers do any of them require PCI level 1?

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**State Response 191**

It is possible PCI compliance is needed.

**Question 191**

Provide a description of the backend database systems if any and options for accessing these databases to provide valid information for the IVR question/response script.

**State Response 192**

See State Response 21

**Question 192**

[We] would like to request an extension of 3 weeks to respond to this RFP.

**State Response 193**

See Addendum 1.

**Question 193**

Microsoft O365 and Active Directory - Can the State please provide detailed requirements for their O365 and Active Directory integration for the new Hosted VoIP platform.

**State Response 194**

See 4.2.1.1.3.18

**Question 194**

Skype for Business - Is Skype for Business integration required or will the State consider an equivalent solution using a different platform?

**State Response 195**

Skype for Business is the State's solution.

**Question 195**

If Skype for Business Integration is a requirement can the State provide detail on how it expects the integration to function with the new Hosted VoIP environment?

**State Response 196**

The Vendor should tell the State how the integration with Skype is possible and will function.

**Question 196**

Is the current CUCM environment under maintenance today? If so is it 8x5xNBD or 24x7.

**State Response 197**

See State Response 109 – both depending on component.

**Question 197**

When do the current maintenance contract(s) expire?

**State Response 198**

See State Response 109.

**Question 198**

With regards to the State's requirements for a "Local Support System"? Can the State please elaborate on the level of on-site services required. Example...Physical phone replacement, on-site troubleshoot, etc? What level of on-site support does the State envision the Hosted VoIP vendor providing?



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**State Response 199**

See 4.2.1.1.2.2 for division of duties.

**Question 200**

Can the State please provide a more detailed per location inventory to include the following:

Number of physical and virtual servers supporting current CUCM and Contact Center (any redundant servers)

Detailed listing and quantities of all of the State's CUCM hardware per location (CUBE, SBC, etc...)

Please provide detail regarding how the Linux Servers are used today.

Provide detail regarding the Bridge Comm server (make model, functionality)

**State Response 200**

State will work with the winning Vendor to provide this information.

**Question 201**

Can the State provide additional detailed information on the existing paging systems agencies utilize today?

**State Response 201**

Combination of overhead paging and through-the-phone sets.

**Question 202**

The appendix states that the Vendor will allow the State to continue to use these sets until they are no longer supported by Cisco or the Operating System Software however the RFP states that the State is looking to lease handsets. Please clarify.

**State Response 202**

See 4.2.1.1.3.22. Locations will begin leasing equipment once the existing handsets are no longer supported.

**Question 203**

Does the State have a monthly usage estimate for local and LD calling?

**State Response 203**

An estimated 130,000 minutes per month for non-contact center sites, and an estimated 500,000 minutes per month for contact center sites.

**Question 204**

Does the State use Cisco Emergency Responder (CER) for 911 and if so how many devices are registered with their emergency responder. If not, what system is used for 911 handling?

**State Response 204**

No – State uses SRST for 911 calling, when needed.

**Question 205**

Call Recording - Can the state provide detailed call recording requirements (Is the recordings required for full call duration, or is there an ad-hoc recording requirement only?)

**State Response 205**

The State is open to considering all options.

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**Question 205**

**Call Recording – Are screen captures required**

**State Response 206**

The State is open to considering all options.

**Question 207**

**Is call recording required only in the contact center space, or is this used for general users as well?**

**State Response 207**

See 4.2.1.1.3.21

**Question 208**

**Does the State use quality tools for agent scoring?**

**State Response 208**

Varies by agency and the State is open to considering all options.

**Question 209**

**Does the State use or require data mining for their Contact Center?**

**State Response 209**

Not currently, but the State is open to considering all options.

**Question 210**

**With regards to the overall proposal, is it advantageous or required for the bidder to have vendor Hosted/Cloud certifications? For example, Cisco has specialization and certification requirements for being able to offer their validated designs and products for a Cisco hosted (HCS) solution.**

**State Response 210**

Certification requirements are outlined in the RFP; however, Vendor should include anything above and beyond the certification requirements for consideration.

**Question 211**

**Could the state articulate mechanisms in general for pricing items either not included or not contemplated in this RFP?**

**State Response 211**

This question needs to be more specific before the State can properly answer.

**Question 212**

**Does the state prefer the vendor be a company that has a brick and mortar location in WV?**

**Are subcontractor names to be listed in bid response?**

**State Response 212**

A local support team is necessary as defined in 4.2.1.1.1.5. See 4.2.1.2.2.

**Question 213**

**If a vendor is setup and doing business in WV and plans to respond using a subcontractor, what documents are needed for the subcontractor? And what should be included in the bid response?**

**State Response 213**

Please refer to the WV Purchasing Division's website for information on doing business with the State of WV. The RFP outlines what must be included in the proposal response.

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**Question 214**

Are we required to submit the insurance document with our Technical bid response?

**State Response 214**

It is preferred.

**Question 215**

4.2.1.1.3.13- Is site address location the scope of 911 information to be determined?

**State Response 215**

At a minimum, site address is preferred

**Question 216**

4.2.1.1.3.2 - Could the state articulate the quantities and types of ADA compliant devices in use today?

**State Response 216**

At a minimum, the State has deployed Sorensen devices.

**Question 217**

4.2.1.1.3.5 - What is meant by this section? Does this imply two analog connections delivered via SIP trunking?

**State Response 217**

The specification is self-explanatory - two connections to the PSTN via SIP Trunks. No.

**Question 218**

With regard to Attachment A, Cost Sheet:

4.2.1.1.1 (Managed Voice Services)

Of the type of calls bidder is expected to receive and address, please articulate the current amount of technical assistance calls placed per month over the last 18 months.

If possible, notate percentage of severity per level. Example, u% are MACD, v% are questions, x% are single unit issues, y% are site issues, z% are system issues.

**State Response 218**

Approximately 300 tickets were received. The State anticipates a majority of calls being MACD.

**Question 219**

What portion of calls related to the internal network or the WAN network (MPLS, Internet, etc.) is the bidder responsible for? Example, not responsible, single point of contact, full resolution coordination, etc.

**State Response 219**

See 4.2.1.1.1.1

**Question 220**

What portion of calls related to end user computing devices (PCs, mobile phones, etc.) is the bidder responsible for? Example: not responsible, single point of contact, full resolution coordination, etc.

**State Response 220**

That is outside the scope of this RFP.

**Question 221**

Is this section intended to cover all contact center related issues? For example, changing IVRs, enhanced reporting requirements, or call path changes?

If yes, please articulate the relative amounts and types of work desired to be included.

**State Response 221**

See 4.2.1.1.1.1

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**Question 221**

**4.2.1.1.3.10 (International Calling)**

With respect to providing international calls, please articulate the estimated amount of minutes anticipated to each country for the contract period.

**State Response 222**

The State anticipates this to be di minimus, as it averages less than \$200.00/month for international calling.

**Question 223**

**4.2.1.1.3.15 (Simultaneous Calls):**

With respect to providing no additional cost calling, please articulate the amount of minutes and types (inter/intra state, local) the state has used for the last 18 months.

**State Response 223**

See State Response 203 and the State currently has an estimated 1700 concurrent calls.

**Question 224**

**With respect to 4.2.1.1.4 (Hosted Contact Center Services):**

Is this pricing expected to include optimization of migrated legacy contact centers, and discovery and configuration of net new agencies?

If yes, please articulate how net new functionality, capabilities, or optimization tasks could be estimated.

**State Response 224**

Pricing should include optimization and new functionalities. State is open to considering all options.

**Question 225**

**With respect to 4.2.1.3.10 (Initial Implementation Services):**

Could the state articulate the scope or highlight the proposal sections outlining the scope of the activities in this section?

**State Response 225**

Vendor must provide training on its solution as outlined in 4.2.1.3.10.

**Question 226**

Is there a template contemplated with a mechanism pricing items not included or anticipated in the RFP?

**State Response 226**

More specific Information would be needed before the State can respond.

**Question 227**

Is this pricing expected to include onsite services for meetings, hardware placement, training or other site related activities?

If so, please articulate the scope of those duties.

**State Response 227**

Pricing should be inclusive, except where otherwise noted in the RFP.

**Question 228**

How does the State want to see optional features for the solutions requested in the RFP? Can a line item be added to cost sheet or an optional features section in the cost section?

**State Response 228**

More specific information would be needed before the State can respond.

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**Question 229**

Fees and surcharges may vary over the term and are subject to change. Please modify the cost sheet to include a monthly charge for Fees and Surcharges.

**State Response 229**

The State needs more information before it can answer this question.

**Question 230**

Is a Skype for Business softphone of interest to the State?

**State Response 230**

The State is open to considering all options.

**Question 231**

What level of integration does the State want specifically with O365?

**State Response 231**

At a minimum, what is listed in 4.2.1.1.3.18.

**Question 232**

We are a vendor on Oasis - but if we are not vendor of the State. Can we still bid but get the paper work in after the section has happened?

**State Response 232**

Vendor must be registered with the State prior to contract award.

**Question 233**

Can any proposed solution components reside in a State data center?

**State Response 233**

The State desires all equipment resides in the Vendor's data center.

**Question 234**

Section 4.2.1.1.1.1 - Vendor Duties - The State expects vendor to replace failed parts where feasible. Is the Cisco and Microsoft hardware under contract with the manufacturer for parts replacement (where possible)?

**State Response 234**

See State Response 109.

**Question 235**

Section 4.2.1.1.1.5 - Please clarify what the State means by "local support system."

**State Response 235**

A team which can meet all of the objectives in 4.2.1.1.1

**Question 236**

Section 4.2.2.5.6 - What format is the State expecting for billing? Does the State require billing to be broken out by location or agency?

**State Response 236**

See 4.2.2.5.6. Bill must contain both the location and agency name.

**Question 237**

Section 4.2.1.1.1.5 – Can the State provide more insight on expectations surrounding a "local support system"? Would this involve some level of ongoing on-site support?

**State Response 237**

See State Response 235

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**Question 238**

How many outbound agents are currently in place?

**State Response 238**

About 550 agents total, a majority of whom are inbound.

**Question 239**

Do outbound agents also handle inbound interactions as well?

**State Response 239**

See State Response 238.

**Question 240**

What is the annual outbound call volume and average call length?

**State Response 240**

See State Response 238.

**Question 241**

How many agents require chat functionality?

**State Response 241**

The State is open to considering all options. This would be an agency-specific decision.

**Question 242**

How many agents require email functionality?

**State Response 242**

The State is open to considering all options. This would be an agency-specific decision.

**Question 243**

Does the state require additional language options?

**State Response 243**

The State is open to considering all options.

**Question 244**

Is Workforce Management a requirement for the state?

**State Response 244**

The State is open to considering all options.

**Question 245**

How many datacenters does the state have and where are they located?

**State Response 245**

See Appendix A.

**Question 246**

How many supervisors contact center supervisors exist?

**State Response 246**

At least one at every site but could be more depending on Agency requirements.

**Question 247**

Is the supervisor count included in the 800 agents or in addition to?

**State Response 247**

Yes, included.

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**Question 248**

Does the state want supervisors to have the ability to handle interactions, i.e. receive inbound phone calls or chats like an agent?

**State Response 248**

Yes, the State is open to considering all options.

**Question 249**

Does the state require screen recordings?

**State Response 249**

The State is open to considering all options.

**Question 250**

If so, how long do screen recordings need to be stored and what percentage of screens need to be recorded?

**State Response 250**

Varies depending on Agency; however, discovery is a part of this RFP.

**Question 251**

Given that 70% of the State's Cisco phones are EOL by July 2019, should vendors propose a replacement solution?

**State Response 251**

See 4.2.1.1.3.2.

**Question 252**

Does the State have a preference for softphones or hard phones?

**State Response 252**

The State would like both as an option.

**Question 253**

WV – If possible, please provide call flows including a brief description for 1) self-service IVR, 2) data dip and 3) system of record integration requirements for the following:

Public Employees Insurance Agency 73

Administration-Office of Technology Service Desk 50

Bureau of Children and Families (DHHR) 75

Bureau for Child Support Enforcement (DHHR) 23

DHHR-Poison Control Center 30

Department of Transportation (DOT/DMV) 220

Department of Commerce 20

WV Business Line 1

Department of Health and Human Resources (Central Intake Center) 43

Department of Health and Human Resources (Northern Call Center) 22

Department of Tax and Revenue Services 20

Are copies of the call flows available?

**State Response 253**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 254**

How many receptionist personnel would require the Operator Console?

**State Response 254**

Varies depending on the Agencies – larger sites would have the most interest.

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**Question 255**

What is the third-party call recording solution mentioned in 4.2.1.1.3.21?

**State Response 255**

The State is only aware of an Oreck call recording solution in use today.

**Question 256**

What are the location addresses in which MPLS connectivity will be terminated?

**State Response 256**

See Appendix A.

**Question 257**

What is the highest busy hour traffic? \*assuming a 0% busy time\*

**State Response 257**

Varies depending on season or State activities.

**Question 258**

Are the different voice packages intended for separate job functions and/or separate sites?

**State Response 258**

Based on individualized needs in the agencies.

**Question 259**

Is it the States intent to establish a fully managed service for both hosted VOIP solution and Contact Center - Day 1? To be more specific what is an acceptable transitional timeline for each solution?

**State Response 259**

See 4.2.1.1.1

**Question 260**

Please provide clarification on the public release of the responses – will the pricing be part of that public release?

**State Response 260**

Yes.

**Question 261**

Would the State of West Virginia be open to utilizing the GSA Schedule 70?

**State Response 261**

The State will be establishing its own contract with its own pricing.

**Question 262**

Would the State of West Virginia be open to an extension of the Bid Opening Date and Time to be October 31st at 1:30pm?

**State Response 262**

See Addendum 1.

**Question 263**

Please confirm Vendors can submit via wVOASIS; in addition to the 5 convenience copies?

**State Response 263**

Online responses are prohibited.

