



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

Request for Quotation

RFQ NUMBER
DEV1258

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
PAUL REYNOLDS 304-558-0468

VENDOR	*412152609 304-755-1324
	TERRADON COMMUNICATIONS GROUP PO BOX 338
	NITRO WV 25143

SHIP TO	WV DEVELOPMENT OFFICE
	ADMINISTRATION
	BUILDING 6, ROOM 645
	1900 KANAWHA BOULEVARD, EAST
	CHARLESTON, WV 25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/16/2012				

BID OPENING DATE: **03/07/2012** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001		EA		920-19		
<p>COMPUTER MANAGEMENT</p> <p>OPEN-END CONTRACT</p> <p>THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA DEVELOPMENT OFFICE ON BEHALF OF THE WEST VIRGINIA DEPARTMENT OF COMMERCE IS SEEKING A VENDOR TO PROVIDE MANAGED HOSTING SERVICES FOR THE DIVISION'S WEB PLATFORM WWW.WVCOMMERCE.ORG PER THE ATTACHED SPECIFICATIONS.</p> <p>EXHIBIT 1</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT BY THE STATE OF WEST VIRGINIA, ITS AGENCIES, OR POLITICAL SUBDIVISIONS, THE TERMS, CONDITIONS AND PRICING SET FORTH HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,</p>						



SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>[Signature]</i>	TELEPHONE 304-755-1324	DATE 3/7/12	
TITLE PRESIDENT	FEIN 55-0778021	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.html and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. 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/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors 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, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will 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 the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) SUCCESSIVE ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK).</p> <p>INSURANCE: SUCCESSFUL VENDOR SHALL FURNISH PROOF OF COVERAGE OF COMMERCIAL GENERAL LIABILITY INSURANCE PRIOR TO ISSUANCE OF THE CONTRACT. UNLESS OTHERWISE SPECIFIED IN THE BID DOCUMENTS, THE MINIMUM AMOUNT OF INSURANCE COVERAGE REQUIRED IS \$250,000.</p> <p>WORKER'S COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A CERTIFICATE FROM WORKER'S COMPENSATION IF SUCCESSFUL.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>REV. 9/98</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
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THE BIDDER IN A CONTRACTUAL RELATIONSHIP, AND (3) THAT THE BIDDER HAS PROPERLY REGISTERED WITH ANY STATE AGENCIES THAT MAY REQUIRE REGISTRATION.						
***** THIS IS THE END OF RFQ DEV1258 ***** TOTAL: _____						

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WVCOMMERCE.ORG WEB PLATFORM HOSTING RFQ

INTRODUCTION:

The West Virginia Department of Commerce's Web Platform (www.wvcommerce.org) is the State's primary marketing tool for promoting tourism and development in West Virginia.

The application hosts a set of mission-critical applications for Commerce agencies – including the West Virginia Division of Tourism's extensive travel planner database containing thousands of accommodations and attractions, with separate interfaces to the consumer and the 1-800 Call Center. Supporting the West Virginia Development Office, the application allows the agency to maintain detailed commercial real estate information and statistics keyed to geospatial mapping. www.wvcommerce.org receives approximately 600,000 pageviews each month, with seasonal volume fluctuations in traffic driven by travel seasons and marketing investments. The application hosts dozens of targeted landing pages and minisites supporting Commerce's advertising on TV, print, online, search engines, social media and mobile devices.

24-7 uptime and "high availability" of this mission-critical application are musts.

BACKGROUND:

The purpose of this RFQ is to identify a managed hosting vendor who will lease and maintain the equipment, services and software listed below for a set monthly fee. We are seeking a one-year contract with the option to renew at the same terms and price for two more years.

The application has been hosted at Rackspace in Austin, Texas, for the past two-and-a-half years, receiving on average a 600,000 pageviews each month and growing. Commerce seeks to increase its traffic volume and add new clients onto our platform in the coming years, so the specifications are robust, with some spare capacity built in as contingency.

