

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

# Request for Quotation

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FREIGHTTERMS

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STI Networks

STI Networks P.O. Box 810 21156 SR 243 Proctorville, OH 45669

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DIVISION OF VETERANS AFFAIRS ATTENTION: C. PRATHER SUITE 101 1321 PLAZA EAST CHARLESTON, WV 25301-1400 558-3661

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ADDRESS CORRESPONDENCE TO ATTENTION OF

RON PRICE 304-558-0492

DIVISION OF VETERANS AFFAIRS ATTENTION: C. PRATHER SUITE 101 1321 PLAZA EAST CHARLESTON, WV

25301-1400 558-3661

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

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# Request for Quotation VETRORS

RON PRICE

304-558-0492

DIVISION OF VETERANS AFFAIRS ATTENTION: C. PRATHER SUITÉ 101 1321 PLAZA EAST CHARLESTON, WV 25301-1400 558-3661

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ATTENTION: C. PRATHER
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#### WV BUREAU OF VETERANS AFFAIRS

The West Virginia Division of Veterans Affairs (WVDVA) is releasing this Request for Quotations (RFQ) for a new digital / IP hybrid telephone system for the WV Veterans Nursing Facility located adjacent to the Louis A. Johnson VA Medical Center, One Medical Center Drive, Clarksburg, WV 26301. This RFQ includes all the labor and materials for a complete install.

A mandatory pre-bid conference shall be conducted at the West Virginia Veterans Nursing Facility located adjacent to the Louis A. Johnson VA Medical Center. One Medical Center Drive, Clarksburg, WV 26301, date, time and location to be determined. All interested bidders are required to be present at this meeting. Failure to attend the mandatory pre-bid conference shall automatically result in disqualification. No one person can represent more than one vendor

The system must be a new digital / IP hybrid telephone system from a manufacturer that appears on the Gartner "Magic Quadrant for North American Corporate Telephony, 2005". The manufacturers that are listed are Alcatel, Avaya, Cisco Systems, Inter-Tel Mitel Networks, NEC, Nortel, Shore Tel, Siemens, 3Com, Toshiba, and Vertical Communications.

The system must be configured with two (2) ISDN PRI Centrex Circuits, eight (8) analog Centrex lines and two hundred (200) stations. It must be expandable to a minimum of three (3) ISDN PRI Centrex Circuits, sixteen (16) analog Centrex lines and two hundred fifty (250) stations with the use of cards, boards, etc. Two (2) of the stations must be PC consoles-that will provide the operator with call status and direct call transfer capability. The system must be installed with ninety five (95) stations that have a minimum of sixteen (16) programmable buttons a minimum 2 line by 16 characters LCD, a message waiting light and must be speakerphone capable for all internal and external calls. The system must be installed with one hundred (100) stations that are analog (2500 type) stations for resident and facilities use. The final three (3) stations must be full-duplex conference telephones.

This is a new building. Vendors must use installed wiring wherever possible. All wiring, new and re-used, becomes the responsibility of the successful vendor and must be covered by the system warranty and post-warranty maintenance agreement. All stations will be located in locations that are already wired. No new wire runs will need to be included in this procurement.

In addition to the previously mentioned requirements, all systems must meet the following requirements: Caller ID, minimum of 3 party conference calling, contain surge protection, volume control for the ringer, speaker phone and handset, hold button, last number redial, access to paging through the speakerphone, automatic line selection, headset adaptable, call pick-up group assignments, call forwarding of station within system, call ring-back on intra-office transfers which are unanswered, mute button, minimum of 10 speed dials per station, call park, remote

access to the Voice Processing system, and, button access to conference call feature. The features that require button access may be fixed feature buttons on the stations or may be programmed on programmable buttons.

The system must include an integrated voice processing system. The voice processing must include an Automated Attendant that will answer all incoming calls or be programmable answer calls after "x" number of rings (minimum 3 rings, maximum 6 rings). The Automated Attendant must allow the caller to enter a WVBVA employee's extension number and be transferred to that extension, or allow the caller to enter "zero" (0) and be transferred to a central answering position. The voice processing system must also include a voice mail system that will answer calls to extensions after "x" number of rings (minimum of 0 rings, maximum of 6 rings) and allow the caller to leave a message in a mailbox that is password protected to that extension user. The voice mail system must allow for outcall notification whenever a message has been left in a mailbox. The voice mail system must allow each mailbox to program two different greetings. The voice mail system must allow users to change their greetings and to forward messages to another mailbox on the system. The voice mail system must allow WVBVA staff to change greetings remotely from any touch tone telephone. The voice processing system must include a minimum of 6 ports and 120 hours of storage, and must be expandable to a minimum of 12 ports and 240 hours of storage. The voice processing system must be programmable by WVBVA staff for use on all incoming calls, as a back-up to live operators during business hours, or to work only after hours according to the circumstances of that particular time.