**Question 264**



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**Liquidated Damages** – Is this section applicable to the contract since it is not filled in or checked?

**State Response 264**

Not applicable.

**Question 265**

Please confirm any redlines to the Terms & Conditions should be included as part of the RFP response?

**State Response 265**

Correct.

**Question 266**

Performance Bond - Is not checked off. Can we assume this does not apply?

**State Response 266**

Correct.

**Question 267**

What does your standard background check include? Please provide an example.

**State Response 267**

Please see State Response 132.

**Question 268**

Would a satisfactory background check that we do for employees be sufficient?

**State Response 268**

Please see State Response 132.

**Question 269**

Please provide your standard terms for Limitation of Liability?

**State Response 269**

The State is prohibited from taking on the liability of a vendor. Any liability limit proposed will need to be higher than the potential liability arising under this contract.

**Question 270**

Please provide your standard terms for Data Privacy?

**State Response 270**

Please see term 30 of the General Terms and Conditions entitled Privacy, Security, and Confidentiality along with the Business Associate Addendum attached to the solicitation.

**Question 271**

Please provide clarity around terms for Payment? Would the State accept NET30?

**State Response 271**

Please see term 14 of the General Terms and Conditions entitled Payment In Arrears. The State cannot guarantee payment within 30 days and the State has no ability to pay a late payment penalty.

**Question 272**

Please provide your standard terms for Confidentiality?

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**State Response 272**

Please see the response to question 270 above for vendor confidentiality and term 31 of the General Terms and Conditions entitled Your Submission Is A Public Document. Additionally, Vendors should note that all public records are subject to the State's Freedom of Information Act.

**Question 271**

Please provide your standard terms on Intellectual Property Rights?

**State Response 273**

The State is unsure what is meant by this question. If a Vendor is proposing Intellectual Property Rights as part of this agreement, the Vendor should submit those terms with its bid.

**Question 274**

Would the State be open to reviewing and signing a Vendor specific BAA?

**State Response 274**

Vendor must sign the State's BAA as published with the RFP.

**Question 275**

How many Verizon MPLS circuits are remaining or in process for migration?

**State Response 275**

See 4.1

**Question 276**

Regarding HUC SW License will the State provision required license?

**State Response 276**

Licensing should be a part of the Vendor's solution.

**Question 277**

Assumption is the State is responsible to dispose legacy Hardware that will not be repurposed/reused. Please confirm?

**State Response 277**

Yes.

**Question 278**

What is availability uptime requirements for HUC and CC?

**State Response 278**

4.2.1.3.1

**Question 279**

For the Hosted solution, are you looking for a Hybrid solution with both Cisco and Microsoft platform?

**State Response 279**

The State is open to considering all options.

**Question 280**

Can you please provide the current versions of all the current environment listed below?

Cisco Unified Messaging

Cisco Unity Connection

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Cisco Unity Express  
Cisco Call Manager Express  
Cisco Contact Center Express  
Cisco Expressway C&E  
Cisco Presence  
Cisco Jabber  
Singlewire Informacast Paging  
**State Response 280**  
Cisco Unified Messaging – v 9.x, 10.x  
Cisco Unity Connection – v10.x  
Cisco Unity Express – v3.x, 7.x, 8.x, 9.x  
Cisco Call Manager Express – v4.x, 7.x, 8.x, 9.x  
Cisco Contact Center Express – v7.x  
Cisco Expressway C&E – v8.x  
Cisco Presence – v.10x  
Cisco Jabber – v11.x  
Singlewire Informacast Paging – v11.x

**Question 280**

Will the vendor be responsible for physical site survey of all the sites as well as the cabling infrastructure?

**State Response 281**

See 4.2.1.1.2.2

**Question 281**

What are the model of the Voice Gateways that are currently deployed at the sites that are running SRST?

**State Response 282**

G2 Cisco ISR Gateway

**Question 283**

Section 4.2.1.1.1.1

Can you elaborate on the vendor duty pertaining in which states create an operational plan of the State's Legacy IP Environment for the State's review and approval?

**State Response 283**

Vendor must create an operational plan for the State's review and approval, as outlined in the RFP.

**Question 284**

Are you looking for a LAN and Data Center Network operational plan for your Legacy IP environment?

**State Response 284**

No.

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**Question 285**

Section 4.2.1.1.1.1

Can we assume State Duties include LAN/WAN in this case meaning Cisco routers for WAN communication, local area network ("LANs") which are comprised of various switches manufactured by Cisco, Hewlett Packard, Brocade, and Extreme as described in section 4.1? Does this include firewalls?

**State Response 285**

Yes.

**Question 286**

Section 4.2.1.1.3.6

Can you elaborate on MPLS network and connecting to Verizon's MPLS?

**State Response 286**

See State Response 287 – Vendors will work with Verizon to achieve connection.

**Question 287**

Are you looking for NNI connection between the vendor MPLS network and the Verizon's MPLS?

**State Response 287**

Yes.

**Section 288**

Section 4.2.1.4

We see "Up to 800 agents (p.36)" and on p.44 – 500 users over 20 sites (?) – can you please clarify as information appears conflicting?

**State Response 288**

800 allows for growth.

**Question 289**

RFP states Requirement to "manage current UCCX 7.x" but diagram shows version 10 for 730 days (?) before all sites are fully migrated, can you please confirm correct version of UCCX and period.

**State Response 289**

Vendor must have migrated all Legacy Environments to Hosted Solution within 730 calendar days of contract execution.

**Question 290**

Currently Verizon hosted solution (VCC) – is the requirement for hosted UCCX as with such large number of users HCS would be preferred

**State Response 290**

Yes, Hosted Contact Center is required.

**Question 291**

On p.26 we see 10 Contact Center sites; on p 36 – 25 sites – which is correct? Where are the sites located?

**State Response 291**

25 is estimation for future growth.

**Question 292**

Is Vendor expected to provide MPLS connectivity (?) or can customer procure it on their own with advice from vendor – p.33

**State Response 292**

The State will procure connectivity at the sites; the Vendor will be responsible the NNI connection with Verizon.

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**Question 293**

Is full redundancy of hosting data centers required?

**State Response 293**

The State is open to considering all options.

**Question 294**

4.2.2.4.1. What are the baseline standards and high-security and standard-security use-case requirements being referred to in this item?

**State Response 294**

"High-security" standards relate to business use cases subject to the defined security and privacy standards outlined in 4.2.2.4.3. "Standard-security" standards relate to business use cases subject to a flexible, internal assessment of the applicable security and privacy standards.

**Question 295**

4.2.2.4.7. Can the State of WV provide more guidance on what they would like to see in this plan?

Perhaps an example plan, or a rough draft of what they would prefer. This will help us better understand what the expectations are so we can exceed them.

**State Response 295**

4.2.2.4.7 outlines the fundamental intent and core components of an audit management plan.

**Question 296**

Can the State of West Virginia provide a list of active and inactive numbers by NPA.NXX?

**State Response 296**

The State will work with the Vendor for this information; however, discovery is a part of this RFP.

**Question 297**

Under general terms and conditions - Item 15 PAYMENT METHODS: Are there merchant fees that the vendor will incur by accepting the P-Card payment method? If so, what is the fee percentage?

**State Response 297**

The State does not anticipate Executive Branch Agencies to pay telecommunications invoices with a P-card. Merchant fee questions should be directed to the WV State Auditor's Office.

**Question 298**

4.2.2.5.5 Is the right to withhold payment limited to only the amount in error or under dispute?

**State Response 298**

Yes.

**Question 299**

Considering the very large size and complexity along with the length of the contract term potentially reaching 8 years an additional two weeks to respond to the RFP would be very helpful in the competitive bid process; would you accommodate an extension of the bid due date?

**State Response 299**

See Addendum 1.

**Question 300**

During the prebid meeting 3 individual contractors were mentioned as the administrators of the existing Cisco Call Manager system that the successful vendor needs to take responsibility for within 90 days. If they would allow their information to be shared with the vendors could we see something like an

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individual resume of skills and experience for consideration and know if they are in fact available to a new vendor and potentially for how long they are available?

**State Response 300**

Utilizing the current contractors is not a mandatory requirement of this RFP. As these are contractors employed via Verizon, all questions regarding these individuals should be directed to Verizon.

**Question 301**

Would the State consider a "cloud" solution where the infrastructure is owned and managed by a service provider with equipment inside the State's data center(s)?

**State Response 301**

It is the State's desire that the Vendor host all equipment in the Vendor's data center.

**Question 302**

How does the State plan to or desire to handle the ownership of current infrastructure between them and the successful vendor? Is there any desire to transfer ownership?

**State Response 302**

Vendor will manage existing infrastructure, but the State cannot transfer ownership.

**Question 303**

To be clear, the State will continue to own the existing system i.e. equipment, licenses, support contracts that it owns at the time that a vendor takes over the management of the system within 90 days and will continue to at the State's expense for at least an additional 730 days barring failure, correct?

**State Response 303**

The State will only own the equipment. See State Response 109.

**Question 304**

Regarding 4.2.1.1.3.1 : How many users are estimated for each of the four packages based on the current deployment?

**State Response 304**

See Cost Sheet.

**Question 305**

Are there any government regulations that the state has that requires different entities to be on a standalone or separate dedicated system? If so, which departments or agencies are they?

**State Response 305**

The State seeks a solution capable of adherence to the security and privacy standards outlined in 4.2.2.4.3 for cases where such standards are required.

**Question 306**

Since we are not responsible for the MPLS, if that fails, are we held accountable or for service degradation related to the MPLS?

**State Response 306**

The State is responsible for the State's site connections; however, the Vendor is responsible for the Vendor's NNI with Verizon.

**Question 307**

What interaction will we be allowed to ensure Service up/down time, interruptions, outages and will we be responsible for disaster recovery or back up of the internet and MPLS?

**State Response 307**

See State Response 306.

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**Question 308**

Questions about site procedures - Running phones side by side during implementation, shipping of phones, setup, logistics regarding a pre-deployment plan or do we do that post award, as that may affect the bid?

**State Response 308**

See 4.2.1.1.2.2

**Question 309**

With regards to the existing 3 IP Telephone contractors onsite, is that an individual contract per contractor or a Contract company? In either case, what is the end date or cost, as it was indicated you would like the winner of the bid to assume or absorb them into this new contract?

**State Response 309**

Any questions regarding contractors should be addressed to Verizon.

**Question 310**

As to the two State Employees we will need to replace. What are their responsibilities and salaries for their current positions related to the IP Telephone department as that too will affect the overall bid?

**State Response 310**

The State is unsure what is meant by this question.

**Question 311**

What billing reports do you want, i.e. call detail, one master with each site or business unit, etc.. Would it be possible to get a 3 year history of current, local and Long Distance calling for Canada, Jamaica and Mexico?

**State Response 311**

Billing requirements are outlined in the RFP. The State currently spends about \$200.00/month for international calling.

**Question 312**

Would it be possible to get the usage by cost Center or Department?

**State Response 312**

An average of 130,000 minutes for non-Contact Center sites and an average of 500,000 minutes per month for contact center sites. These usages vary.

**Question 313**

Regarding Call Center metrics - How many Admins and users will need to be trained?  
(Call Centers - 12 total)

**State Response 313**

Potentially, all contact center employees would require training.

**Question 314**

What are the total Number of DID's to manage prior to the bid?

**State Response 314**

An estimated 6,500 DID's.

**Question 315**

How many Toll Free DID's and will a list of the numbers be provided for Portability prior to the bid?

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**State Response 315**

The State currently has 5 Toll-Free DID's for its Hosted Contact Center Solution.

**Question 316**

Will a complete list of DID's be provided to check for portability prior to the bid?

**State Response 316**

The State will provide this information to the winning Vendor.

**Question 317**

If translation services are needed will you need live operators for this? This would be an added service.

**State Response 317**

The State is open to considering all options.

**Question 318**

Call recording and retention - How long will we be required to retain any call recordings or detail?

**State Response 318**

Varies depending on Agency; however, discovery is a part of this RFP.

**Question 319**

E911 – Documentation will need to be provided to provide to the 911 Operators for each phone location.

**State Response 319**

Yes, Vendor will provide this documentation.

**Question 320**

Is there a current list of where each phone is physically located? All moves will need to be documented.

**State Response 320**

See Appendix A for address. Physical phone location would be documented during discovery.

**Question 321a**

Since, we are not providing the back bone for data, voice and internet. What is expected regarding the cyber security insurance? The requirement is a blanket of 3 Million and we will need details to provide to the insurance carrier.

**State Response 321a**

Cyber liability provides protection from losses relating to Information Technology and other risks that may be associated with the use of the internet. As the vendor will have access to confidential information, such as Personally Identifiable Information (PII), the State must require the vendor to have its own cyber liability coverage in the event the vendor misuses the State's information or fails to protect the sensitive information in its care.

**Question 321b**

If we are to be held responsible will we be allowed to configure, manage and deploy the security devices, software and hardware?

**State Response 321b**

The Vendor is expected to implement the proper security controls for everything under its purview. If a security question arises that requires both the Vendor and the State to have input, those will be discussed as needed.



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**Question 322**

Is there a plan in place for this deployment to start the 24-month installation timeline? Or is the expectation allowing for site surveys and walkthroughs to make this deployment plan by the awarded vendor?

**State Response 322**

Vendor is expected to migrate the Legacy Environments to a Hosted Solution within 24 months.

**Question 323**

Is there a priority list for locations for the deployment?

**State Response 323**

4.2.1.1.2.1

**Question 324**

What is the plan for payment during the deployment, mobilization and billing?

**State Response 324**

Vendor will charge a per phone management fee until sites are migrated to a hosted solution at which time the State will pay the applicable fees associated with the hosted solution.

**Question 325**

Is there a plan for Change orders if any are necessary? Will we need to have a plan for change orders in the bid proposal for clarity?

**State Response 325**

Yes, the State has an established process for Change Orders.