Commerce's Web Platform is a full-featured Web content management system, custom-built in .Net. Technologies in use include:

- Microsoft .NET Framework 3.5, C3, ASP.NET
- Microsoft SQL Server 2008
- Web Technologies, including XHTML, CSS, JavaScript, JQuery, AJAX
- GIS technologies, such as SharpMap, BING, SQL, Server 2008 Spatial Tools
- Microsoft Windows Server 2008 with IIS 7
- Telerick Rad Developer Tools

Commerce foresees deploying our application and databases to the new hosting environment and testing for at least four to six weeks prior to redirecting the URL of our current live servers to the new servers.

Commerce maintains a development server and code archive on site – therefore, these equipment items and services are not included in this RFQ.

DESCRIPTION OF CURRENT HOSTING ENVIRONMENT:

One Webservice:

- Dell PowerEdge 2950 Win2k3 x64 Enterprise with 8 GB of RAM Dual Quad Core 2.5 running RAID 5 on 6 300GB SAS drives. It is a dedicated resource
- Running Win2k3 x64 Enterprise with IIS and fully patched to the current level with no third party applications running.
- Using approx. 500GB of storage

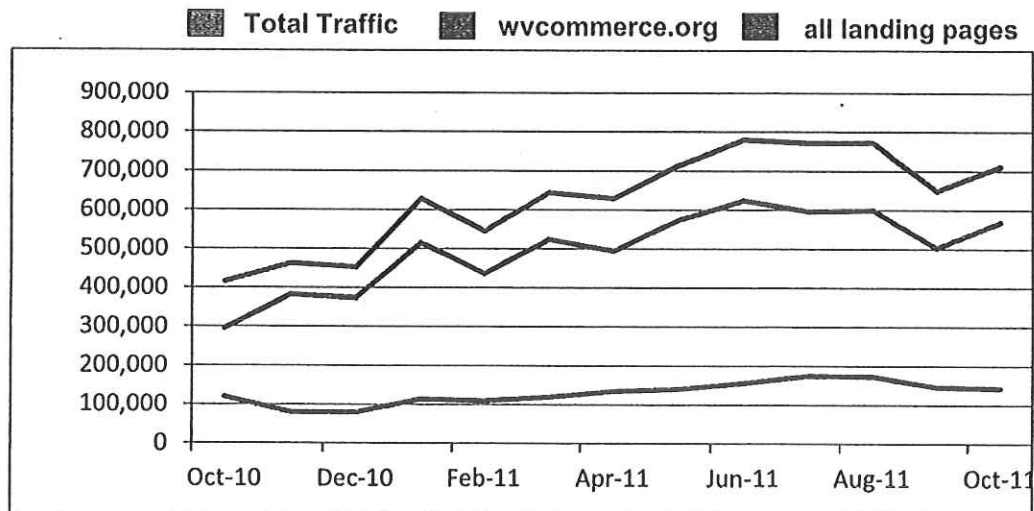
One SQLserver:

- Dell PowerEdge 2950 Win2k3 x64 Enterprise with 16 GB of RAM Dual Quad Core Xeon 2.5 running RAID 5 on 3 300GB SAS drives and a mirror on 2 146GB SAS drives. It is a dedicated resource
- Running Win2k3 x64 Enterprise running SQL 2k8 fully patched to the current level with no third party applications running.
- Using approx. 400GB of storage

There is a Cisco ASA firewall in place, as well as a Cisco Load Balancer.

Commerce's current configuration of hardware has our analysis services sharing the SQL server. There are times when we run reports that it slows down the database – and therefore the user experience of the application is negatively impacted. The specifications, below, strive to separate the analysis services onto a separate area; so, running reports does not impact site performance.

For calendar year 2011, the average bandwidth usage has been within 4TB data transfer per month for out-bound traffic. The following chart represents the growth in our application's pageviews over the past year. Commerce expects the volume of traffic to increase in the future.



SCOPE OF WORK:

Please provide Commerce with one monthly hosting cost that covers the following services, licenses and hardware.

The successful managed hosting provider shall be a Gartner tier leader or challenger. Set up and installation of the application must be in the Vendor's bid as a separate item.