The system must include a Call Accounting System to provide, at a minimum, the following information: extension making the call; the number called; the duration of the call; the time and date of the call; and, the cost of the call. The Call Accounting System must store the information for a minimum of 7500 toll calls only. The vendors must include the cost of a computer and printer if one is necessary for the Call Accounting System. The Call Accounting System must be accessible by more than one computer within WVBVA or by any computer on WVBVA's internal network.

The proposed system must be adaptable to utilize IP Telephony station and/or Voice over IP trunk technology should the State of West Virginia decide to make use of such service at some point during the life of the proposed system. This technology must be fully integrated into the installed system. A third party add on unit is not acceptable.

The proposed system must include a UPS system that will power the complete telephone system, PC Consoles, voice processing system, and call accounting system for a minimum of four (4) hours in the event of a power outage. The system shall include lightning and surge protection. Any damage to the system caused by lightning and/or power surges must be covered by the system warranty and any post-warranty maintenance agreement.

Each vendor's proposed cost must include the complete training of all WVBVA staff on the use of the telephone system and voice processing system. The successful vendor must also include the training of four system administrators, which will include training on voice mail administration and the administration of the telephone system including adding features to extensions. The System Administrator training must be manufacturer or "factory" based training at a vendor location.

The system must have the capability to extend system diagnostic abilities to a remote location. This permits the State's centralized technicians to interrogate the switching system, determine its status, and run tests to determine the causes of faults or failures. The proposed system must allow access via the Statewide Backbone Network or modern over the public telephone network.

#### Response Time

Vendors must respond to a service call within the following guidelines:

Minor outage: 10% or less system outage

4 business hour callback from Technician

16 business hour system restored

Major outage: 11% or more system outage

2 business hour callback from Technician

8 business hour system restored

#### Optional equipment (Not included as part of the award)

As an option vendors are requested to include the cost of fifteen (15) Wireless telephones. These phones must meet or exceed the features and functionality of the SpectraLink i640 phones Vendor's response must include all information required to meet these minimum requirements.

Vendors shall quote a straight purchase price, including installation, fraining and minimum of one year warranty. Vendor must include a detailed equipment list that at a minimum lists per item pricing, item part number, and part description. Vendors shall also quote post-warranty maintenance for a five year life of the system. The WVBVA will not accept more than a two-year warranty as part of the purchase price. The successful vendor shall be the one with the lowest straight purchase price plus post-warranty maintenance for a five year life of the system.

<b>RFQ</b>	No.	VE106035

### AFFIDAVIT

#### West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

#### DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

#### EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

#### LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

#### CONFIDENTIALITY:

The vendor agrees that he or she 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. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name:	Service Telecommunications, Inc	. dba: STI l	Networks	
Authorized Signature:	(Feelan) h Cond	Date:	20 June 06	
No Debt Affidavit Revised 02/08/06			•	

## WV BUREAU OF VETERANS AFFAIRS

## **Pricing Sheet**

a) Installed system price: b) 5 Year post-warranty maintenance: \$607.50 \times 48 \times 601.50.	\$ 92,031 \$ 29,160
a+b = total system price	<u>\$ 121,191.00</u>
<ul> <li>Optional equipment pricing:</li> </ul>	s 25,203.°°

# DIVISION OF VETERANS AFFAIRS---RFQ#: VET06035 CLARKSBURG, WV

Prepared by:

Rich Crowder

DATE:

June 21, 2006

5dile 21, 2000	071/	MLP	Installed	
EQUIPMENT	QTY	UNIT	COST	
Mitel SX3300, 50004190	1	3000	\$3,000	
Analog Option Card, 50003725	1	800	\$800	
Quad DSP MMC, 50002979	1	1200	\$1,200	
3300 Universal NSU, 50004990	1	2500	\$2,500	
Peripheral Node III, 50004203	1	4370	\$4,370	
DUAL FIM, 50001248	1	500	\$500	
ASU - 24 Port, 50001267	2	2500	\$5,000	
Power Cord Pk., 50002976	2	35	\$70	
ONS Class Line Card, MC320FA	4	1999	\$7,996	
DNIC Line Card, MC330AB	6	1512	\$8,165	
,	0	0	\$0	
SS4025Backlit 9132-025-202	95	281	\$26,695	Note *
5303 Conference Phone, 50001900	3	498	\$1,494	
5550 IP Console, 50003071	2	2067	\$4,134	
3300 6.1 MX/LX Base Software, 50005156	1	2350	\$2,350	
3300 IP Phone Licence, 52001151	2	79.5	\$159	
3300 Digital Link License, 54000303	2	1326	\$2,652	
1 Mailbox License, 54000297	200	38	\$7,600	
Dell Dimension 1100 Computers;	1	1683	\$1,683	
Three (3) systems with required hardware	•			
Call Accounting Software & Printer	1	1538	\$1,538	
S/L DESK PHONE, w/MW	100	29.7	\$2,970	
UPS System	1	1620	\$1,620	
UPS Call Accounting & PC Consoles	3	270	\$810	
1 week Mitel Factory Training (2 persons)	1	4725	\$4,725	
Installation Labor-Programming	1	inc in	C	