**Question 326**

Please clarify if Vendor support is required or if 3rd party support is acceptable

**State Response 326**

Support is required; how a Vendor chooses to implement that support is its decision. The State desires notification of any subcontracting a Vendor may do.

**Question 327**

Please provide qty. of tickets, by type (simple, medium, complex)

**State Response 327**

Approximately 300 tickets per month with a majority being MACD.

**Question 328**

Please describe what State resources are currently providing support and if these individuals, and cost, are available during the 24-month transition period.

**State Response 328**

The State currently has 4 employees and 4 contractors providing support; however, the Vendor will be responsible for full support during the 24-month period, as outlined in the RFP.

**Question 329**

Please clarify if Vendor support is required or if it will remain with the current provider

**State Response 329**

Please see 4.2.1.3

**Question 330**

Please provide qty. of tickets, by type (simple, medium, complex)

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**State Response 330**

See State Response 327.

**Question 331**

Please describe what State resources are currently providing support and if these individuals, and cost, are available during the 24-month transition period

**State Response 331**

See State Response 328.

**Question 332**

Please provide details on the State's vision / current structure providing Business Continuity / Disaster recovery

**State Response 332**

See RFP for State's redundancy and business continuity requirements.

**Question 333**

Please provide details for minimum acceptable level and desired configurations, including WAN, dial tone preservation, Application preservation, and emergency response

**State Response 333**

The State is unsure what this question means.

**Question 334**

Since the State requires all VoIP traffic to traverse the existing Verizon MPLS network. Traditionally, this requires Verizon to connect to the HOSTED provider's data center. Will the State and Verizon agree to this requirement?

**State Response 334**

See State Response 286 and 287.

**Question 335**

Please clearly define the State's IO-based Calling requirements

**State Response 335**

The State is unsure what this question means.

**Question 336**

Please describe the amount of increased call volume, and time frames

**State Response 336**

Varies depending on time of year; however, discovery is a part of this RFP.

**Question 337**

Please list amplifiers/ zones by location. What is meant by "notification to PC Desktop"

**State Response 337**

Notification to PC Desktop is a function of Informacast Paging.

**Question 338**

What platform, how many calls, manual or auto, what function (CC, PSAP, etc.)

**State Response 338**

The State is unsure what this question means.

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**Question 339**

Please list 25 sites, What is meant by "WEB BASED"? (cloud, access, interface, etc.?, 3rd Party)

**State Response 339**

25 sites anticipates growth; current sties are listed in Appendix A. Web-based means access via an internet connection.

**Question 340**

Please provide what databased is expected to be utilized, purpose and functionality. Please provide detailed call flows

**State Response 340**

The State cannot provide this information; however, discovery is a part of this RFP.

**Question 341**

Scalability to 800 agents has been requested. How many current agents require this functionality? Please provide an expected growth schedule.

**State Response 341**

The State is unsure what is meant by this question.

**Question 342**

How many Blended Agents each direction

**State Response 342**

Varies by location; however, discovery is a part of this RFP.

**Question 343**

How many skills, how many levels

**State Response 343**

Varies by location; however, discovery is a part of this RFP.

**Question 344**

Please provide call flows

**State Response 344**

The State will work with the winning Vendor to obtain this information; however, discovery is a part of this RFP.

**Question 345**

Is screen capture required along with Call Recording? Please describe the Sate's retention policy, short and long term. Will the State require long term storage to be hosted or on the State's arrays?

**State Response 345**

The State is open to considering all options. Retention varies. State desires options for both Hosted and local storage.

**Question 346**

Please provide details on the State's requirement for predictive dialing. Predictive or preview, volume, database, interaction, access to agents

**State Response 346**

The State is open to considering all options.

**Question 347**

Please provide call flows, volumes, channel (voice, text, email, etc.)

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**State Response 347**

The State will work with the winning Vendor to provide this information; however, discovery is a part of this RFP.

**Question 348**

Please describe Tier 1 requirements, current ticket volume (simple, medium, complex), during business hours and after hours.

**State Response 348**

See 4.2.1.1.1.1 and 4.2.1.3

**Question 349**

Does the State expect on site MACD support to be included or only remote support to be included?

**State Response 349**

Full MACD support must be included.

**Question 350**

Describes State's vision of Local Failover and or Survivability

**State Response 350**

See 4.2.1.1.3.3

**Question 351**

what sites require Local Failover / survivability

**State Response 351**

See 4.2.1.1.3.3

**Question 352**

How does the State expect Provider to answer the caller?

**State Response 352**

The State is unsure what is meant by this question.

**Question 353**

How many calls does the Verizon HD take daily from 8 to 5? How many after hours?

**State Response 353**

The State does not have this information as it is a Vendor-Customer call.

**Question 354**

Please supply the State's expected SLA's for the Help Desk

**State Response 354**

Service and Support is outlined in 4.2.1.3 and 4.2.2.5

**Question 355**

What is the average length of a HD call?

**State Response 355**

Varies depending on issue.

**Question 356**

Include all outbound calling patterns with volume

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**State Response 356**

The State is unsure what is meant by this question.

**Question 357**

Please provide details on the State's Call Center. Please provide details on voice, email, fax, web chat, SMS. Please provide volume and detailed call flows, skills, etc. Is "screen pop" required? If so, what platform and how many agents are required. Is AI desired or required? If so, what's the vision?

**State Response 357**

The State averages 300 telephony-related tickets per month. The State is open to considering all options.

**Question 358**

The State REQUIRE reuse of the existing handsets, since this limits providers ability to deliver the best solution / option?

**State Response 358**

See 4.2.1.1.3.22

**Question 359**

How critical is FISMA compliancy within provider's data center. Please provide minimum requirements. Please describe how the Sates is supporting this requirement today

**State Response 359**

4.2.2.4.3 outlines the standards and the potentially applicable security/privacy requirements, which are site-specific.

**Question 360**

How critical is Active Directory integration? Please describe use cases

**State Response 360**

See 4.2.1.1.3.18

**Question 361**

Is there any manufacture / platform. Provider the State prefers, or will not consider?

**State Response 361**

The State is open to considering all options.

**Question 362**

Section 4.2.1.1.4.4

Is recording redundancy required?

**State Response 362**

The State desires system redundancy.

**Question 363**

How many users are expected to be recorded? aggregate of the number of contacts to be recorded, inbound/outbound voice/email/chat/etc. in a year.

Can you specify the following?

Call Data Storage

**Question 364**

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**State Response 363**

Varies by Agency; however, discovery is a part of this RFP.

**Question 363**

What are the data retention requirements for recorded calls? Recorded chats? / Screen recordings?

**State Response 364**

Varies by Agency; however, discovery is a part of this RFP.

**Question 365**

Can you specify the following?


**State Response 365**

See 4.2.2.4.3 – multiple state agencies may require the security/privacy standards outlined.

**Question 366**

Do Desktops meet the following requirements?

	For DPA, 10 MB for the client installation files and 100 MB to ensure processes run when there is no network.
Monitor	Minimum: 1280 x 800 Recommended: 1280 x 1024 or higher
Sound Card	Sound card + speakers and/or headphones. Only required for supervisor, manager, and admin desktop. Not required for agents
Video Card	Video card with minimum 32MB RAM
Keyboard	Keyboard, Mouse, CD-ROM drive (or access to a shared network drive)
Network	10-100 Mbps 10-BaseT LAN Card
	10 Pro and Enterprise 32-bit and 64-bit

**Addendum\_2**

**CRFP SWC1900000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses**

Microsoft Windows	8.1 Pro and Enterprise 32-bit and 64-bit 7 Enterprise/Professional/Ultimate 32-bit and 64-bit, Service Pack 1 2012 R2 Standard and Data Center Editions
Browser	
Internet Explorer	11.0 (native mode only) 32-bit and 64-bit
Google Chrome	Version 45 and higher 32-bit and 64-bit Excluding: Form Designer, SSRS Report builder, Video playback, WFM applications for supervisor, manager, and scheduler roles.

**State Response 366**

Disk Space	For DPA, 10 MB for the client installation files and 100 MB to ensure processes run when there is no network.	500GB HDD
Monitor Resolution	Minimum: 1280 x 800 Recommended: 1280 x 1024 or higher	1920 x 1080
Sound Card	Sound card + speakers and/or headphones. Only required for supervisor, manager, and admin desktop. Not required for agents	Internal to pc only
Video Card	Video card with minimum 32MB RAM	Yes
Peripherals	Keyboard, Mouse, CD-ROM drive (or access to a shared network drive)	Yes
Network	10-100 Mbps 10-BaseT LAN Card	Yes
Operating system		
Microsoft Windows	10 Pro and Enterprise 32-bit and 64-bit 8.1 Pro and Enterprise 32-bit and 64-bit 7 Enterprise/Professional/Ultimate 32-bit and 64-bit, Service Pack 1 2012 R2 Standard and Data Center Editions	Yes
Browser		
Internet Explorer	11.0 (native mode only) 32-bit and 64-bit	Yes*
Google Chrome	Version 45 and higher 32-bit and 64-bit Excluding: Form Designer, SSRS Report builder, Video playback, WFM applications for supervisor, manager, and scheduler roles.	Yes**

\*95% of all pcs have the most current version. There are some that have the older version due to application requirements.

\*\*Not all PCs have Chrome installed.

**Addendum\_2**

**CRFP SWC1900000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses**

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**Question 367**

**Section 4.2.2.2.1**

Can we have more definition of "all data"? Is this referring to all the data that is under the all data depicted in the "Current Telephony Environment" Appendix A" including all call recording related to this environment?

**State Response 367**

All data gathered or transmitted under the scope of this agreement.

**Question 368**

**Section 4.2.2.4.3**

There are significant security requirements that would need to be addressed and understood as to which standard and compliance are needed to adhere to from a DC hosting perspective. Please confirm of the 10 listed - which are required for this RFP?

**State Response 368**

See 4.2.2.4.3 – solution must adhere to all of these; however, not all of these requirements are applicable to every site. The need for adherence is site-specific.

**Question 369**

**Section 4.2.2.2.5**

Can you describe in more detail what outbound "Custom" telephone number, and outbound "custom" name display means? Are we referring to caller ID spoofing for certain agencies or departments?

**State Response 369**

Certain names and numbers will be shown to the callee.

**Question 370**

**Section 4.2.2.4.3**

If provider is compliant with the security and privacy standards but not certified – will that suffice?

**State Response 370**

4.2.2.4.3 outlines the required compliances and adherences to security/privacy standards. 4.3.1.6 and 4.3.1.7 are RFP desirables relating to security certifications and third-party attestations.

**Question 371**

**Section 4.3.1.1 and 4.3.1.2.**

Please provide clarification on last part of the sentence "and reference for the example"? Do you mean you will need contact information for the client we presented in the examples?

**State Response 371**

Yes.



**Addendum\_2**

**CRFP SWC190000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses**

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**Question 372**

**Appendix A**

Should it be assumed that Verizon has a current contract to manage the routers that are being converted to MPLS? If not, please provide that detail.

**State Response 372**

The State manages the routers.

**Question 373**

**Table 1.3**

Installed Cisco Phone Models. Appendix A. Third-party AS-SIP Endpoint and Third-party SIP Device (Advanced); What are the phone models?

**State Response 373**

Konftel 300wx, Polycom IP7000

**Question 374**

**Table 2.1**

Can it be assumed that these locations are out of scope until October 2019?

**State Response 374**

These sites would need to be migrated by October 2019.

**Question 375**

RE: Attachment A – Professional Services pricing.

In Section C within this attachment, the hourly rate can be added. Assuming the number of hours is too few or too many, the document does not allow for change.

In order to provide accurate pricing, how does the State prefer the vendor provide the correct number of total hours required for each line item.

**State Response 375**

The hours listed are estimates for pricing and cost evaluation purposes only, and the State is not obligated to any number of hours, as this is an open-end. Vendor must provide an hourly price for the services in order to have those services on the contract.

**Question 376**

RE: Skype for Business.

How does the State intend to use Skype for Business related to the specific requirements for the hosted VoIP service? Will Skype be the endpoint, presence, or PBX functionality? Will integration to the existing physical phones be required?

**State Response 376**

The State currently uses Skype for presence and instant messaging; however, the State is open to all possible solutions. See 4.2.1.1.3.22.



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

State of West Virginia  
 Request for Proposal  
 35 – Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM\_3: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

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

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Name, Address and Telephone Number:

**FOR INFORMATION CONTACT THE BUYER**

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

Signature X

FEN #

DATE

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

**ADDITIONAL INFORMATION:**

ADDENDUM 3 is issued for the following:

1. To publish the Agency's response to the questions submitted by Vendors during the Technical Questioning second and final period.
2. To Publish revised Attachment\_A Cost Sheet. (rev. 11-02-2018 Excel formatted).

No other changes made.

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

**MANDATORY PRE-BID MEETING:**

DATE: 09/26/2018

TIME: 2:30PM EDT

LOCATION: WV Office of Technology

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

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

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

Comm Code	Manufacturer	Specification	Model #
81161700			

**Extended Description :**

See Attachment\_A Cost Sheet for proposal pricing. (Revised 11-02-2018)

Vendor shall use the Attachment\_A Cost Sheet for proposal pricing.

Note: online proposal submissions are prohibited.

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

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER: CRFP 0212 SWC1900000001**  
**Addendum Number: 3**

---

The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC1900000001 ("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 for round #2 (final round of questions permitted)
- Attachment of pre-bid sign-in sheet
- Correction of error
- Publish revised Cost Sheets

**Description of Modification to Solicitation:**

1. To publish the Agency's response to the questions submitted by Vendors during the Technical Questioning second and final period.
2. To publish the Attachment\_A Cost Sheets (Revised 11-02-2018)

No other changes made.

**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\_3

CRFP SWC1900000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses (round 2)

**Question 1**

Are service calls being placed by End users vs. State's help desk?

**State Response 1**

Vendor will offer tier 1 support - Service calls will be placed by end-users

**Question 2**

What is the State's service ticketing system?

**State Response 2**

The State is currently upgrading its HEAT system.