1.0 Managed Hosting Services (Must meet or exceed)

- 24x7x365 Support
- 1 Hour Hardware Replacement Guarantee
- Port Monitoring Service
- Monthly Server Patching and Vulnerability Analysis
- New Hardware Provisioned in 15 Business Days

Bandwidth

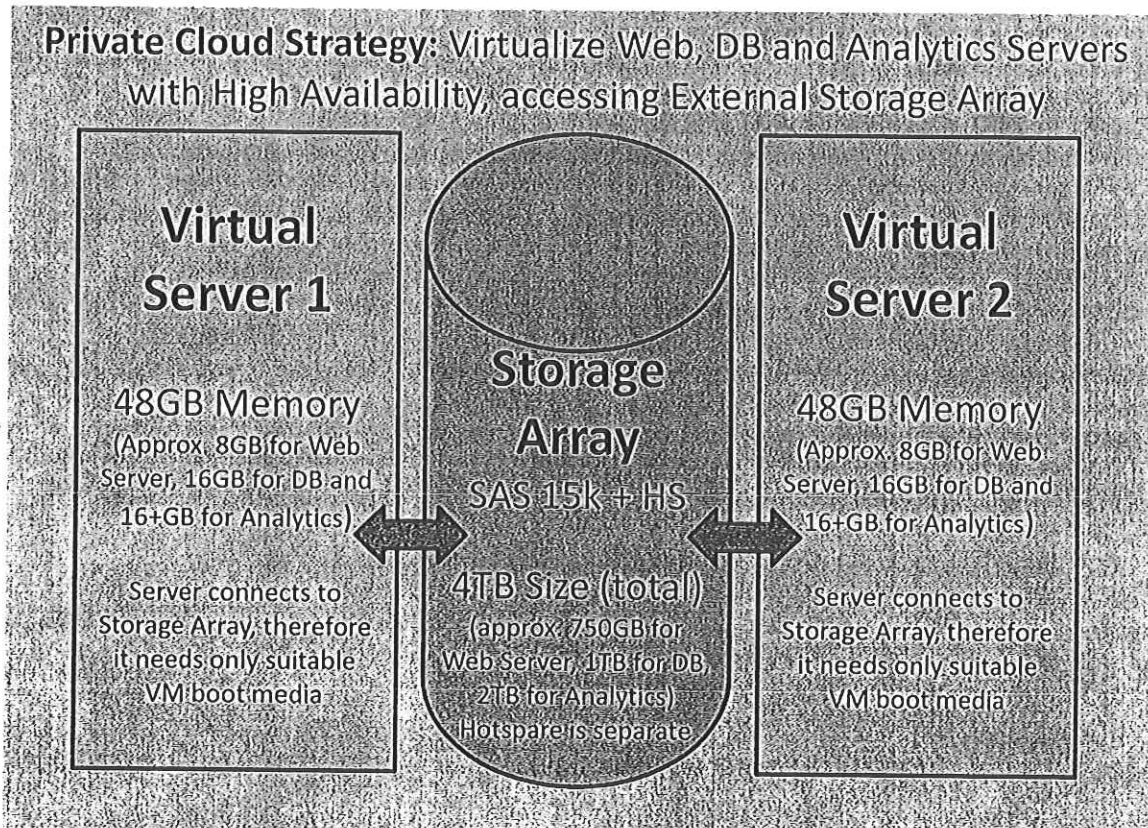
- Up to 4 TB Outbound Transfer
- Unlimited Inbound Transfer
- 100 Mbps Connectivity to the Internet, 300 Mbps Aggregate or greater
- Redundancy of four or more Diverse Path Backbone Internet Connections

HOSTING STRATEGY:

Commerce is seeking a "Private Cloud" solution. We wish to virtualize 3 servers, using VMware (virtual machines) or the equivalent technology. Please specify VMware with High Availability. The VMs will sit on physical gear. The following server specs are provided with this strategy in mind.

Vendor costs should be based on Commerce leasing this equipment.

The managed hosting facility must meet or exceed specified equipment, below.

2.0 Hardware

2.1 Two Virtual Servers (Private Cloud) with High Availability

Currently, reporting is taxing on our database server and our log files get too big. Commerce requires a separate virtual server to run our analysis services, apart from our SQL DB using virtual machines or VMware.

