



West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 16156

SO Doc Code: CRFQ

Procurement Type: Central Purchase Order

SO Dept: 0511

Vendor ID: 

SO Doc ID: BCF1500000003

Legal Name: POMEROY IT SOLUTIONS SALES CO

Published Date: 11/12/14

Alias/DBA:

Close Date: 11/26/14

Total Bid: \$19,970.98

Close Time: 13:30

Response Date: 

Status: Closed

Response Time:

Solicitation Description:

Total of Header Attachments: 0

Total of All Attachments: 0



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

**State Of West Virginia
 Solicitation Response**

Proc Folder : 16156

Solicitation Description : CISCO IP Phone Equipment & Licenses or Equal

Proc Type : Central Purchase Order

Date issued	Solicitation Closes	Solicitation No	Version
	2014-11-26 13:30:00	SR 0511 ESR11261400000001146	1

VENDOR

000000219123
 POMEROY IT SOLUTIONS SALES CO

FOR INFORMATION CONTACT THE BUYER

Robert Kilpatrick
 (304) 558-0067
 robert.p.kilpatrick@wv.gov

Signature X FEIN # DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	RFQ Item# 3.1.1.1: CISCO IP Phone 7962, P/N CP-7962G, or equ	1.00000	EA	\$259.88	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.1: CISCO IP Phone 7962, P/N CP-7962G, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	RFQ Item# 3.1.1.2: CISCO IP Phone 7915, P/N CP-7915, or equa	3.00000	EA	\$220.50	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.2: CISCO IP Phone 7915, P/N CP-7915, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	RFQ Item# 3.1.1.3: Cisco Unified IP Phone Power Cube, P/N CP	1.00000	EA	\$23.63	

Comm Code	Manufacturer	Specification	Model #
43202201			

Extended Description : RFQ Item# 3.1.1.3: Cisco Unified IP Phone Power Cube, P/N CP-PWR-CUBE-3, or Equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	RFQ Item #3.1.1.4: Cisco Unified IP Phone Power Cube Country	1.00000	EA	\$5.25	

Comm Code	Manufacturer	Specification	Model #
43202201			

Extended Description : RFQ Item #3.1.1.4: Cisco Unified IP Phone Power Cube Country Cord, P/N CP-PWR-CORD-NA, or Equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	RFQ Item# 3.1.1.5: Double Footstand for 7915 Cisco Sidecar,	2.00000	EA	\$19.95	

Comm Code	Manufacturer	Specification	Model #
43202201			

Extended Description : RFQ Item# 3.1.1.5: Double Footstand for 7915 Cisco Sidecar, P/N CP-DOUBLEFOOTSTAND, or Equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	RFQ Item# 3.1.1.6: Cisco Unified IP Conference Phone 8831 ba	2.00000	EA	\$732.38	

Comm Code	Manufacturer	Specification	Model #
45111900			

Extended Description : RFQ Item# 3.1.1.6: Cisco Unified IP Conference Phone 8831 base & controller, P/N CP-8831-K9, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	RFQ Item# 3.1.1.7: Cisco Model 7942 2-Line IP Phone, P/N CP-	50.00000	EA	\$207.38	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.7: Cisco Model 7942 2-Line IP Phone, P/N CP-7942G, or Equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	RFQ Item# 3.1.1.8: Unified CM Device License for ELD - 100U	2.00000	EA	\$2,625.00	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.8: Unified Communications Manager (CM) Device License for Electronic License Delivery (ELD) 100 Units P/N L-CM-DL-100, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	RFQ Item# 3.1.1.9: Unified CM Device License for ELD - 10U	1.00000	EA	\$262.50	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.9: Unified CM Device License for ELD - 10 Units, P/N L-CM-DL-10, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	RFQ Item# 3.1.1.10: Unity Connection 9.x SW Feature License	1.00000	EA	\$0.00	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.10: Unity Connection 9.x SW Feature License Add-on, P/N L-UNITYCN9-LIC-UPG, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	RFQ Item# 3.1.1.11: One Unity Conn. 9.x Voice Messaging- 1U	32.00000	EA	\$39.38	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.11: One Unity Connection 9.x Voice Messaging User 1U, P/N UNITYCN9-STD-USR, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	RFQ Item# 3.1.1.12: Essential SW One Unity Connection 1U	32.00000	EA	\$11.70	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description : RFQ Item# 3.1.1.12: Essential SW One Unity Connection 1U, P/N CON-ESW-UNITYSTD, or equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	RFQ Item# 3.1.1.13: Cisco 1-yr SUB UCSS for Unity or UC - 1U	32.00000	EA	\$0.00	