**Question 3**

Is E-bonding required between State's ticketing system and vendor's?

**State Response 3**

No.

**Question 4**

Please provide the version of all third-party applications if possible..

**State Response 4**

The State will work with the winning Vendor to obtain this information; however, discovery is a part of this RFP.

**Question 5**

Will the Agency be responsible for all Network Security modifications?

**State Response 5**

The State will be responsible for all security modifications under its purview.

**Question 6**

Number of remote field personnel that requires Softphone or home office phone services?

**State Response 6**

Please see Cost Sheet for an estimated number of softphone users; this is an estimate only, as use of softphone is an agency decision.

**Question 7**

Total number of analog devices (i.e. fax, modem)? We need this information for accurate licensing.

**State Response 7**

The State cannot provide an exact number of these devices and discovery is a part of this RFP; however, it should be assumed that each site has at least one fax line.

**Question 8**

Number of concurrent call paths/channels per site?

**State Response 8**

The number of call paths would be determined by the Vendor after data has been gathered to appropriate size the agency's need.

**Question 9**

How many DIDs are required?

**State Response 9**

The State is unsure what is meant by this question. See Addendum 2, State Response 314 for current number of DIDs. Vendor should account for growth.

Addendum\_3

CRFP SWC1900000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses (round 2)

**Question 10**

Toll free numbers?

**State Response 10**

See Addendum 2, State Response 315. The Vendor should allow for growth; however, toll-free numbers are typically limited to Contact Centers – a number of which can be seen in Appendix A.

**Question 11**

How many minutes per month are used for local, outbound long distance, outbound international, how many inbound, how many minutes per month inbound?

**State Response 11**

The State's invoices are not broken out in this manner. Please see Addendum 2, State Response 203, State Response 222, and State Response 223 for the information the State can provide.

**Question 12**

To effectively price storage requirements for the State's recording needs, would you please provide the storage retention requirements, and anticipated monthly call volumes for each of the contact center sites?

**State Response 12**

Retention requirements and storage requirements vary from location to location and are subject to change with policies, legislation, etc. Currently, the State is required to retain Affordable Care Act Applications for seven years; this is the longest retention policy the State is currently aware of.

**Question 13**

Number of Attendant Console (Operator Console) operators?

**State Response 13**

See Addendum 2, State Response 151.

**Question 14**

How does the Agency currently deal with emergency calling?

**State Response 14**

See Addendum 2, State Response 204, and 4.2.1.1.3.3

**Question 15**

Are there any central notifications when an emergency call is made? Is this something the Agency is interested in?

**State Response 15**

The State is open to considering all options.

**Question 16**

Please indicate the model of voice gateways and their respective quantities. We will need to understand if the gateways are end of service and require a lifecycle refresh.

**State Response 16**

State will work with the winning Vendor for this information; however, discovery is a part of this RFP.

**Question 17**

Please indicate if the voice gateway is a CME/CUE voice gateway or traditional

**State Response 17**

Appendix A has the current CME/CUE count and all the remaining sites in Appendix A would be traditional.

Addendum\_3

CRFP SWC1900000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses (round 2)

**Question 18**

Are any of the voice gateways used for WAN/Security services?

~~State Response 18~~

Yes, for WAN services.

**Question 19**

Is it possible to provide a user count per site? This is necessary for router sizing for SRST.

~~State Response 19~~

The State will be responsible for properly sizing the routers.

**Question 20**

Are there inter-cluster trunks between clusters?

~~State Response 20~~

Yes.

**Question 21**

Are there multiple cluster of the same version or just a single cluster on v4, v7, v10?

~~State Response 21~~

Only multiple clusters with v4.

**Question 22**

Please indicate the number of Expressway Servers deployed both Core and Edge?

~~State Response 22~~

Two Expressway C servers and two Expressway E servers.

**Question 23**

Based on the older phone models; does the State want to shift to a Polycom solution or stay with Cisco?

~~State Response 23~~

The State is open to considering all options.

**Question 24**

From an operational perspective, will the Agency make administrative changes (MACDs) from a central location or locally from sites requiring changes?

~~State Response 24~~

See 4.2.1.1.1.6 and 4.2.1.3

**Question 25**

Addendum 2, Q&A 109, State Response 109 states that existing Smart Net for the 9x and 10x platforms expire in 2019, but no other details are provided. Other questions ask about SWSS and Smart Net contracts, and the responses refer to State Response 109. Vendors require more detailed information to accurately price new Smart Net or SWSS past the expiration date. Please provide the following information:

Expiration date of existing Smart Net and SWSS

What Advanced Hardware Replacement Service Levels (24x7x4, 8x5xNBD, etc.) are required for each component:

Number of CUWL and SWSS licenses in use on the 10x platform

Total license count was given in Addendum 2. However, that number is much larger than the total 10x users shown in Appendix A.

Server hardware model and quantities for each function for the 10x platform:

CUCM

UCCX

Unity

Expressway C and E

vCenter

Provisioning & Assurance Server

Addendum\_3

CRFP SWG1900000001  
Managed and Hosted Voice Services (OT18027)  
Vendor Questions and State Responses (round 2)

**State Response 2**

The 10x Smartnet expires in April of 2019. The SAN Storage Smartnet expires 10/31/20. Smartnet Hardware Replacement Service Levels 24x7x4. CUWL Standard 1468 in use, CUWL Standard Messaging 1096 in use. Server hardware is Cisco B-series servers and Cisco C-series servers.

**Question 26**

Can you provide an estimate of the historical Contact Center ticket volume for troubles outside of normal working hours?

**State Response 26**

As most 24x7 Contact Centers are with Verizon's Virtual Contact Center, the State does not have visibility into those tickets.

**Question 27**

In Addendum 2, State Response 289 RFP states Vendor must have migrated all Legacy Environments to Hosted Solution within 730 calendar days of contract execution. What is your contingency plan for any sites or agencies that choose not to migrate to the Hosted solution?

**State Response 27**

The State anticipates all agencies currently utilizing VoIP solutions to migrate to the Vendor's hosted solution as the State will be decommissioning its existing systems.

**Question 28**

4.2.1.1.3.19 Can the State revise the price sheet to include a monthly paging option?

**State Response 28**

Yes, see revised Cost Sheet.

**Question 29**

Can the State extend the Bid Opening to allow time for answers to additional questions and Vendors to adjust their proposals based on the answers?

**State Response 29**

No, the State will keep the bid opening 11/21.



Attachment_A Cost Sheets (Revised 11-02-2018)		CRFP 0212 SWC190000001		Hosted Voice Services		
<b>4.2.1.1.1) Managed Voice Services - Support of State's Legacy IP Environment</b>						
	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost	
	(A)	(B)		(C=A*B)	(D=C*12)	
Management and Support of Legacy IPT Environment, per end user		10000		\$ -	\$ -	
<b>4.2.1.1.3.1) Hosted Voice Services Packages</b>						
	Cost Per Month Standard Security	Total Users	Cost Per Month High Security	Total Users	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Analog Line Package, per end user		250		250	\$ -	\$ -
Basic Package (Call control features), per end user		500		500	\$ -	\$ -
Enhanced Package (Basic Package plus Voice Mail), per end user		3750		3750	\$ -	\$ -
Premium Package (Enhanced Package plus Extension Mobility), per end user		500		500	\$ -	\$ -
Total - Analog, Basic, Enhanced, Premium					\$ -	\$ -
<b>4.2.1.1.3.2) Phone Leasing/Month</b>						
	Cost Per Month	Total Phone Count		Total Monthly Cost	Total One Year Cost	
	(A)	(B)		(C=A*B)	(D=C*12)	
Softphone Package		250		\$ -	\$ -	
2-Line Phone		7200		\$ -	\$ -	
5-Line Phone with sidecar capabilities		1000		\$ -	\$ -	
Conference Phone		1000		\$ -	\$ -	
Wireless Phone		500		\$ -	\$ -	
ADA-Compliant Phone		50		\$ -	\$ -	
Total - Softphone, 2-Line, 5-Line, Conference, Wireless, ADA-Compliant				\$ -	\$ -	
<b>4.2.1.1.3.20) Bridge Operator Console</b>						
	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost	
	(A)	(B)		(C=A*B)	(D=C*12)	
Standard		15		\$ -	\$ -	
Advanced		1		\$ -	\$ -	
Total - Bridge Operator Console				\$ -	\$ -	
<b>4.2.1.1.3.7) Small Site Option Utilizing Public Networking</b>						
	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost	
	(A)	(B)		(C=A*B)	(D=C*12)	
Small Site Option, per end user		100		\$ -	\$ -	
<b>4.2.1.1.3.15) Paging Service</b>						
	Cost Per Month	Total Sites		Total Monthly Cost	Total One Year Cost	
	(A)	(B)		(C=A*B)	(D=C*12)	
Paging Service, per site		50		\$ -	\$ -	
<b>4.2.1.1.3.10) International Calling</b>						
	Cost Per Minute	Total Minutes		Total Monthly Cost	Total One Year Cost	
	(A)	(B)		(C=A*B)	(D=C*12)	
Canada		100		\$ -	\$ -	
Mexico		100		\$ -	\$ -	
Jamaica		100		\$ -	\$ -	
Total - International Calls				\$ -	\$ -	

<b>Attachment A Cost Sheets (Revised 11-02-2018)</b>	<b>CRFP 0212 SWC190000001</b>	<b>Hosted Voice Services</b>
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4.2.1.1.3.15) Simultaneous Calls (Including unlimited local and long distance)	Cost Per Month	Total Call Count		Total Monthly Cost	Total One-Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
G.711 (Non-compressed)		500		\$ -	\$ -
G.729 (Compressed)		1500		\$ -	\$ -
Additional Simultaneous Calls G.711		100		\$ -	\$ -
Additional Simultaneous Calls G.729		100		\$ -	\$ -
Block of 20 DIDs		100		\$ -	\$ -
<b>Total - Simultaneous Calls and DIDs</b>				<b>\$ -</b>	<b>\$ -</b>

4.2.1.1.3.6) MPLS Connectivity to the Vendor's Hosted Solution (Including any associated charges)		One-Time Cost	Total Monthly Cost	Total One Year Cost
		(A)	(B)	(C=A+B*12)
100Mbps with 75% QOS				\$ -
200Mbps with 75% QOS				\$ -
300Mbps with 75% QOS				\$ -
400Mbps with 75% QOS				\$ -
500Mbps with 75% QOS				\$ -
600Mbps with 75% QOS				\$ -
700Mbps with 75% QOS				\$ -
800Mbps with 75% QOS				\$ -
900Mbps with 75% QOS				\$ -
1Gbps with 75% QOS				\$ -

4.2.1.1.4) Hosted Contact Center Services	Cost Per Month Standard Security	Total Users Standard	Cost Per Month High Security	Total Users High	Total Monthly Cost Standard and High Security	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Agent		240		240	\$ -	\$ -
Supervisor		10		10	\$ -	\$ -
<b>Total - Agents and Supervisors</b>					<b>\$ -</b>	<b>\$ -</b>
		Total Sites Standard	One-Time Cost Per Site	Total Sites High	One-Time Cost Per Site	Total One-Time Costs
		(A)	(B)	(C)	(D)	(E=A*B+C*D)
<b>Initial Implementation Services, One-Time Cost per site:</b>		10		10		\$ -

4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings per GB/month	Cost Per GB/month	Total Storage		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Storage for Call Recordings per GB/month		100		\$ -	\$ -

**C) Professional Services Fees****Custom Implementation Services and Fees**

*NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel.*

	\$/hr	Hours	Total
<b>4.2.1.3.21, 4.2.1.3.4) Call Recording</b>			
Position: Network Engineer		20	\$ -
Position: Telephony Engineer		20	\$ -
Position: Storage Engineer		20	\$ -
Position: Trainer		8	\$ -
<b>4.2.1.3.19) Paging Integration</b>			
Position: Project Manager		10	\$ -
Position: Network Engineer		15	\$ -
Position: Telephony Engineer		15	\$ -
<b>4.2.1.3.20) Operator Console Implementation</b>			
Position: Project Manager		8	\$ -
Position: Telephony Engineer		16	\$ -
Position: Network Engineer		8	\$ -
Position: Trainer		8	\$ -
<b>4.2.1.4.1) Integration to Agency-Specific Contact Center Applications</b>			
Position: Project Manager		50	\$ -
Position: Telephony Engineer		120	\$ -
Position: Network Engineer		120	\$ -
<b>4.2.1.3.3) SRST Provisioning of Additional Lines</b>			
Position: Telephony Engineer		40	\$ -
Position: Project Manager		8	\$ -
<b>4.2.1.3.10) Training Services for Hosted Voice Services</b>	\$/Student		
Position: Trainer for Hosted Voice Services		100	\$ -
<b>4.2.1.3.11) Training Services for Hosted Contact Center</b>	\$/Student		
Position: Trainer for Hosted Contact Center		10	\$ -
<b>Professional Services Total</b>			\$ -
<b>D. Total One Year Cost</b>			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ -
4.2.1.1.3.1) Hosted Voice Services Packages			\$ -
4.2.1.1.3.2) Phone Leasing/Month			\$ -
4.2.1.1.3.20) Bridge Operator Console			\$ -
4.2.1.1.3.7) Small Site Option			\$ -
4.2.1.1.3.19) Paging Service			\$ -
4.2.1.1.3.11) International Calling			\$ -
4.2.1.1.3.15) Simultaneous Calls			\$ -
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ -
4.2.1.1.4) Hosted Contact Center Services			\$ -
4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings			\$ -
Professional Services			\$ -
D: Total Evaluation Cost = Total One Year Costs + Total One-Time Costs			\$ -

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.



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

State of West Virginia  
 Request for Proposal  
 35 -- Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM\_4: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

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

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Name, Address and Telephone Number:

**FOR INFORMATION CONTACT THE BUYER**

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

Signature X

FEIN #

DATE

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

**ADDITIONAL INFORMATION:**

ADDENDUM\_4 is issued for the following:

1. To Publish revised Attachment\_A Cost Sheet. (rev. 11-15-2018 Excel formatted) due to a calculation error.

No other changes made.