Commerce wishes to upgrade to Dell's PowerEdge R710 (Intel® Xeon® E5645) or comparable servers as the virtual servers. Commerce estimates it needs 48GB of memory on two servers to accommodate the following: 8GB of memory to the Web Server, 16GB to the DB server and the rest to the Analytics Server.

Vendor pricing must accommodate the correct licenses for:

- Operating System & Software
- Microsoft Windows Server 2008 Enterprise Edition – 64-bit and IIS
- Microsoft SQL Server 2008 Standard Edition
- Managed Backup Agent for Microsoft SQL Server (see Managed Backup below)

Hardware

- Dell's PowerEdge R710 or comparable
- Dual Processor, Quad Core 2.5 GHz Processor or greater
- 48 GB Memory, Optimized
- Suitable VMWare boot media
- Redundant Power
- 100 Mbps Connectivity

Standard Drive Partitioning

C:\ - single partition

External Storage Connection(s)

- Private Backup Network Connection
- Dell PowerVault Unit (See: 2.2)

2.2 One (1) Storage Array

- Hardware such as Dell PowerVault MD3200 Dedicated Storage Unit, or comparable
- RAID 5 + HS Configuration or comparable
- 4TB total capacity, SAS 15k (approx. 750GB for Web Server, 1TB for the SQL database, 2+TB for Analytics Server)
- Separate Hotspare

3.0 Other Services to be provided by the Managed Hosting Facility

3.1 One (1) Firewall, Shared

- Hardware
- Cisco ASA 5510 Firewall
- 100 Mbps Throughput
- 130,000 Concurrent Connections
- Stateful packet inspection
- Fully Managed Device, includes 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee

3.3 Dual Active/Active Storage Controllers

- 512 MB Battery-backed Cache (per controller)
- Redundant Power

Bid Instructions:

The bid should be in a format such as this:

The monthly managed hosting fee: \$ 7,720.50 x 12 months = \$ 92,640.00 annual fee.

Application set up, configuration and testing: \$ 195.00 per hour x 30 hours =
\$ 5,850.00 one-time set-up fee.

System administration support: \$ 195.00 per hour x 4 hours per month x
12 months = \$ 9,360.00 annual fee.

(This is an estimate for evaluation, only.)

Please provide the vendor's service level agreement terms along with the pricing for our review. The selected vendor must comply with West Virginia's general terms and conditions for RFQs.

Commerce is seeking a one-year managed hosting contract, renewable at the same price and terms for two subsequent years.

3.4 Server & Application Monitoring

- Port Monitoring
- Ping and TCP Port 80
- Additional Ports Monitored (e.g. FTP, SSH, DNS, POP3, MS SQL)
- 10-Minute Polling with Automated Ticket Creation and Response

3.6 Advanced Availability Monitoring

- URL, FTP and Mail Service Monitoring
- 10-Minute Polling, Automatic Alert Escalation

3.7 Synthetic Transaction Monitoring

- Scripted Site Walkthrough to Simulate a Typical User Interaction
- 10-Minute Polling with Automatic Alert Escalation

3.8 Managed Backup

- Setup, Configuration and Monitoring
- Weekly Full, Daily Differential Backup Schedule
- Automatic Tape Rotation, 2-Week On-site Retention

4.0 Application Set-up and Support

4.1 Application Set-up

Commerce requires technical assistance in establishing our application in its new environment.

As noted in this specification, currently the analytics services and SQL database are on the same server and the virtual solution we're seeking will separate them. Configuration changes will need to be made to our applications/databases and tested.

Commerce estimates that a vendor should allocate approximately 30-40 hours for server set-up and configuration, billed hourly, given the following assumptions:

- Analysis Server set up of 10-12 hours is estimated.
- Develop a data storage plan and automated service to purge the application of old log files on a monthly basis. Commerce wishes to keep 13-months of traffic history at all times. Commerce estimates 4-8 hours of work.
- Configuration changes to the Web application will be needed, because the analysis currently is done on the database server. Budget, 6-8 hours for this work.

