



**State of West Virginia  
Department of Administration  
Purchasing Division**

**NOTICE**

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

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A PROPOSAL TO



# State of West Virginia

**Solicitation Number:**

**VOIP13**

**For**

**Voice over Internet Protocol (VoIP)**

**TECHNICAL PROPOSAL - ORIGINAL**

**January 23, 2013**

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West Virginia Purchasing Division





Verizon Enterprise Solutions  
4700 Maccorkle Ave Se  
Charleston, WV 25304  
Phone (304) 356-3395

January 23, 2013

Krista S. Ferrell, Buyer Supervisor  
2019 Washington St E  
PO Box 50130  
Charleston, WV 25305

RE: VOIP13

Dear Ms Ferrell:

Verizon is pleased to submit its proposal for Voice over Internet Protocol (VOIP) RFP #VOIP13.

Verizon is one of the world's leading providers of communications services. Verizon serves more than 139 million customer connections (wireless, wireline, broadband and TV) every day and is the leader in serving 107.8 million wireless customers. Verizon is a global leader in delivering innovation in communications, information and entertainment, with approximately \$110.9 billion in 2011 annual revenue. Verizon's global presence extends to 75 countries in the Americas, Europe, Asia and the Pacific.

Verizon will provide outstanding service quality, product flexibility, and a local dedicated Account Team. Both customers and industry analysts continue to recognize Verizon for its service performance and customer care. Verizon has received several notable industry –analyst marks of distinction, including:

- Verizon has been positioned by Gartner Inc. in the Leaders Quadrant in the "2012 Magic Quadrant for Managed Security Services Providers (MSSP), North America" report. (Nov 2012).
- Verizon Terremark has been positioned by Gartner, Inc. in the leaders quadrant in the Magic Quadrant for Cloud Infrastructure as a Service. (Oct 2012).
- For the sixth consecutive year, Verizon has earned Frost & Sullivan's North American Market Leadership Award for hosted network-based interactive voice response systems. The award recognizes Verizon's continued success delivering Hosted IVR, a business service that is often the first interaction consumers have with a business or government agency. (Oct 2012).
- For the third consecutive year, Genesys has named Verizon Enterprise Solutions as North American Business Partner of the Year for success delivering advanced customer service solutions for government and multinational businesses worldwide. (May 2012).
- Forrester identified Verizon as a leader in managed security services in "The Forrester Wave™: Managed Security Services: North America. (March 2012).

- Fortune has ranked Verizon No. 1 in the telecommunications sector of the publication's 2012 list of the World's Most Admired Companies. Categories: Innovation, People Management, Use of Corporate Assets, Quality of Management, Long-Term Investment and Quality of Products/Services. (March 2012).
- Gartner Inc. has positioned Verizon in the Leaders quadrant in the, "Magic Quadrant for U.S. Telecommunications Service Providers." (Dec 2011).
- Gartner Inc. has positioned Verizon in the Leaders Quadrant of the industry analyst firm's 2011 report, "Magic Quadrant for Managed Security Service Providers, North America." (Dec 2011).
- Verizon has earned certification as ISO/IEC 20000-1-compliant for its Government Enterprise Network Operations Center (GENOC), located in Cary, N.C. The GENOC, launched in 1997, provides managed services for local, state, and federal government customers.

Verizon's expansive global network reach, broad solutions portfolio, partner ecosystems, range of IT delivery options, and wealth of experience create a powerful combination that allows us to deliver results that make a real-world difference.

Verizon commits to provide the services as described in this Proposal. I also give my personal commitment of service to the State of West Virginia. I look forward to continuing our business relationship and building an even stronger partnership with the State of West Virginia.

Sincerely,



Sandra Hawkins  
**Senior Account Manager**  
**Authorized Contact**  
Verizon  
304-356-3395  
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