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

**MANDATORY PRE-BID MEETING:**

DATE: 09/26/2018

TIME: 2:30PM EDT

LOCATION: WV Office of Technology

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

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

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

Comm Code	Manufacturer	Specification	Model #
81161700			

**Extended Description :**

See Attachment\_A Cost Sheet for proposal pricing. (Revised 11-02-2018)

Vendor shall use the Attachment\_A Cost Sheet for proposal pricing.

Note: online proposal submissions are prohibited.

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

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER: CRFP 0212 SWC1900000001**  
**Addendum Number: 4**

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The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC1900000001 ("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
- Attachment of Revised 11-15-2018 Attachment\_A Cost Sheet
- Other

**Description of Modification to Solicitation:**

1. **To Publish the Attachment\_A Cost Sheets Revised 11-15-2018 due to calculation error.**

No other changes made.

**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 Cost Sheets (Revised 11-15-2018)** **CRFQ 0212 SWC790000001** **Hosted Voice Services**

4.2.1.1.1 Managed Voice Services - Support of State's Legacy IP Environment	Cost Per Month	Total Users	Total Monthly Cost	Total One Year Cost
	[A]	[B]	[C=A*B]	[D=C*12]
Management and Support of Legacy IPT Environment, per end user:	\$	10000	\$	\$

4.2.1.1.3.1 Hosted Voice Services Packages	Cost Per Month Standard Security	Total Users	Cost Per Month High Security	Total Users	Total Monthly Cost	Total One Year Cost
	[A]	[B]	[C]	[D]	[E=A*B+C*D]	[F=E*12]
Audio/Video Package, per end user	\$	250	\$	250	\$	\$
Basic Package (Call Control Features), per end user	\$	500	\$	500	\$	\$
Enhanced Package (Basic Package plus Voice Mail), per end user	\$	3750	\$	3750	\$	\$
Premium Package (Enhanced Package plus Extension Mobility), per end user	\$	500	\$	500	\$	\$
Universal Service Fund Fee at Current Tariffed Rate.	\$	5000	\$	5000	\$	\$
<b>Total - Audio, Basic, Enhanced, Premium, and USF Fee</b>					\$	\$

4.2.1.1.3.2 Phone Testing/Month	Cost Per Month	Total Phone Count	Total Monthly Cost	Total One Year Cost
	[A]	[B]	[C=A*B]	[D=C*12]
Soft Phone Package	\$	250	\$	\$
2-Line Phone	\$	7200	\$	\$
6-Line Phone with select capabilities	\$	1000	\$	\$
Conference Phone	\$	1000	\$	\$
Wireless Phone	\$	500	\$	\$
ADA-Compliant Phone	\$	50	\$	\$
<b>Total - Softphone, 2-Line, 6-Line, Conference, Wireless, ADA-Compliant</b>			\$	\$

4.2.1.1.3.7 Small Site Option Utilizing Public Networking	Cost Per Month	Total Users	Total Monthly Cost	Total One Year Cost
	[A]	[B]	[C=A*B]	[D=C*12]
Small Site Option, per end user	\$	100	\$	\$

4.2.1.1.3.10 International Calling	Cost Per Minute	Total Minutes	Total Monthly Cost	Total One Year Cost
	[A]	[B]	[C=A*B]	[D=C*12]
Canada	\$	300	\$	\$
Mexico	\$	300	\$	\$
Jamaica	\$	300	\$	\$
<b>Total - International Calls</b>			\$	\$

4.2.1.1.3.15 Simultaneous Calls (Including unimbed local and long distance)	Cost Per Month	Total Call Count	Total Monthly Cost	Total One Year Cost
	[A]	[B]	[C=A*B]	[D=C*12]
G.711 (Non-compressed)	\$	500	\$	\$
G.729 (Compressed)	\$	1500	\$	\$
Additional Simultaneous Calls G.711	\$	300	\$	\$
Additional Simultaneous Calls G.729	\$	300	\$	\$
<b>Total - Simultaneous Calls</b>			\$	\$





**C) Professional Services Fees**  
**Custom Implementation Services and Fees:**  
 NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.

	\$/hr	Hours	Total
<b>4.2.1.1.3.21, 4.2.1.1.4.A) Call Recording</b>			
Position: Network Engineer	\$ -	20	\$ -
Position: Telephony Engineer	\$ -	20	\$ -
Position: Storage Engineer	\$ -	20	\$ -
Position: Trainer	\$ -	8	\$ -
<b>4.2.1.1.3.10) Pricing/Integration</b>			
Position: Project Manager	\$ -	10	\$ -
Position: Network Engineer	\$ -	15	\$ -
Position: Telephony Engineer	\$ -	15	\$ -
<b>4.2.1.1.3.20) Operator Console Implementation</b>			
Position: Project Manager	\$ -	8	\$ -
Position: Telephony Engineer	\$ -	16	\$ -
Position: Network Engineer	\$ -	8	\$ -
Position: Trainer	\$ -	8	\$ -
<b>4.2.1.1.4.3) Integration to Agency-Specific Contact Center Applications</b>			
Position: Project Manager	\$ -	50	\$ -
Position: Telephony Engineer	\$ -	120	\$ -
Position: Network Engineer	\$ -	120	\$ -
<b>4.2.1.1.3.3) SRST Provisioning of Additional Lines</b>			
Position: Telephony Engineer	\$ -	40	\$ -
Position: Project Manager	\$ -	8	\$ -
<b>4.2.1.2.10) Training Services for Hosted Voice Services</b>			
Position: Trainer for Hosted Voice Services	\$ -	100	\$ -
<b>4.2.1.2.11) Training Services for Hosted Contact Center</b>	\$/Student		
Position: Trainer for Hosted Contact Center	\$ -	10	\$ -
<b>Professional Services Total</b>			\$ -
<b>D. Total One Year Cost</b>			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ -
4.2.1.1.2.1) Hosted Voice Services Packages			\$ -
4.2.1.1.3.2) Phone Leasing/Month			\$ -
4.2.1.1.3.7) Small Site Option			\$ -
4.2.1.1.3.11) International Calling			\$ -
4.2.1.1.3.15) Simultaneous Calls			\$ -
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ -
4.2.1.1.4) Hosted Contact Center Services			\$ -
4.2.1.1.3.21, 4.2.1.1.4.A) Storage for Call Recordings			\$ -
<b>Professional Services</b>			\$ -
<b>Total Evaluation Cost = (Total One Year Costs + Total One-Time Costs)</b>			\$ -

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.



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

State of West Virginia  
 Request for Proposal  
 35 - Telecomm

Proc Folder: 462803

Doc Description: ADDENDUM\_5: RFP for Managed and Hosted Voice Services

Proc Type: Statewide MA (Open End)

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

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Name, Address and Telephone Number:

**FOR INFORMATION CONTACT THE BUYER**

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

Signature X

FEIN #

DATE

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

**ADDITIONAL INFORMATION:**

ADDENDUM 5 Is issued for the following:

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

No other changes made.

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

**MANDATORY PRE-BID MEETING:**

DATE: 09/26/2018

TIME: 2:30PM EDT

LOCATION: WV Office of Technology

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

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

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

Comm Code	Manufacturer	Specification	Model #
81161700			

**Extended Description :**

See Attachment\_A Cost Sheet for proposal pricing. (Revised 11-16-2018)

Vendor shall use the Attachment\_A Cost Sheet for proposal pricing.

Note: online proposal submissions are prohibited.

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

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER: CRFP 0212 SWC190000001**  
**Addendum Number: 5**

---

The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC190000001 ("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
- Attachment of Revised 11-16-2018 Attachment\_A Cost Sheet
- Other

**Description of Modification to Solicitation:**

1. To move the Bid Opening date from 11/21/2018 to 11/27/2018 at 1:30pm EST.
2. To Publish the Attachment\_A Cost Sheets Revised 11-16-2018 due to calculation error.

No other changes made.

**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 Cost Sheets (Revised 11-16-2018) CRFQ 0212 SWC190000001 Hosted Voice Services

4.2.1.1.1) Managed Voice Services - Support of State's Legacy IP Environment	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Management and Support of Legacy IPT Environment, per end user		10000		\$ -	\$ -

4.2.1.1.3.1) Hosted Voice Services Packages	Cost Per Month Standard Security	Total Users	Cost Per Month High Security	Total Users	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Analog Line Package, per end user		250		250	\$ -	\$ -
Basic Package (Call control features), per end user		500		500	\$ -	\$ -
Enhanced Package (Basic Package plus Voice Mail), per end user		3750		3750	\$ -	\$ -
Premium Package (Enhanced Package plus Extension Mobility), per end user		500		500	\$ -	\$ -
Universal Service Fund Fee at Current Tariffed Rate		5000		5000	\$ -	\$ -
<b>Total - Analog, Basic, Enhanced, Premium</b>					\$ -	\$ -

4.2.1.1.3.2) Phone Leasing/Month	Cost Per Month	Total Phone Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Softphone Package		250		\$ -	\$ -
2-Line Phone		7200		\$ -	\$ -
5-Line Phone with sidecar capabilities		1000		\$ -	\$ -
Conference Phone		1000		\$ -	\$ -
Wireless Phone		500		\$ -	\$ -
ADA-Compliant Phone		50		\$ -	\$ -
<b>Total - Softphone, 2-Line, 5-Line, Conference, Wireless, ADA-Compliant</b>				\$ -	\$ -

4.2.1.1.3.20) Bridge Operator Console	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Standard		15		\$ -	\$ -
Advanced		1		\$ -	\$ -
<b>Total - Bridge Operator Console</b>				\$ -	\$ -

4.2.1.1.3.7) Small Site Option Utilizing Public Networking	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Small Site Option, per end user		100		\$ -	\$ -

4.2.1.1.3.19) Paging Service	Cost Per Month	Total Sites		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Paging Service, per site		50		\$ -	\$ -

ATTACHMENT_A Cost Sheets (Revised 11-16-2018)		CRFQ 0212 SWC190000001		Hosted Voice Services		
<b>4.2.1.1.3.10) International Calling</b>	<b>Cost Per Minute</b>	<b>Total Minutes</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>	
	(A)	(B)		(C=A*B)	(D=C*12)	
Canada		100		\$ -	\$ -	
Mexico		100		\$ -	\$ -	
Jamaica		100		\$ -	\$ -	
<b>Total - International Calls</b>				\$ -	\$ -	
<b>4.2.1.1.3.15) Simultaneous Calls (including unlimited local and long distance)</b>	<b>Cost Per Month</b>	<b>Total Call Count</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>	
	(A)	(B)		(C=A*B)	(D=C*12)	
G.711 (Non-compressed)		500		\$ -	\$ -	
G.729 (Compressed)		1500		\$ -	\$ -	
Additional Simultaneous Calls G.711		100		\$ -	\$ -	
Additional Simultaneous Calls G.729		100		\$ -	\$ -	
Block of 20 DIDs		100		\$ -	\$ -	
<b>Total - Simultaneous Calls and DIDs</b>				\$ -	\$ -	
<b>4.2.1.1.3.6) MPLS Connectivity to the Vendor's Hosted Solution (including any associated charges)</b>			<b>One-Time Cost</b>	<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>	
			(A)	(B)	(C=A+[B*12])	
100Mbps with 75% QOS					\$ -	
200Mbps with 75% QOS					\$ -	
300Mbps with 75% QOS					\$ -	
400Mbps with 75% QOS					\$ -	
500Mbps with 75% QOS					\$ -	
600Mbps with 75% QOS					\$ -	
700Mbps with 75% QOS					\$ -	
800Mbps with 75% QOS					\$ -	
900Mbps with 75% QOS					\$ -	
1Gbps with 75% QOS					\$ -	
<b>Total</b>					\$ -	
<b>4.2.1.1.4) Hosted Contact Center Services</b>	<b>Cost Per Month Standard Security</b>	<b>Total Users Standard</b>	<b>Cost Per Month High Security</b>	<b>Total Users High</b>	<b>Total Monthly Cost Standard and High Security</b>	<b>Total One Year Cost</b>
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Agent		240		240	\$ -	\$ -
Supervisor		10		10	\$ -	\$ -
<b>Total - Agents and Supervisors</b>					\$ -	\$ -

ATTACHMENT_A Cost Sheets (Revised 11-16-2018)		CRFQ 0212 SWC190000001			Hosted Voice Services	
		Total Sites Standard	One-Time Cost Per Site	Total Sites High	One-Time Cost Per Site	Total One-Time Costs
		(A)	(B)	(C)	(D)	(E=A*B+C*D)
Initial Implementation Services; One-Time Cost per site		10		10		\$ -

4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings per GB/month	Cost Per GB/month	Total Storage	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C=A*B)	(D=C*12)
Storage for Call Recordings per GB/month		100	\$ -	\$ -

**C) Professional Services Fees**  
**Custom Implementation Services and Fees**  
*NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel.*

	\$/hr	Hours	Total
<b>4.2.1.1.3.21, 4.2.1.1.4.4) Call Recording</b>			
Position: Network Engineer		20	\$ -
Position: Telephony Engineer		20	\$ -
Position: Storage Engineer		20	\$ -
Position: Trainer		8	\$ -
<b>4.2.1.1.3.19) Paging Integration</b>			
Position: Project Manager		10	\$ -
Position: Network Engineer		15	\$ -
Position: Telephony Engineer		15	\$ -
<b>4.2.1.1.3.20) Operator Console Implementation</b>			
Position: Project Manager		8	\$ -
Position: Telephony Engineer		16	\$ -
Position: Network Engineer		8	\$ -
Position: Trainer		8	\$ -
<b>4.2.1.1.4.1) Integration to Agency-Specific Contact Center Applications</b>			
Position: Project Manager		50	\$ -
Position: Telephony Engineer		120	\$ -
Position: Network Engineer		120	\$ -
<b>4.2.1.1.3.3) SRST Provisioning of Additional Lines</b>			
Position: Telephony Engineer		40	\$ -
Position: Project Manager		8	\$ -
<b>4.2.1.3.10) Training Services for Hosted Voice Services</b>			
Position: Trainer for Hosted Voice Services	\$/Student	100	\$ -
<b>4.2.1.3.11) Training Services for Hosted Contact Center</b>			
Position: Trainer for Hosted Contact Center	\$/Student	10	\$ -
<b>Professional Services Total</b>			\$ -

<b>D. Total One Year Cost</b>			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ -
4.2.1.1.3.1) Hosted Voice Services Packages			\$ -
4.2.1.1.3.2) Phone Leasing/Month			\$ -
4.2.1.1.3.20) Bridge Operator Console			\$ -
4.2.1.1.3.7) Small Site Option			\$ -
4.2.1.1.3.18) Paging Service			\$ -
4.2.1.1.3.11) International Calling			\$ -
4.2.1.1.3.15) Simultaneous Calls			\$ -
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ -
4.2.1.1.4) Hosted Contact Center Services			\$ -
4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings			\$ -
Professional Services			\$ -
D, Total Evaluation Cost = (Total One Year Costs + Total One-Time Costs)			\$ -

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.