4.2 Monthly System Administration Support

Commerce envisions approximately 2-6 hours of monthly support, on an as-needed basis. Please provide an hourly cost for system administration support.

Examples of Support:

- Responding to emergency calls 24-7 if the application is down and helping Commerce determine if it's a coding or hosting issue.
- Following step-by-step instructions to restart our application if it goes down after hours or on weekends.
- Clearing out the old log files and restarting analytics server if it gets backed up.



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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				ANSWERS TO VENDOR QUESTIONS ATTACHED.		
				ADD: EXHIBIT 10		
				BID OPENING DATE REMAINS 03/07/12 @ 1:30 P.M.		
				NO OTHER CHANGES		
0001		EA		920-19		
				COMPUTER MANAGEMENT		
				***** THIS IS THE END OF RFQ DEV1258 ***** TOTAL:		

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Section 4.1 states:

- Develop a data storage plan and automated service to purge the application of old log files on a monthly basis. Commerce wishes to keep 13-months of traffic history at all times.
- Vendor Question: Will there be any more detailed scope provided for this expectation prior to the submission date?
- Answer: The Department of Commerce does not plan to provide any more detail concerning either of the items prior to the bid submission date. In our estimation, there are adequate hours built into this RFQ to perform both of these tasks. If unforeseen issues develop while performing these tasks we will work with the successful vendor on additional hours to complete these tasks.
- Vendor Question: If not, will Commerce accept scope provided by the vendor in the RFP response that is based upon the vendor's assumption of the scope?
- Answer: Yes.
- Configuration changes to the Web application will be needed, because the analysis currently is done on the database server.
- Vendor Question: Will there be any more detailed scope provided for this expectation prior to the submission date?
- Answer: The Department of Commerce does not plan to provide any more detail concerning either of the items prior to the bid submission date. In our estimation, there are adequate hours built into this RFQ to perform both of these tasks. If unforeseen issues develop while performing these tasks we will work with the successful vendor on additional hours to complete these tasks.
- Vendor Question: If not, will Commerce accept scope provided by the vendor in the RFP response that is based upon the vendor's assumption of the scope?
- Answer: Yes.
- Vendor Question: DEV1258 RFP states that the hours under Section 4 are estimates for evaluation purposes only, we are concerned that the estimated hours for work to be performed under this Section are significantly under estimated. In addition, often times when one piece of code is worked on for what may appear to be a simple change, the domino effect occurs which impacts other sections of the code, which will incur additional hours to analyze and fix. As an Open-End Contract, will there be hours well above the estimate available for the work outlined in Section 4 and potential impacts on other sections of the code?
- Answer: The Department of Commerce will work with the successful vendor to assure that the vendor will have adequate time to deal with unforeseen circumstances that develop during the transition or in the future.

EXHIBIT 10

REQUISITION NO.: DEV1258

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ✓

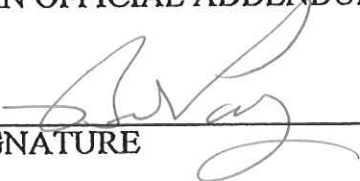
NO. 2 ✓

NO. 3

NO. 4

NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.


SIGNATURE

TELEADON COMMUNICATIONS GROUP, LLC
COMPANY

3/7/12
DATE



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

Request for Quotation

RFQ NUMBER
DEV1258

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
PAUL REYNOLDS
304-558-0468

VENDOR
 *412152609 304-755-1324
 TERRADON COMMUNICATIONS GROUP
 PO BOX 338
 NITRO WV 25143

SHIP TO
 WV DEVELOPMENT OFFICE
 ADMINISTRATION
 BUILDING 6, ROOM 645
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0311 304-558-0350

DATE PRINTED 02/27/2012	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **03/07/2012** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 2		
				ADDITIONAL ANSWERS TO VENDOR QUESTIONS ATTACHED.		
				BID OPENING DATE REMAINS 03/07/12 @ 1:30 P.M.		
				NO OTHER CHANGES.		
0001		EA		920-19		
				COMPUTER MANAGEMENT		
				***** THIS IS THE END OF RFQ DEV1258 ***** TOTAL:		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 304-755-1324	DATE 5/12/12
TITLE President	FEIN 51-0778021	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts; contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.html and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. 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/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors 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, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will 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 the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