Comm Code	Manufacturer	Specification	Model #
43191511			

Extended Description :	RFQ Item# 3.1.1.13: Cisco 1-year SUB UCSS for Unity or Unity Connection 1U P/N UCSS-U-MSG-1-1
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Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 35 – Telecomm

Proc Folder: 16156

Doc Description: CISCO IP Phone Equipment & Licenses or Equal

Proc Type: Central Purchase Order

Date Issued	Solicitation Closes	Solicitation No	Version
2014-11-11	2014-11-26 13:30:00	CRFQ 0511 BCF1500000003	1

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: Pomeroy IT Solutions
 500 Westmoreland Office Park
 Dunbar, WV 25064
 Phone: (304) 746-4434
 Fax: (866) 307-5674

 Michelle Clark, Inside Sales
 linda.clark@pomeroy.com

FOR INFORMATION CONTACT THE BUYER

Robert Kilpatrick
 (304) 558-0067
 robert.p.kilpatrick@wv.gov

Signature X

FEIN # 61-1352158

DATE 11-25-2014

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

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	RFQ Item# 3.1.1.1: CISCO IP Phone 7962, P/N CP-7962G, or equ	1.00000	EA	\$ 259.88	\$ 259.88

Comm Code	Manufacturer	Specification	Model # CP-7962G=
43191511	Cisco	Cisco UC Phone 7962	

Extended Description :

RFQ Item# 3.1.1.1: CISCO IP Phone 7962, P/N CP-7962G, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	RFQ Item# 3.1.1.2: CISCO IP Phone 7915, P/N CP-7915, or equa	3.00000	EA	\$ 220.50	\$ 661.50

Comm Code	Manufacturer	Specification	Model # CP-7915=
43191511	Cisco	7915 UC Phone Grayscale Expansion Module	

Extended Description :

RFQ Item# 3.1.1.2: CISCO IP Phone 7915, P/N CP-7915, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	RFQ Item# 3.1.1.3: Cisco Unified IP Phone Power Cube, P/N CP	1.00000	EA	\$ 23.63	\$ 23.63

Comm Code	Manufacturer	Specification	Model #
43202201	Cisco	IP Phone power transformer for the 7900 phone series	CP-PWR-CUBE-3=

Extended Description :

RFQ Item# 3.1.1.3: Cisco Unified IP Phone Power Cube, P/N CP-PWR-CUBE-3, or Equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	RFQ Item #3.1.1.4: Cisco Unified IP Phone Power Cube Country	1.00000	EA	\$ 5.25	\$ 5.25

Comm Code	Manufacturer	Specification	Model #
43202201	Cisco	Power Cord, North America	CP-PWR-CORD-NA=

Extended Description :

RFQ Item #3.1.1.4: Cisco Unified IP Phone Power Cube Country Cord, P/N CP-PWR-CORD-NA, or Equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	RFQ Item# 3.1.1.5: Double Footstand for 7915 Cisco Sidecar,	2.00000	EA	\$ 19.95	\$ 39.90

Comm Code	Manufacturer	Specification	Model #
43202201	Cisco	Footstand kit for 2 7914s, 7915s, and 7916s	CP-DOUBLFOOTSTAND=

Extended Description :

RFQ Item# 3.1.1.5: Double Footstand for 7915 Cisco Sidecar, P/N CP-DOUBLEFOOTSTAND, or Equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	RFQ Item# 3.1.1.6: Cisco Unified IP Conference Phone 8831 ba	2.00000	EA	\$ 732.38	\$ 1,464.76