**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFP 0212 SWC1900000001**

**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)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Lumos Networks, LLC

\_\_\_\_\_  
Company

  
\_\_\_\_\_  
Authorized Signature

11/27/18

\_\_\_\_\_  
Date

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

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

**1. Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

- a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.
- b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).
- c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.
- d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.
- e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111<sup>th</sup> Congress (2009).

- f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.
- g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.
- h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.
- i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.
- j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

## 2. Permitted Uses and Disclosures.

- a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.
- b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.
- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

### 3. Obligations of Associate.

- a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.
- b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.
- c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:
  - i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;
  - ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;
  - iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;
  - iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.
- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.
- e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

- i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.
- ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.
- iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
  - the date of disclosure;
  - the name of the entity or person who received the PHI, and if known, the address of the entity or person;
  - a brief description of the PHI disclosed; and
  - a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.
- iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."
- v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

- g. Retention of PHI.** Notwithstanding section 4.a, of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.
- h. Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.
- j. Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.
- k. Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.
- l. Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at [www.state.wv.us/admin/purchase/vrc/agency/li.htm](http://www.state.wv.us/admin/purchase/vrc/agency/li.htm) and,

unless otherwise directed by the Agency in writing, the Office of Technology at [incident@wv.gov](mailto:incident@wv.gov) or <https://apps.wv.gov/ot/jr/Default.aspx>.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

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

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

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

- m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

#### 4. Addendum Administration.

- a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.
- b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

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

#### 5. General Provisions/Ownership of PHI.

- a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.
- b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.
- c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.
- d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.
- e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.
- g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.
- h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.



AGREED:

Name of Agency: WVOT

Name of Associate: Lumos Networks LLC

Signature: [Handwritten Signature]

Signature: [Handwritten Signature]

Title: CFD

Title: Director of Regulatory Affairs

Date: 2/21/19

Date: October 24, 2018

Form - WVBA-012004  
Amended 08.26.2013

APPROVED AS TO FORM THIS 21<sup>st</sup>  
DAY OF Jan 20 11  
BY [Signature]  
Patrick Morisey  
Attorney General

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: LUMDS NETWORKS / SEGRA

Name of Agency: WVOT

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

## Appendix A – PHI Description

**Describe the PHI. If not applicable, please indicate the same.**

PHI data elements that could be contained in Vendor's solution:

- Name
- Address
- Dates related to an individual
- Telephone numbers
- Fax number
- Email address
- Social Security number
- Medical record number
- Health plan beneficiary number
- Account number
- Certificate/license number
- Any vehicle or other device serial
- Device identifiers or serial numbers
- Web URL
- Internet Protocol (IP) address
- Finger or voice prints
- Photographic images
- Any other characteristic that would uniquely identify the individual

ATTACHMENT\_C

**STATE OF WEST VIRGINIA - VOIP TELECOMMUNICATIONS CHANGE REQUEST (TCR)**

NOTE: FIELDS WITH \*\* ARE COMPLETED BY WVOT

AGENCY TCR INFORMATION			
TCR#**		REQUESTED DUE DATE	
AGENCY DEPARTMENT		AGENCY NAME	
DIVISION		DIRECT BILL**	NO
AGENCY PRIMARY CONTACT		AGENCY ON-SITE CONTACT	
AGENCY PRIMARY CONTACT PHONE		AGENCY ON-SITE CONTACT PHONE	
AGENCY PRIMARY CONTACT EMAIL		AGENCY ON-SITE CONTACT EMAIL	
OFFICE HOURS OF OPERATION		OFFICE MOVE	
AGENCY ON-SITE ADDRESS (E911)		OLD ADDRESS (IF APPLICABLE)	
WVOT FIELD TECH(S)**		WVOT FIELD TECH(S) PHONE**	
REQUESTED VOIP SERVICE(S) Account numbers located on Telecommunications Backup			
VOIP ACCOUNT NUMBER			
Requested Services- Mark Yes for all that apply			
Hosted VOIP- New Implementation		Hosted Virtual Contact Center-New Implementation	
Hosted VOIP- Existing -Add		Hosted Virtual Contact Center-Existing-Add	
Hosted VOIP- Existing -Move		Hosted Virtual Contact Center-Existing-Move	
Hosted VOIP- Existing -Change		Hosted Virtual Contact Center-Existing-Change	
Hosted VOIP- Existing -Delete		Hosted Virtual Contact Center-Existing-Delete	
IP Contact Center Services		WebEx	
Open Video Communications		Audio Conferencing	
Other:			
COMMENTS Details			
AGENCY AUTHORIZATION- PLEASE PRINT NAMES AND THEN SIGN OR RETURN AUTHORIZATION VIA EMAIL			

AGENCY AUTHORIZATION	x	x
	AGENCY AUTHORIZATION (PRINTED)	AGENCY AUTHORIZATION(SIGNATURE)
COMPLETED BY	x	x
	COMPLETED BY (PRINTED)	COMPLETED BY (SIGNATURE)
PLEASE SIGN ABOVE AND RETURN TO TCR@WV.GOV. TCR MAY BE REJECTED IF REQUIRED FIELDS ARE INCOMPLETE		
WVOT AUTHORIZATION	x	x
	WVOT AUTHORIZATION (COMPLETED BY WVOT)	RECEIVED BY/DATE (COMPLETED BY WVOT)

**STATE OF WEST VIRGINIA - VOIP TELECOMMUNICATIONS CHANGE REQUEST ( TCR )**

**NOTE: FIELDS WITH \*\* ARE COMPLETED BY WVOT**

**AGENCY TCR INFORMATION**

TCR#**		REQUESTED DUE DATE	
AGENCY DEPARTMENT		AGENCY NAME	
DIVISION			
Full Street Address (911)			
Number of Users		Is the location VOIP Ready?	
Number of auto attendants by location		Do you plan to use Device Mobility?	
Do any locations require a phased install?			
Will any users use soft phones only?		If so, how many?	
Do you plan to use Extension Mobility?		If so, how many phones?	
Number of Hunt Groups:			
Are any members of the hunt group off net?		If so, how many?	
Do you plan use SRST at each site in case of loss of connectivity to the UCCaas data centers?		If so, please describe the connectivity for each location:	
		Quantity:	
		Type of Calls Allowed:	
		Any other details:	

**West Virginia Office of Technology**  
**Instructions for Completing a Telecommunications Change Request (TCR)**

Note: Fields with \*\* are Completed by WVOT

These instructions are to be followed when submitting TCRs to add, change, or disconnect voice and/or data services obtained through the statewide contracts. If ordering both voice/IT, and data services, separate TCRs will be needed for each type of service. If ordering service to be billed to more than one billing account, separate TCRs will be needed for each billing account.

All TCRs must be typed in order to ensure accurate service delivery. Only complete TCR forms can be processed. The Telecommunications Ordering and Billing section can assist with the completion of the TCR and any questions regarding required fields by emailing TCR@wv.gov. Please allow time for technical and business consultations and research when necessary.

The date of submission is the date that a complete TCR is provided to the vendor. Timeframes associated with the installation of services requested begin when a complete TCR is submitted to the vendor. Timeframes to be associated with the installation and/or disconnection of services are governed by the particular statewide contract(s) and/or Service Level Agreement(s) for each specific service; however, if the vendor requires special construction, then the contract timelines are not in effect. Please consult WVOT with questions.

Email the completed TCR and any related correspondence to TCR@wv.gov. Do not send a TCR and related correspondence to an individual email address as this could cause delays.

**Information Requested on a TCR:**

AGENCY INFORMATION	DESCRIPTION OF INFORMATION REQUESTED
TCR# **	This is the number that must be referenced when requesting the status of any TCR.
Requested Due Date	"ASAP" cannot be accepted. Due dates are subject to vendor requirements.
Agency Department (REQUIRED)	Use Department (Org Level 1) (i.e. Transportation)
Agency Name (REQUIRED)	Use Agency Name (Org Level 2) (i.e. Division of Highways)
Division	Use Division name (Org Level 3), when applicable (i.e. Highways District 1)
Direct Bill?	This is always "No" unless a waiver to go off the State Wide Contract is provided by OT.
Agency Primary Contact (REQUIRED)	This is the decision maker who should be contacted if there are questions regarding TCR costs and/or due date.
Agency Primary Contact Phone # (REQUIRED)	Agency Primary Contact's phone number including extension, if applicable.
Agency Primary Contact Email (REQUIRED)	Agency Primary Contact's email address.
Office Hours of Operation	The hours the office is open for an on-site visit if it is necessary to review, design and/or install the requested services.
Agency On-site Contact (REQUIRED)	This person should be on-site and available to provide access to location and have knowledge of the work request.
Agency On-site Contact Phone# (REQUIRED)	Agency On-site Contact's phone number including extension, if applicable.
Agency On-site Contact Email (REQUIRED)	Agency On-site Contact's email address.
Agency On-site Address (REQUIRED)	The E911 physical address of the location, including the zip code and county, where the requested services are to be performed.
Office Move? (REQUIRED)	If the request is associated with an office move, select "Yes."
Old Address (if applicable)	If Office Move is marked as "Yes" enter the E911 physical address of the location the services are moving from.
WVOT Field Tech **	WVOT Field Technician assigned to assist with installation details.
Phone **	WVOT Field Tech's phone number.
Email **	WVOT Field Tech's email address.
REQUESTED VOIP SERVICES	DESCRIPTION OF INFORMATION REQUESTED
VOIP Account Number	This is the 6 digit account number that is available on the billing backup. It is also the agency's main ID number.
Requested Services (Mark Yes For All That Apply)	
Hosted VOIP- New Implementation	If this request is to add a new Hosted VOIP Implementation, select "Yes"
Hosted VOIP- Existing -Add	If this request is to add services for an existing Hosted VOIP Implementation, select "Yes"
Hosted VOIP- Existing -Move	If this request is to move services for an existing Hosted VOIP Implementation, select "Yes"
Hosted VOIP- Existing -Change	If this request is to change services for an existing Hosted VOIP Implementation, select "Yes"
Hosted VOIP- Existing -Delete	If this request is to delete services for an existing Hosted VOIP Implementation, select "Yes"
IP Contact Center Services	If this request is to add services for an IP Contact Center Service, select "Yes"
Open Video Communications	If this request is to add services for an Open Video Communications, select "Yes"
Hosted Virtual Contact Center-New Implementation	If this request is to add a new Hosted Virtual Contact Center, select "Yes"
Hosted Virtual Contact Center-Existing-Add	If this request is to add services for an existing Hosted Virtual Contact Center, select "Yes"
Hosted Virtual Contact Center-Existing-Move	If this request is to move services for an existing Hosted Virtual Contact Center, select "Yes"
Hosted Virtual Contact Center-Existing-Change	If this request is to change services for an existing Hosted Virtual Contact Center, select "Yes"
Hosted Virtual Contact Center-Existing-Delete	If this request is to delete services for an existing Hosted Virtual Contact Center, select "Yes"
WebEx	If this request is to add services for an WebEx, select "Yes"
Audio Conferencing	If this request is to add services for an Audio Conferencing, select "Yes"
Comments	Use the comments section to provide requested service summary and additional explanation of the service(s) requested. If this is an emergency, "EXPEDITE" will be written in this section. Additional charges may apply for expedite requests.
AGENCY AUTHORIZATION	DESCRIPTION OF INFORMATION REQUESTED
Agency Authorization	This is the person (name both printed and signed) designated by the agency as having authorization to submit TCRs for voice and/or data related services on behalf of the agency. This person should have financial authorization since a TCR obligates an agency to financial responsibility of the requested services. The WVOT is obligated to accept TCRs for services from any employee within that agency and the agency will be responsible for any charges resulting from the services requested on the TCR. The agency needs to complete a Signature Authority Designation form for all individuals authorized to sign TCRs and submit updated designation forms to the Telecommunications Ordering and Billing section (TCR@wv.gov).
Completed by	This is the individual (name both printed and signed) who completed the TCR form.
WVOT Authorization **	This is the individual within WVOT who authorizes the TCR be submitted to the vendor.
Received by / Date **	This is the individual within WVOT who received the TCR from the agency and the date the TCR was received by WVOT.



