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June 2, 2014

Public Employees Insurance Agency
601 57th Street, SE
Charleston, WV 25304

Dear PEIA,

IntelliPoint Technologies, along with our specialized business partners, SyCom Technologies (our Cisco certified business partner) and Martin and Associates (our Dynamics CRM certified business partner), respectfully submit a no-bid response to the "PEI014001 CRM Update RFQ".

IntelliPoint is a Silver Certified ERP Microsoft Partner specializing in Dynamics GP, Martin & Associates is a Silver Certified CRM Microsoft Partner specializing in Dynamics CRM, and SyCom Technologies is not only a Cisco Gold Certified Partner, but holds a Master Unified Communications Specialization.

In reviewing this RFQ our team determined that PEIA's contact center requirements as stated on page 22 of the RFQ (section 4.1.2.3) cannot be met without upgrading the Cisco Contact Center Express to the Premium version. Please also note that Cisco Contact Center Express version 7 is no longer supported by Cisco, which increases the project risk beyond an acceptable level, because the manufacturer (Cisco) no longer supports this version of your contact center software. It is the policy of IntelliPoint as well as our team members not to endeavor into projects where critical components no longer maintain vendor support.

IntelliPoint would love the opportunity to discuss this in more detail with members of the PEIA staff if this RFQ is cancelled, as we are very interested in discussing options for how PEIA could achieve their goals while managing an acceptable level of project risk.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis A. Barry", written in a cursive style.

Dennis A. Barry
President

06/03/14 10:21:01AM
West Virginia Purchasing Division

EXHIBIT A
PRICING PAGE

This is a fixed cost contract. The cost shall include all project costs including travel, meals, etc. The bidder shall submit the cost proposal in the following format:

| Project | Quantity | TOTAL COST |
|---|----------|--------------------------|
| Public Employee Insurance Agency (PEIA) Customer Relationship Management (CRM) software upgrade from Version 4.0 to Version 2013 including integrated CISCO phone system and training. (agency owns software) | 1 | No-bid (see attached) |