Comm Code	Manufacturer	Specification	Model # CP-8831-K9=
45111900	Cisco	Cisco Unified IP Conference Phone 8831 base and controller	

Extended Description :

RFQ Item# 3.1.1.6: Cisco Unified IP Conference Phone 8831 base & controller, P/N CP-8831-K9, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		FINANCIAL CLERK - 304-372-7885 HEALTH AND HUMAN RESOURCES BCF - MASON COUNTY OFFICE 710 VIAND ST PT PLEASANT WV 25550 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	RFQ Item# 3.1.1.7: Cisco Model 7942 2-Line IP Phone, P/N CP-	50.00000	EA	\$ 207.38	\$ 10,369.00

Comm Code	Manufacturer	Specification	Model # CP-7942G=
43191511	Cisco	Cisco UC Phone 7942, spare	

Extended Description :

RFQ Item# 3.1.1.7: Cisco Model 7942 2-Line IP Phone, P/N CP-7942G, or Equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	RFQ Item# 3.1.1.8: Unified CM Device License for ELD - 100U	2.00000	EA	\$ 2,625.00	\$ 5,250.00

Comm Code	Manufacturer	Specification	Model #
43191511	Cisco	Unified CM Device License For ELD - 100 Units	L-CM-DL-100=

Extended Description :

RFQ Item# 3.1.1.8: Unified Communications Manager (CM) Device License for Electronic License Delivery (ELD) @ 100 Units
P/N L-CM-DL-100, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	RFQ Item# 3.1.1.9: Unified CM Device License for ELD - 10U	1.00000	EA	\$ 262.50	\$ 262.50

Comm Code	Manufacturer	Specification	Model #
43191511	Cisco	Unified CM Device License For ELD - 10 Units	L-CM-DL-10=

Extended Description :

RFQ Item# 3.1.1.9: Unified CM Device License for ELD - 10 Units, P/N L-CM-DL-10, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	RFQ Item# 3.1.1.10: Unity Connection 9.x SW Feature License	1.00000	EA	\$ 0.00	\$ 0.00

Comm Code	Manufacturer	Specification	Model #
43191511	Cisco	Unity Connection 9.x, SW Feature License Add-ons	L-UNITYCN9-LIC-UPG

Extended Description :

RFQ Item# 3.1.1.10: Unity Connection 9.x SW Feature License Add-on, P/N L-UNITYCN9-LIC-UPG, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	RFQ Item# 3.1.1.11: One Unity Conn. 9.x Voice Messaging- 1U	32.00000	EA	\$ 39.38	\$ 1,260.16

Comm Code	Manufacturer	Specification	Model #
43191511	Cisco	One Unity Connection 9.x Voice Messaging User	UNITYCN9-STD-USR

Extended Description :

RFQ Item# 3.1.1.11: One Unity Connection 9.x Voice Messaging User 1U, P/N UNITYCN9-STD-USR, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	RFQ Item# 3.1.1.12: Essential SW One Unity Connection 1U	32.00000	EA	\$ 11.70	\$ 374.40 *

Comm Code	Manufacturer	Specification	Model #
43191511	Cisco	SWSS UPGRADES One Unity Connection (12-months) *(CON-ESW-UNITYSTD) & (UCSS-U-MSG-1-1) are no longer available through Cisco as separate sku's, and are now ordered as one Cisco item number; CON-ECMU-UNITYSTD	CON-ECMU-UNITYSTD

Extended Description :

RFQ Item# 3.1.1.12: Essential SW One Unity Connection 1U, P/N CON-ESW-UNITYSTD, or equal

INVOICE TO		SHIP TO	
ADMINISTRATIVE SERVICES ASSISTANT - 304-356-4528 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL ST, RM 730 CHARLESTON WV25301-3711 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	RFQ Item# 3.1.1.13: Cisco 1-yr SUB UCSS for Unity or UC - 1U	32.00000	EA	\$0.00	\$0.00 *

Included w/ Line 12 (RFQ Item# 3.1.1.12)