## APPENDIX A

### OVERVIEW OF CURRENT TELEPHONY ENVIRONMENT

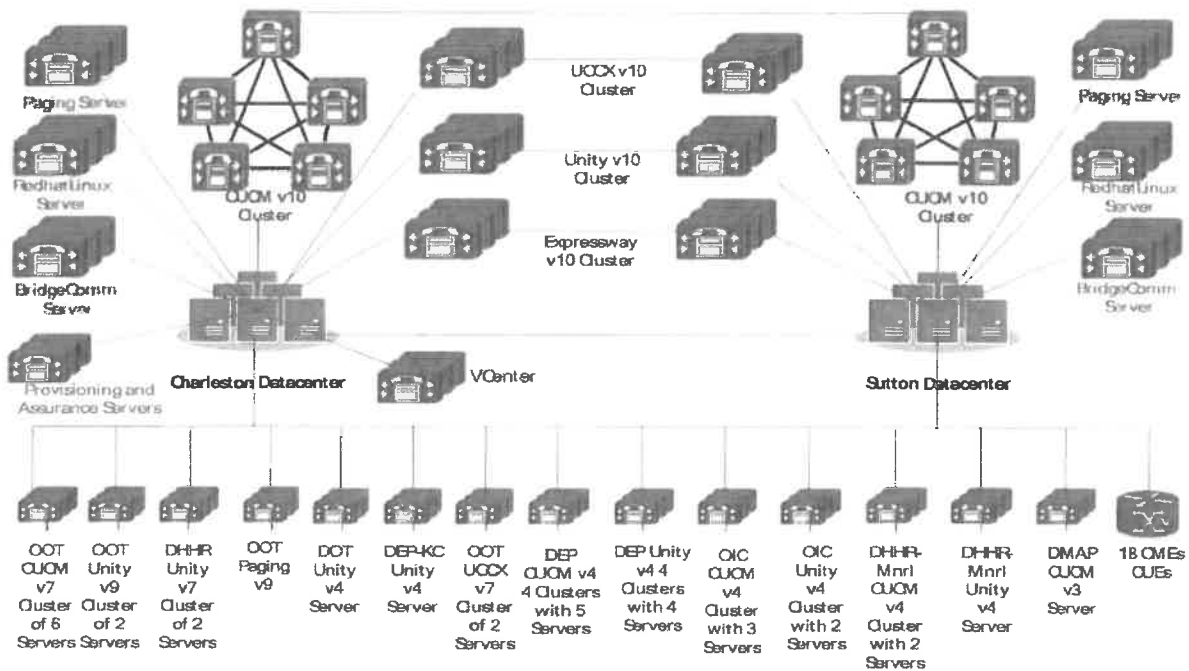
The West Virginia Department of Administration's current IP telephony environment as it applies to this RFP is comprised of a combination of State administered Cisco Unified Communications Manager (CUCM), and hosted and managed Unified Communication and Collaboration as a Service (UCCaaS) deployments serving approximately 10,000 employees throughout the State. The State is actively working to transition to the hosted UCCaaS service and the information provided below represents a "snapshot in time" as of this writing. All figures stated are estimates only and are subject to change.

The State's Wide Area Network is comprised of over 500 sites that are connected to the network core in Charleston, West Virginia. Of these, approximately 425 agency locations are connected via Verizon provided MPLS, approximately 50 utilize DSL, and the remaining balance is made up of Cable (Internet VPN), Point-to-Point, and T1 Circuits.

### SECTION 1: CISCO UNIFIED COMMUNICATIONS

The Department of Administration has multiple Cisco Unified Communications Manager (CUCM) deployments (Versions 4.x, 7.x, & 10.x) supporting approximately 9,000 stations. Additionally, there are nineteen (19) Unified Communications Manager Express / Unity Express (CME/CUE) installations supporting approximately 800 additional stations. These systems utilize a combination of SIP, PRI, and Centrex/POTS circuits for in-bound and out-bound dialing. The diagram and tables below provide an overview of the State's existing IPT infrastructure.

**DIAGRAM 1.1: CALL MANAGER ENVIRONMENT – LOGICAL VIEW**





**TABLE 1.1: CISCO CALL MANAGER CLUSTERS:**

Cluster	Number of Supported Sites	Estimated Number of Phones
CCM4	8	1,038
CUCM7	165	7,848
CUCM10	22	1,306
CME/CUE	19	800

**TABLE 1.2: LISTING OF STATE LOCATIONS CURRENTLY UTILIZING IPT:**

Address	City	State	Zip
50 Rocky Branch Road	Alum Creek	WV	25003
105 S. Eisenhower Drive	Beckley	WV	25801
109 East Main Street	Beckley	WV	25801
800 New River Town Center	Beckley	WV	25801
101 Cambridge Place	Bridgeport	WV	26330
83 Brushy Fork Road	Buckhannon	WV	26201
2120 N Western Turnpike	Burlington	WV	26710
1007 Bullitt Street Suite 400	Charleston	WV	25301
101 Dee Drive Suite 103	Charleston	WV	25311
107 Capitol Street	Charleston	WV	25301
1124 Smith Street	Charleston	WV	25301
1201 Greenbrier Street	Charleston	WV	25311
1207 Quarrier Street	Charleston	WV	25301
1321 Plaza East	Charleston	WV	25303
1340 Smith Street	Charleston	WV	25301
1356 Hansford Street	Charleston	WV	25301
1409 Greenbrier Street	Charleston	WV	25311
1409 Washington Street	Charleston	WV	25301
1596 Kanawha Blvd. E	Charleston	WV	25311
190 Dry Branch Drive	Charleston	WV	25306
1900 Kanawha Blvd	Charleston	WV	25305
2019 Washington Street E	Charleston	WV	25305
208 Hale Street	Charleston	WV	25301
2101 Washington Street E	Charleston	WV	25305
231 Capitol Street	Charleston	WV	25301
300 Capitol Street	Charleston	WV	25301
350 Capitol Street	Charleston	WV	25301
4101 MacCorkle Ave SE	Charleston	WV	25304
4190 Washington Street W	Charleston	WV	25313
4701 MacCorkle Ave SE	Charleston	WV	25304
4752 Chimney Drive	Charleston	WV	25302

502 Eagle Mountain Road	Charleston	WV	25311
505 Capitol Street Suite 200	Charleston	WV	25301
515 Central Ave	Charleston	WV	25302
5707 MacCorkle Ave SE	Charleston	WV	25317
601 57th Street SE	Charleston	WV	25304
617 Leon Sullivan Way	Charleston	WV	25301
619 Virginia Street W	Charleston	WV	25302
7 Players Club Drive Suite 2	Charleston	WV	25311
723 Kanawha Blvd E. Suite 700	Charleston	WV	25301
816 Quarrier Street Suite 300	Charleston	WV	25301
900 Pennsylvania Ave	Charleston	WV	25302
One Davis Square	Charleston	WV	25301
One Players Club Drive	Charleston	WV	25311
Robert C. Byrd United States Courthouse	Charleston	WV	25301
908 Bullitt Street	Charleston	WV	25301
153 West Main Street Suite B	Clarksburg	WV	26301
2460 Murphy's Run Road	Clarksburg	WV	26301
284 Factory Street Suite 102	Clarksburg	WV	26301
137 Peach Court Suite 2	Danville	WV	25053
1201 Dunbar Ave	Dunbar	WV	25064
1023 N. Randolph Ave	Elkins	WV	26241
1025 N. Randolph Ave	Elkins	WV	26241
494 Elkview River Road S	Elkview	WV	25071
2031 Pleasants Valley Road Suite 1	Fairmont	WV	26554
320 Adams Street	Fairmont	WV	26554
416 Adams Street	Fairmont	WV	26544
420 Marion Square	Fairmont	WV	26554
1159 Nick Rahall Greenway	Fayetteville	WV	25840
156 Resource Lane	Foster	WV	25081
409 Wood Mountain Road	Glen Jean	WV	25880
103 Academy Street	Glenville	WV	26351
85 Industrial Park Road	Grantsville	WV	16147
801 Madison Ave	Huntington	WV	25701
115 Liberty Square	Hurricane	WV	25526
24 Ruland Road	Kearneysville	WV	25430
18 N. Tornado Way	Keyser	WV	26726
67 N. Tornado Way	Keyser	WV	26726
146 Stonehouse Road	Lewisburg	WV	24901
3293 Jefferson Street N. Suite 105	Lewisburg	WV	24901
1101 George Kostas Drive	Logan	WV	25601
130 Stratton Street	Logan	WV	25601
467 Main Street Suite 401	Madison	WV	25130
1014 South Raleigh Street	Martinsburg	WV	25401

200 Viking Way	Martinsburg	WV	25402
38 Severna Parkway	Martinsburg	WV	25404
433 Mid-Atlantic Park	Martinsburg	WV	25402
120 Water Plant Drive	Moorefield	WV	26836
149 Robert C. Byrd Industrial Park	Moorefield	WV	26836
114 High Street	Morgantown	WV	26507
1415 Earl Core Road	Morgantown	WV	26505
1525 Decker's Creek Blvd	Morgantown	WV	26505
304 Scott Ave	Morgantown	WV	26508
5000 Greenbag Road	Morgantown	WV	26501
901 8th Street	Moundsville	WV	26041
10 McJunkin Road	Nitro	WV	25143
550 Industrial Drive	Oak Hill	WV	25901
549 Mall Road	Oak Hill	WV	25901
225 Holiday Hills Drive	Parkersburg	WV	26101
300 Lakeview Center	Parkersburg	WV	26101
400 5th Street	Parkersburg	WV	26101
601 Lubeck Ave	Parkersburg	WV	26101
907 Mission Drive	Parkersburg	WV	26101
9346 Seneca Trail	Parsons	WV	26287
53 Kiess Drive	Petersburg	WV	26847
47 School Street Suite 301	Philippi	WV	26416
1767 Bearhole Road	Pineville	WV	24874
1406 Kanawha Street	Point Pleasant	WV	25550
2807 Jackson Ave. Suite 200	Point Pleasant	WV	25550
1 Walden Roush Way	Point Pleasant	WV	25550
270 Hardwood Lane	Princeton	WV	24740
901 Shelter Road	Princeton	WV	24740
1186 North Mildred Street	Ranson	WV	25438
24948 Northwestern Pike	Romney	WV	26757
22278 Northwestern Pike	Romney	WV	26757
22 Herbert Ave	Smithburg	WV	26436
324 4th Ave	South Charleston	WV	25303
115 Church Street	Spencer	WV	25276
321 Market Street	Spencer	WV	25276
570 West MacCorkle Ave	St. Albans	WV	25177
808 B Street Suite G	St. Albans	WV	25177
1655 S. Pleasants Highway	St. Marys	WV	26170
707 Professional Park Drive	Summersville	WV	26651
3708 Sutton Lane	Sutton	WV	26601
Putnam Village Shopping Center	Teays	WV	25569
1400 12th Street	Vienna	WV	26105
100 Municipal Plaza	Weirton	WV	26062

110 Park Ave. Suite 100	Welch	WV	24801
830 Virginia Ave	Welch	WV	24801
840 Virginia Ave	Welch	WV	24801
225 Depot Street	Weston	WV	26452
306 Market Place Mall	Weston	WV	26452
11 Commerce Drive Suite 204	Westover	WV	26501
14 Commerce Drive Suite 1	Westover	WV	26501
1324 Chapline Street Suite 200	Wheeling	WV	26003
69 16th Street	Wheeling	WV	26003
225 E 3rd Ave	Williamson	WV	25661
12531 Winfield Road	Winfield	WV	25213
3266 Winfield Road	Winfield	WV	25213

**TABLE 1.3: INSTALLED CISCO PHONE MODELS:**

The State has made a large investment in Cisco phone sets and requests that the Vendor allow the State to continue to use these sets until they are no longer supported by Cisco or the Operating System Software. At which time, the Vendor will replace the set.

Phone Model	Quantity
Cisco 6921	36
Cisco 7905	10
Cisco 7906	1
Cisco 7911	1
Cisco 7921	7
Cisco 7925	10
Cisco 7931	1453
Cisco 7936	35
Cisco 7937	103
Cisco 7940	802
Cisco 7941	781
Cisco 7942	2090
Cisco 7945	537
Cisco 7960	815
Cisco 7961	703
Cisco 7962	434
Cisco 7965	95
Cisco 7970	8
Cisco 7975	34
Cisco 8811	774
Cisco 8831	38
Cisco 8851	40
Cisco 8861	3

Cisco 8941	508
Cisco 8945	1
Cisco 8961	13
Cisco 9951	3
Cisco ATA 186	12
Cisco ATA 187	2
Cisco IP Communicator	36
Cisco Unified Client Services Framework	10
Third-party AS-SIP Endpoint	3
Third-party SIP Device (Advanced)	1
Total	9399

**SECTION 2: HOSTED UCCAAS (VERIZON BUSINESS)**

The State has an active contract with Verizon Business to provide a hosted and managed Unified Communications and Collaboration as a Service (UCCaaS) cloud-based service. The State expects the winning Vendor to transition all sites utilizing this service to their hosted solution prior to the expiration of the contract in October 2019. Table 2.1 below lists the agencies that are currently utilizing this service.

**TABLE 2.1: STATE AGENCIES ON HOSTED UCCAAS:**

Agency	Number of Supported Sites	Estimated # of Phones
Tax and Revenue	5	440
Department of Juvenile Services	1	33
Governor's Office and Mansion	2	82

**SECTION 3: CISCO UNIFIED CONTACT CENTER EXPRESS**

The State's Cisco Unified Contact Center Express deployment is hosted on the CUCM 7.x system and supports eight (8) state call centers serving and estimated 500 contact center agents. The State expects the winning Vendor to transition the Call Centers to the Vendor's hosted virtual environment. Table 3.1 below lists the Call Centers that are currently supported on the State's CUCM 7.x system.

**TABLE 3.1: CUCM 7.x CALL CENTERS:**

Agency / Contact Center	Estimated # of Agents
Public Employees Insurance Agency	73
Administration-Office of Technology Service Desk	50
Bureau of Children and Families (DHHR)	75
Bureau for Child Support Enforcement (DHHR)	23
DHHR-Poison Control Center	30
Department of Transportation (DOT/DMV)	220

Department of Commerce	20
WV Business Line	1

**SECTION 4: VIRTUAL CONTACT CENTER (VERIZON BUSINESS)**

The State is currently utilizing Verizon’s Virtual Contact Center service at two state agencies serving approximately 85 agents. The State expects the virtual contact centers listed below in Table 4.1 to be converted to the Vendor’s hosted virtual solution as part of this contact.