- Vendor Question: In order to run a virtual environment, you need a Hypervisor, which is a dedicated server that facilitates the virtual environment. Among other things, it hosts the VM licenses and controls/routes access to the virtual servers and data base. Are we to include the costs of a Hypervisor in this bid? If so, what are the CPU specs for the Hypervisor? If not, what is Commerce's recommendation on how the virtual environment is to operate?
- Answer: This is addressed in two places in the RFQ. Under our Hosting Strategy, we say: "Commerce is seeking a Private Cloud solution. We wish to virtualize 3 servers, using VMware (virtual machines) or the equivalent technology. Please specify VMware with High Availability. The VMs will sit on physical gear. The following server specifications are provided with this strategy in mind."

The diagram on p. 4 shows the desired environment. In the specs it lists a requirement for "Suitable VMware Boot Media" and in the diagram we show that the "server connects to the Storage Array, therefore it needs only suitable VM boot media" on the two servers.

We did not specify the "suitable" "physical gear" in detail to allow some flexibility by bidding vendors for solutions that meet the specifications for supporting virtual machines of specified size and capacity.

- Vendor Question: The RFP does not specify a Firewall to be in place to protect the virtual environment. Does Commerce want to include a Firewall or are we to bid without a Firewall?
- Answer: Specs are on page 5, under "other services provided by the Managed hosting facility" 3.1 one (1) Firewall, Shared (specs listed in RFQ.)

Proposal for Web Platform Hosting

www.wvcommerce.org

Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

Presented By:
Terradon Communications Group, LLC
PO Box 338, Nitro, WV 25143
Phone: 304.755.1324 Fax: 304.729.9203
www.TerradonCommunications.com

We Do Web ... It's All We Do

www.wvcommerce.org Web Platform Hosting

Terradon Communications Group (TCG) will provide the following hosting services requested in RFQ# DEV1258. Hosting will be placed with Rackspace, the world's largest hosting provider with a 100% Network Uptime and 1-Hour Hardware Replacement Guarantee. The Monthly Managed Hosting Fee and Application Set-up and Support Hourly Rate as outlined on the Pricing Page of this RFQ shall be valid for a period of one (1) year from the award date and for two (2) subsequent one (1) year renewals at Commerce's election. Commerce must provide TCG with a minimum of 30 days' notice in the event they desire to exercise a renewal option.

2.1 Two Virtual Servers (Private Cloud) with High Availability:

Private Cloud Cluster Performance One Silver

- **Quantity Two (2)**
- **Server Platform:** Performance One - Silver (PowerEdge R710) [SKU: 106298]
- **Operating System:** ESX
- **Processor:** Dual Processor, Hex Core Intel Xeon E5645 [SKU: 106301]
- **Memory:** 48 GB [SKU: 105040]
- **Drive and RAID Configuration:**
 - RAID 1 [SKU: 102000]
 - 300 GB (15K SAS 3.5") - Qty: 2 [SKU: 106206, 103930]
- **Drive Partitioning:** Rackspace Suggested Partitioning
- **External Storage Connection(s):** 6Gbps HA DAS Connection (MD3200) [SKU: 106232]
- **Network:** 1000 Mbps
- **Managed Backup:**
 - Unmetered Managed Backup (Requires Unmetered MBU Terms) [SKU: 105753]
 - Weekly Full, Daily Differential [SKU: 102026]
 - 2 Week On-site Retention (Per GB) [SKU: 105496]
- **Backup Agent:** Base Backup Agent [SKU: 103485]
- **Bandwidth:** 2000 GB [SKU: 105549]

Web VM Private Cloud VM (Windows on Dual Proc Hypervisor)

- **Quantity One (1)**
- **VM OS:** Windows Server 2008 R2 Enterprise Edition 64-Bit (Licensed for 2 Processors) (Min disk space: 60 GB)
- **Drive Partitioning:** Rackspace Suggested Partitioning
- **Virtual Machine Resource Allocation:**
 - Amount of virtual memory (MB) - Qty: 8192
 - Number of virtual CPUs - Qty: 2
 - Amount of virtual disk space (vDisk1 GB) - Qty: 750
- **VM Backup Agent:** Base Backup Agent

| DB VM
Private Cloud VM (Windows on Dual Proc Hypervisor)