Note \*

Bid exception, Mitel 4025 telephones have 14 fixed programmable keys.

**Total System** 

\$92,031

## DIVISION OF VETERANS AFFAIRS---RFQ#: VET06035 CLARKSBURG, WV WIRELESS OPTION

Prepared by: DATE:

Rich Crowder

June 21, 2006

EQUIPMENT	QTY	MLP UNIT	installed COST
SVP SERVER, 51008199	1	1950	\$1,950
POWER SUPPLY, 51008221	1	45	\$45
i640 WIRELESS HEADSET, 51008184	15	521	\$7,815
BATTERY FOR 1640, 51008186	15	62	\$930
DESK TOP CHARGER, 51008188	15	40.5	\$608
CHARGER POWER SUPPLY, 51008209	15	5	\$75
HP POE SWITCH 2600-8	3	863	\$2,589
HP ACCESS POINTS	18	498	\$8,964
OUTDOOR ANT & CABLES	1	675	\$675
3300 IP Phone Licence, 52001151	15	79,5	\$1,193
UPS FOR POE SEITCHES	3	120	\$360
Installation Labor-Programming	1	Inc In	c

**Total System** 

\$25,203



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

#### Request for Quotation

RFO NUMBER VET06035

ADDRESS CORRESPONDENCE TO ATTENTION OF

RON PRICE

304-558-0492

VEZDOR

RICH CROWDER STI NETWORKS P O BOX 810 PROCTORVILLE OH 45669

DIVISION OF VETERANS AFFAIRS ATTENTION: C. PRATHER SUITE 101 Ō 1321 PLAZA EAST CHARLESTON, WV 25301-1400 558-3661

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1-The analog 2500 type sets, do require a message waiting light for these phones for voice mail?

All stations on the system must include a message waiting light

2-Will the residents have voice mail?

The system must be configured to allow all stations to have voice mail

3-You are wanting the call accounting system to be accessible form more then one PC. Can you confirm the PC's will be connected to the LAN?

The call accounting system must be a stand-alone vendor supplied PC and it, along with all the PC's that need access, will be connected to the LAN

4-If voice mail requires a dedicated PC, do want us to include the price of the PC in our proposal?

The vendor must include the price of the voice mail PC in their proposal

5-For the UPS system, are you requesting we support PC's that are on your LAN such as the PC consoles, call accounting etc. Would you not already have a UPS supporting your network of PC's, data switches, etc?

Any hardware that is a required part, for the operation of the phone system, must be connected to a vendor supplied UPS

6-Please discuss more about the system administration training. Do you really want vendors to include administration training by a manufactures training representative at the vendors office. This will mean the 4 personnel travel the vendor's office. Or can we schedule on site training for the 4 personnel in a dedicated manner by our training personnel?

The successful vendor shall provide factory or manufacturer system administration training for a minimum of two (2) Office of Technology employees at no cost to the State. The State will pay travel costs but no "tuition" costs for this training. The successful vendor shall provide on-site "customer service representative" training to a minimum of four (4) Veterans Affairs employees.

7-For the optional pricing for the wireless telephone sets, if you proceed with the option, will the State implement a deployment tool or will they request the vendor conduct this site visit to ensure the location and actual number of required access points to support 15 wireless sets?

The vendor will be responsible for all aspects of the wireless solution

8-Who will be responsible for the wiring to support the access points? The vendor will be responsible for all aspects of the wireless solution

9-How many access points are you considering supporting the 15 wireless phones? The vendor will be responsible for all aspects of the wireless solution

10-Is Remote Desktop acceptable for the accessibility of the Call Accounting System from more than 1 PC? Does the vendor need to supply the software? Remote Desktop is the required method for accessing the system across more than 1 PC. The vendor shall supply all necessary software, including Remote Desktop, the Operating System, etc.

11-Is the vendor responsible for certification of wiring for the wireless service? All wiring, etc. must meet the requirements of your system. It will need to cover about 4 acres of ground, all 3 floors in the building and about 90,000 square feet.