**TABLE 4.1: VIRTUAL CONTACT CENTERS:**

<b>Agency / Call Center</b>	<b>Estimated # of Phones</b>
Department of Health and Human Resources (Central Intake Center)	43
Department of Health and Human Resources (Northern Call Center)	22
Department of Tax and Revenue Services	20

**SECTION 5: 24 HOUR STATE FACILITIES**

The State facilities listed in Table 5.1 below require 24x7x365 support. No additional charges or overtime will be authorized or paid if work is performed outside of Vendor’s standard business hours.

**TABLE 5.1: 24 HOUR FACILITIES**

<b>Site</b>	<b>Location</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
Jackie Withrow Hospital	105 S. Eisenhower Drive	Beckley	WV	25801
BCF – Centralized Intake	350 Capitol Street	Charleston	WV	25301
OEMS - NOROP	89 Richard Minnich Drive	Sutton	WV	26601
DJS - Lorrie Yeager Jr Juvenile Services	907 Mission Drive	Parkersburg	WV	26101
DJS – Rubenstein Juvenile Center	141 Forestry Camp Road	Davis	WV	26260
DOC – Parkersburg Correctional Center	225 Holiday Hills Drive	Parkersburg	WV	26104
DHHR- Center for Threat Preparedness	505 Capitol St. Suite 200	Charleston	WV	25301
DHHR- Chief Medical Examiner	619 Virginia St W	Charleston	WV	25302
DMAPS - Homeland Fusion Center	1900 Kanawha Blvd.	Charleston	WV	25305
DOC - Charleston Correctional Center	1356 Hansford Street	Charleston	WV	25301
DHSEM - Homeland Security and Emergency Management	National Guard Armory, 1703 Coonskin Drive	Charleston	WV	25311

**ATTACHMENT\_A Cost Sheets (Revised 11-16-2018) CMA 0212 VOIP19 Managed & Hosted Voice Services**

<b>4.2.1.1.1) Managed Voice Services - Support of State's Legacy IP Environment</b>	<b>Cost Per Month</b>	<b>Total Users</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>
	<b>(A)</b>	<b>(B)</b>		<b>(C=A*B)</b>	<b>(D=C*12)</b>
Management and Support of Legacy IPT Environment, per end user	\$ 8.25			\$ -	\$ -

<b>4.2.1.1.3.1) Hosted Voice Services Packages</b>	<b>Cost Per Month Standard Security</b>	<b>Total Users</b>	<b>Cost Per Month High Security</b>	<b>Total Users</b>	<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E=A*B+C*D)</b>	<b>(F=E*12)</b>
Analog Line Package, per end user	\$ 6.00		\$ 6.00		\$ -	\$ -
Basic Package (Call control features), per end user	\$ 6.49		\$ 6.49		\$ -	\$ -
Enhanced Package (Basic Package plus Voice Mail), per end user	\$ 7.99		\$ 7.99		\$ -	\$ -
Premium Package (Enhanced Package plus Extension Mobility), per end user	\$ 11.49		\$ 11.49		\$ -	\$ -
Universal Service Fund Fee at Current Tariffed Rate	\$ 1.04		\$ 1.04		\$ -	\$ -
<b>Total - Analog, Basic, Enhanced, Premium</b>					\$ -	\$ -

<b>4.2.1.1.3.2) Phone Leasing/Month</b>	<b>Cost Per Month</b>	<b>Total Phone Count</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>
	<b>(A)</b>	<b>(B)</b>		<b>(C=A*B)</b>	<b>(D=C*12)</b>
Softphone Package	\$ 1.00			\$ -	\$ -
2-Line Phone	\$ 1.95			\$ -	\$ -
5-Line Phone with sidecar capabilities	\$ 3.15			\$ -	\$ -
Conference Phone	\$ 13.95			\$ -	\$ -
Wireless Phone	\$ 2.75			\$ -	\$ -
ADA-Compliant Phone	\$ 3.15			\$ -	\$ -
<b>Total - Softphone, 2-Line, 5-Line, Conference, Wireless, ADA-Compliant</b>				\$ -	\$ -

<b>4.2.1.1.3.20) Bridge Operator Console</b>	<b>Cost Per Month</b>	<b>Total Users</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>
	<b>(A)</b>	<b>(B)</b>		<b>(C=A*B)</b>	<b>(D=C*12)</b>
Standard	\$ 35.00			\$ -	\$ -
Advanced	\$ 35.00			\$ -	\$ -
<b>Total - Bridge Operator Console</b>				\$ -	\$ -

<b>4.2.1.1.3.7) Small Site Option Utilizing Public Networking</b>	<b>Cost Per Month</b>	<b>Total Users</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>
	<b>(A)</b>	<b>(B)</b>		<b>(C=A*B)</b>	<b>(D=C*12)</b>
Small Site Option, per end user	\$ 22.00			\$ -	\$ -

<b>4.2.1.1.3.19) Paging Service</b>	<b>Cost Per Month</b>	<b>Total Sites</b>		<b>Total Monthly Cost</b>	<b>Total One Year Cost</b>
	<b>(A)</b>	<b>(B)</b>		<b>(C=A*B)</b>	<b>(D=C*12)</b>
Paging Service, per site	\$ 14.00			\$ -	\$ -

**ATTACHMENT\_A Cost Sheets (Revised 11-16-2018) CMA 0212 VOIP19 Managed & Hosted Voice Services**

4.2.1.1.3.10) International Calling	Cost Per Minute	Total Minutes		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Canada	0.03			\$ -	\$ -
Mexico	0.09			\$ -	\$ -
Jamaica	0.28			\$ -	\$ -
<b>Total - International Calls</b>				\$ -	\$ -

4.2.1.1.3.15) Simultaneous Calls (Including unlimited local and long distance)	Cost Per Month	Total Call Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
G.711 (Non-compressed)	\$0.00			\$ -	\$ -
G.729 (Compressed)	\$0.00			\$ -	\$ -
Additional Simultaneous Calls G.711	\$0.00			\$ -	\$ -
Additional Simultaneous Calls G.729	\$0.00			\$ -	\$ -
Block of 20 DIDs	\$ 4.00			\$ -	\$ -
<b>Total - Simultaneous Calls and DIDs</b>				\$ -	\$ -

4.2.1.1.3.6) MPLS Connectivity to the Vendor's Hosted Solution (including any associated charges)		One-Time Cost	Total Monthly Cost	Total One Year Cost
		(A)	(B)	(C=A+[B*12])
100Mbps with 75% QOS		\$0.00	\$0.00	\$ -
200Mbps with 75% QOS		\$0.00	\$0.00	\$ -
300Mbps with 75% QOS		\$0.00	\$0.00	\$ -
400Mbps with 75% QOS		\$0.00	\$0.00	\$ -
500Mbps with 75% QOS		\$0.00	\$0.00	\$ -
600Mbps with 75% QOS		\$0.00	\$0.00	\$ -
700Mbps with 75% QOS		\$0.00	\$0.00	\$ -
800Mbps with 75% QOS		\$0.00	\$0.00	\$ -
900Mbps with 75% QOS		\$0.00	\$0.00	\$ -
1Gbps with 75% QOS		\$0.00	\$0.00	\$ -
<b>Total</b>				\$ -

4.2.1.1.4) Hosted Contact Center Services	Cost Per Month Standard Security	Total Users Standard	Cost Per Month High Security	Total Users High	Total Monthly Cost Standard and High Security	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Agent	\$ 19.99		\$ 19.99		\$ -	\$ -
Supervisor	\$ 29.99		\$ 29.99		\$ -	\$ -
<b>Total - Agents and Supervisors</b>					\$ -	\$ -



ATTACHMENT_A Cost Sheets (Revised 11-16-2018)		CMA 0212 VOIP19		Managed & Hosted Voice Services		
		Total Sites Standard	One-Time Cost Per Site	Total Sites High	One-Time Cost Per Site	Total One-Time Costs
		(A)	(B)	(C)	(D)	(E=A*B+C*D)
Initial Implementation Services, One-Time Cost per site			\$0.00		\$0.00	\$ -

4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings per GB/month	Cost Per User*	Estimated # Users*	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C=A*B)	(D=C*12)
Storage for Call Recordings per GB/month	\$ 11.00		\$ -	\$ -

C) Professional Services Fees			
Custom Implementation Services and Fees			
NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-			
	\$/hr	Hours	Total
<b>4.2.1.1.3.21, 4.2.1.1.4.4) Call Recording</b>			
Position: Network Engineer	\$0.00		\$ -
Position: Telephony Engineer	\$0.00		\$ -
Position: Storage Engineer	\$0.00		\$ -
Position: Trainer	\$0.00		\$ -
<b>4.2.1.1.3.19) Paging Integration</b>			
Position: Project Manager	\$0.00		\$ -
Position: Network Engineer	\$0.00		\$ -
Position: Telephony Engineer	\$0.00		\$ -
<b>4.2.1.1.3.20) Operator Console Implementation</b>			
Position: Project Manager	\$0.00		\$ -
Position: Telephony Engineer	\$0.00		\$ -
Position: Network Engineer	\$0.00		\$ -
Position: Trainer	\$0.00		\$ -
<b>4.2.1.1.4.1) Integration to Agency-Specific Contact Center Applications</b>			
Position: Project Manager	\$ 175.00		\$ -
Position: Telephony Engineer	\$ 160.00		\$ -
Position: Network Engineer	\$ 160.00		\$ -
<b>4.2.1.1.3.3) SRST Provisioning of Additional Lines</b>			
Position: Telephony Engineer	\$ 160.00		\$ -
Position: Project Manager	\$ 175.00		\$ -
<b>4.2.1.3.10) Training Services for Hosted Voice Services</b>			
	\$/Student		
Position: Trainer for Hosted Voice Services	\$ 150.00		\$ -
<b>4.2.1.3.11) Training Services for Hosted Contact Center</b>			
	\$/Student		
Position: Trainer for Hosted Contact Center	\$ 150.00		\$ -
<b>Professional Services Total</b>			\$ -

<b>D. Total One Year Cost</b>			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ -
4.2.1.1.3.1) Hosted Voice Services Packages			\$ -
4.2.1.1.3.2) Phone Leasing/Month			\$ -
4.2.1.1.3.20) Bridge Operator Console			\$ -
4.2.1.1.3.7) Small Site Option			\$ -
4.2.1.1.3.19) Paging Service			\$ -
4.2.1.1.3.11) International Calling			\$ -
4.2.1.1.3.15) Simultaneous Calls			\$ -
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ -
4.2.1.1.4) Hosted Contact Center Services			\$ -
4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings			\$ -
Professional Services			\$ -
D. Total Evaluation Cost = (Total One Year Costs + Total One-Time Costs)			\$ -

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.

\* CORRECTED B82, C82, D113, D129 per attached documents.

\$0.00 in the pricing pages means provided at no cost.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
02/21/2019

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).

<b>PRODUCER</b> Marsh USA Inc. Three James Center 1051 East Cary Street, Suite 900 Richmond, VA 23219  CN101714016-Std-Cas-18-19	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: _____														
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : The Phoenix Insurance Company</td> <td>25623</td> </tr> <tr> <td>INSURER B : Travelers Property Casualty Co. Of America</td> <td>25674</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : The Phoenix Insurance Company	25623	INSURER B : Travelers Property Casualty Co. Of America	25674	INSURER C :		INSURER D :		INSURER E :		INSURER F :
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INSURER C :															
INSURER D :															
INSURER E :															
INSURER F :															
<b>INSURED</b> Lumos Networks Corp. One Lumos Plaza Waynesboro, VA 22980															

**COVERAGES**      **CERTIFICATE NUMBER:** CLE-006399860-04      **REVISION NUMBER: 2**

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	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____			660-8J572619	10/31/2018	10/31/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOP AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY			810-8J503405	10/31/2018	10/31/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP-8J636957	10/31/2018	10/31/2019	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	<input checked="" type="checkbox"/> <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory In NH) If yes, describe under DESCRIPTION OF OPERATIONS below			UB-1L-464571	10/31/2018	10/31/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
State of West Virginia is/are included as additional Insured (except workers' compensation) where required by written contract.

### CERTIFICATE HOLDER

State of West Virginia  
ATTN: Mark Atkins, Senior Buyer  
Purchasing Division, Bldg. 15  
2019 Washington Street East  
Charleston, WV 25305

### 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  
of Marsh USA Inc.

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# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
02/22/2019

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.

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<b>PRODUCER</b> MARSH USA INC. 1050 CONNECTICUT AVENUE, SUITE 700 WASHINGTON, DC 20036-5366	<b>CONTACT NAME:</b> _____		
	<b>PHONE (A/C, No, Ext):</b> _____	<b>FAX (A/C, No):</b> _____	
<b>E-MAIL ADDRESS:</b> _____			
CN108958672-Cyber-10/31-18-19  <b>INSURED</b> Lumos Networks Inc. One Lumos Plaza Waynesboro, VA 22980	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A :</b> Beazley Insurance Company, Inc.		37540
	<b>INSURER B :</b>		
	<b>INSURER C :</b>		
	<b>INSURER D :</b>		
	<b>INSURER E :</b>		
<b>INSURER F :</b>			

**COVERAGES**                      **CERTIFICATE NUMBER:** CLE-006400065-05                      **REVISION NUMBER:** 3

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
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/OP AGG \$ _____ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ _____ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ _____ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N    N/A If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Cyber Liability			V20E73180201	10/31/2018	10/31/2019	Policy Aggregate \$10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
State of West Virginia is included as additional insured where required by written contract

### CERTIFICATE HOLDER

### CANCELLATION

State of West Virginia  
Attn: Mark Atkins, Senior Buyer  
Purchasing Division, Bldg. 15  
2019 Washington Street East  
Charleston, WV 25305

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  
of Marsh USA Inc.

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