- **Quantity One (1)**
- **VM OS:** Windows Server 2008 R2 Enterprise Edition 64-Bit (Licensed for 2 Processors) (Min disk space: 60 GB)
- **Drive Partitioning:** Rackspace Suggested Partitioning
- **Virtual Machine Resource Allocation:**
 - Amount of virtual memory (MB) - Qty: 16384
 - Number of virtual CPUs - Qty: 4
 - Amount of virtual disk space (vDisk1 GB) - Qty: 1000
- **VM Backup Agent:** Base + SQL Server Backup Agent (Windows Only)

| Analytics VM
Private Cloud VM (Windows on Dual Proc Hypervisor)

- **Quantity One (1)**
- **VM OS:** Windows Server 2008 R2 Enterprise Edition 64-Bit (Licensed for 2 Processors) (Min disk space: 60 GB)
- **Drive Partitioning:** Rackspace Suggested Partitioning
- **Virtual Machine Resource Allocation:**
 - Amount of virtual memory (MB) - Qty: 16384
 - Number of virtual CPUs - Qty: 4
 - Amount of virtual disk space (vDisk1 GB) - Qty: 1000
- **VM Backup Agent:** Base + SQL Server Backup Agent (Windows Only)

| DB & Analytics VMs
Database License

- **Quantity Two (2)**
- **Database Licenses:** SQL Standard 2008 R2

2.2 One (1) Storage Array

Dell MD3200u SAS [SKU: 106201]

- **Quantity One (1)**
- **Entry Dedicated Storage:**

This device has a 10 business day lead time which may impact the delivery date of your solution. For more information please contact TCG Account Executive. - Qty: 1

 - Dell MD3200 (3.5") chassis [SKU: 106202]
 - Servers being connected to SAS MD device - Qty: 2
 - The MD3200 / MD3200 iSCSI can have a Maximum of 12 drives
 - The MD3220 / MD3220 iSCSI can have a Maximum of 24 drives
 - HBAs are required on the connected servers for the MD3200/3220 [SKU: 106232]
 - The total quantity amount will supersede the total LUN configuration details should they differ
- **Entry Dedicated Storage Drives:**
 - 450GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 6 [SKU: 106207]
 - RAID 5
 - 450GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 3 [SKU: 106207]
 - RAID 5
 - 450GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 1 [SKU: 106207]
 - Hotspare
 - LUN Configuration Details
 - **LUN Size - Purpose (i.e. 500GB-Data, 100GB-Fileshare):** LUN 0 – 6 x 450 GB SAS 15K R5 – Analytical VM

- LUN Configuration Details
- • LUN Size - Purpose (i.e. 500GB-Data, 100GB-Fileshare): LUN 1 – 3 x450 GB SAS 15K R5 – WebVM
- Rackspace does not keep excess stock of this equipment and this Service is not subject to the Deployment Commitment. Please check with your TCG Account Executive for additional information.

Dell MD3200u Additional Disk Drives & Shelves [SKU: 106223]

- **Quantity One (1)**
- **Entry Dedicated Storage Drives:**
 - 450GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 5 [SKU: 106207]
 - RAID 5
 - 450GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 1 [SKU: 106207]
 - Hotspare
 - LUN Configuration Details
 - • LUN Size - Purpose (ie. 500GB-Data, 100GB-Fileshare): LUN 3 – 5 x450 GB SAS 15K R5 – DB VM
- **Entry Dedicated Storage:**
 - This device has a 10 business day lead time which may impact the delivery date of your solution. For more information please contact your TCG Account Executive. - Qty: 1
 - Dell MD1200 (3.5") chassis [SKU: 106224]
 - The MD3200 / MD3200 iSCSI can have a Maximum of 12 drives
 - The MD3220 / MD3220 iSCSI can have a Maximum of 24 drives
 - The MD1200 can have a Maximum of 12 drives
 - The MD1220 can have a Maximum of 24 drives
 - The total quantity amount will supersede the total LUN configuration details should they differ
- Rackspace does not keep excess stock of this equipment and this Service is not subject to the Deployment Commitment. Please check with your TCG Account Executive for additional information.