12-Who is responsible for the security of the wireless service? The vendor is responsible for all security related to the wireless service.

13-Will there be a dedicated A/C power circuit in the telephone room for the phone system?

Yes

14-Where will the Demark be located?

It will be extended to the telephone room by the State.

15-Who will be responsible for the condition of the cabling?

The building contractor installed the cabling and is responsible for the condition of it up until the time that the telephone system is accepted by the State. At that time, the condition of the cabling becomes the responsibility of the vendor.

16-How is end-user training to be done?

Training will be done in a classroom setting with small groups of users. There should be a live telephone for every 3-4 users in the classroom.

17-Will there be one telephone configuration for every set on the system? At the time of initial installation there will be one configuration for each user type. Nurses stations shall be set up the same, room phones should all be the same, and Administrators phones will all be the same. The vendor must provide in their quote 8 hours of on-site (not travel) service /programming labor for system finalization, which will be used within the warranty period.

18-Will the vendor provide any necessary racks needed for the installation of the system in the telephone room?

The vendor shall provide all equipment necessary to install the telephone system, including racks. There is plywood already installed by the State in that room.

19-Are there floor-plans available for review by the vendors?

The floor-plans will be included with the Addendum. Vendors may also call the Architect, Pam Wean, at 304-366-1580 to obtain additional information.

#### Other items:

Vendors no longer need to submit a copy of their bid to the State Auditor.

Travel time will not be paid for any work during the warranty or maintenance period.

Bid opening is scheduled for June 14, 2006 at 1:30 p.m.

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<sup>2</sup> age		of	0	7

## Pre-Bid Conference

## SIGN IN SHEET

[Please Print]

Request for Proposal No.:	/FT06035 Date: 5	25 0 b
Firm & Representative Name	Mailing Address	Telephone & FAX Numbers
1. Verizon	827 Fairment Rend, suite 20%	T: <u>304-284-050</u> 9
hance Host	Morgan town, wy 26501	F: 301-184-0500
2. Bill Harper Bill Harper	323Karen ST. Socharbston W 25303	T:3047468886 F:304525-2779
3. ACCESS Systems JASON KNAPP	4108 MACCORKLE AUESE Charleston WV 25304	T: 304 340 4288 F: 304 340 4293
4. Bill Rugues TATE Congruence Care	124E Subs Ray Rous es MT. CLARE, WV 26554	T: <u>3-7-622-8</u> 283 F: <u>307-634-8</u> 283
	MYE Sups Run ROAD MT. BEARE, WY 2055:4	T: <u>324-622-82</u> 83 F: <u>324-624-82</u> 83
6.		T: F:
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## Pre-Bid Conference

## SIGN IN SHEET

[Please Print]

Red	quest for Proposal No.: <u>VET</u>	06035 Date: 5/3	5/06
<u>Firr</u>	n & Representative Name	Mailing Address	Telephone & FAX Numbers
1. <u>/</u>	Michael Ferrar: Pomeroy IT Solutions	Hora Washington St. W Charleston WU 25313	T: <u>304-746-44</u> 34 × 114 F: <u>304-746-44</u> 39
2. 9	PORCH SATUA	4013 Wohington St. W Churleyton, W 2533	T: 304-746-4434 X-108
		Po. Box 810 Proctorvilla, OH 45 <b>6</b> 69	
		P.O. Box 6650 WHEELING, WV. 26003	
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Please print or write legibly. The fax number is essential to contact the attendees in a timely manner.



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DATE PRINTED ...

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

TERMS OF SALE

# Request for Quotation

SHIP VIA

RFO NUMBER
VET06035

PAGE 1

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RON PRICE 304-558-0492

DIVISION OF VETERANS AFFAIRS ATTENTION: C. PRATHER SUITE 101 1321 PLAZA EAST CHARLESTON, WV 25301-1400 558-3661

F.O.B

06/07/	2006								
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#### Addendum No. 2

The quoted system must have the ability to add Voice over IP trunking without a CPU, Cabinet or Backplane upgrade. The purchase of additional software and/or IP trunking cards, hardware, and licenses is acceptable.

Vendor should, as an option (Option 2 below), quote the cost of 8 IP Trunks and 8 IP Stations along with any required hardware, software, and licenses.

The quoted system must support Session Initiation Protocol (SIP) as developed by the Internet Engineering Task Force (IETF) standards as of 5/31/06. This support must be without CPU, Cabinet, or Backplane upgrade. The purchase of additional software and/or IP trunking cards, hardware, and licenses is acceptable.

Base Bid \$ 92,03|
Option No. 1 \$ 24,375
Option No. 2 \$ 3,972

TNCludes 8 Mitel 5224 IP Telephones.