3.1 One (1) Firewall, Shared

Cisco ASA 5510 Firewall

- **Quantity One (1)**
- 300 Mbps Aggregate and 130,000 Concurrent Connections
- Stateful packet inspection
- Fully Managed Device, includes 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee

3.2 Left Blank in RFQ

3.3 Dual Active/Active Storage Controllers

- Provided by Rackspace
- 512 MB Battery-backed Cache (per controller)
- Redundant power

3.4 Server & Application Monitoring

- Provided by Rackspace
- Port Monitoring
- Ping and TCP Port 80
- Additional Ports Monitored (e.g. FTP,SSH, DNS, POP3, MS SQL)
- 10 minute Polling with Automated Ticket Creation and Response

3.5 Left Blank in RFQ

3.6 Advanced Availability Monitoring

- Provided by Rackspace
- URL, FTP and Mail Service Monitoring
- 10 Minute Polling, Automatic Alert Escalation

3.7 Synthetic Transaction Monitoring

- Provided by Rackspace
- Scripted Site Walkthrough to Simulate a Typical User Interface
- 10 Minute Polling with Automatic Alert Escalation

3.8 Managed Backup

- Provided by Rackspace
- Setup, Configuration and Monitoring
- Weekly Full, Daily Differential Backup Schedule
- Automatic Tape Rotation, 2-Week On-Site Retention

4.0 Application Set-up and Support

- Hourly cost provided below and on attached Pricing Page

Pricing

- The monthly managed hosting fee: \$7,720.50 x 12 months = \$92,646.00 annual fee.
- Application set-up, configuration, and testing: \$195.00 per hour x 30 hours = \$5,850.00 one-time set-up fee.
- System administration support: \$195.00 per hour x 4 hours per month x 12 months = \$9,360.00 annual fee.
- (This is an estimate for evaluation only.)

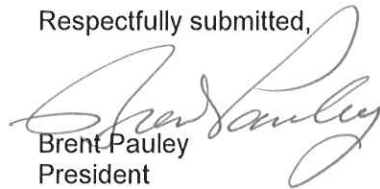
Terms of Service

- As a Rackspace Member Partner, TCG extends Rackspace's service levels of:
 - * 100% Network Uptime
 - * 1-Hour Hardware Replacement
 - * Zero-Downtime Network™ powered by Cisco
 - * 24/7, Year-round support
 - * Complete details of Rackspace's Service Terms Agreement may be found at:
www.rackspace.com/cloud/legal/
- Upon award of this contract, TCG will provide Commerce with support contact information to gain access to 24/7, year-round support.

Attachments

- Complete copy of RFQ# DEV1258, with Addendums
- Pricing Page
- Vendor Preference Certificate
- Purchasing Affidavit
- WBENC Certification

Respectfully submitted,


Brent Pauley
President



Women's Business Enterprise
National Council

hereby grants

National Women's Business Enterprise Certification

to
Terradon Communications Group, LLC

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).

This certification affirms the business is woman-owned, operated and controlled; and is valid through the date herein.

Expiration Date: 10/02/2012
WBENC National Certificate Number: 2005113945

WBENC National WBE Certification was processed and validated by Ohio River Valley - Women's Business Council, a WBENC Regional Partner Organization.

Authorized by Rea Waldon, Ph.D., Executive Director,
Ohio River Valley - Women's Business Council



NAICS Codes: 541511

UNSPSC Codes: 81111600



VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Terrence Communications Group, Inc Signed: [Signature]
Date: 3/2/12 Title: President

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING 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 owed 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.

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Terephon Communications Group, LLC

Authorized Signature: [Signature] Date: 3/7/12

State of West Virginia

County of Putnam, to-wit:

Taken, subscribed, and sworn to before me this 7 day of March, 2012

My Commission expires 11-12, 2014.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