Comm Code	Manufacturer	Specification	Model #
43191511	Cisco	SWSS UPGRADES One Unity Connection (12-months)	CON-ECMU-UNITYSTD
*(CON-ESW-UNITYSTD) & (UCSS-U-MSG-1-1) are no longer available through Cisco as separate sku's, and are now ordered as one Cisco item number; CON-ECMU-UNITYSTD			

Extended Description :

RFQ Item# 3.1.1.13: Cisco 1-year SUB UCSS for Unity or Unity Connection 1U P/N UCSS-U-MSG-1-1

BCF150000003	Document Phase Final	Document Description CISCO IP Phone Equipment & Licenses or Equal	Page 8 of 8
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

REQUEST FOR QUOTATION
CRFQ 0511 BCF150000003 Mason County CISCO IP Phone Equipment & Licenses

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Division of Purchasing is soliciting bids on behalf of WV DHHR Bureau for Children and Families (BCF) to establish a contract for the one time purchase of CISCO IP Phone Equipment & Licenses, or equal for the WVDHHR/BCF Mason County Office located at 710 Viand Street, Point Pleasant, WV 25550, per the specifications herein.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 **“Contract Item”** means Cisco IP Phone Equipment and Licenses or equal. The West Virginia Office of Technology will be installing and maintaining the phones.

 - 2.2 **“Pricing Page”** means the pages upon which Vendor should list its proposed price for the Contract Items in the manner requested. The WVOasis assembled document CRFQ_0511_BCF150000003 CRFQ Form will serve as the Pricing Page for this solicitation.

 - 2.3 **“RFQ”** means the official request for quotation published by the WV Division of Purchasing and identified as CRFQ 0511 BCF150000003

3. **GENERAL REQUIREMENTS:**
 - 3.1 **Mandatory Contract Item Requirements:** Contract Item must meet or exceed the mandatory requirements listed below and must be compatible with the Cisco infrastructure investment VOIP system.
 - 3.1.1 Vendor must provide the following items or equal:
 - 3.1.1.1 Quantity of One (1): Model 7962 6-Line Cisco Phone
PN CP-7962G

 - 3.1.1.2 Quantity of Three (3): Model 7915 24-Button Cisco Sidecar
PN CP-7915

 - 3.1.1.3 Quantity of One (1): Cisco Unified IP Phone Power Cube
PN CP-PWR-CUBE-3

REQUEST FOR QUOTATION
CRFQ 0511 BCF150000003 Mason County CISCO IP Phone Equipment & Licenses

- 3.1.1.4 Quantity of One(1): Cisco Unified IP Phone Power Cube, Country Cord
PN CP-PWR-CORD-NA
- 3.1.1.5 Quantity of Two(2): Double Foot-stand for 7915 Cisco Sidecar,
PNCP-DOUBLEFOOTSTAND
- 3.1.1.6 Quantity of Two (2): Cisco Unified IP Conference Phone 8831 base and controller
PN CP-8831-K9
- 3.1.1.7 Quantity of Fifty (50): Model 7942 2-Line Cisco Phone
PN CP-7942G
- 3.1.1.8 Quantity of Two(2): Unified Communications Manager (CM) Device License for Electronic License Delivery (ELD) – 100 Units
PN L-CM-DL-100
- 3.1.1.9 Quantity of One(1): Unified CM Device License for ELD – 10 Units
PN L-CM-DL-10
- 3.1.1.10 Quantity of One(1): Unity Connection 9.x SW Feature License Add-on
PN L-UNITYCN9-LIC-UPG
- 3.1.1.11 Quantity of Thirty-Two(32): One Unity Connection 9.x Voice Messaging User 1U
PN UNITYCN9-STD-USR
- * 3.1.1.12 Quantity of Thirty-Two(32): Essential SW One Unity Connection 1U
PN CON-ESW-UNITYSTD
- * 3.1.1.13 Quantity of Thirty-Two(32): Cisco 1-year SUB Unified Communications Software Subscription (UCSS) for Unity or Unity Connection 1U
PN UCSS-U-MSG-1-1

* See attached Cisco "End of Sale" announcement and documentation regarding the new Software Support Service (SUSS)

REQUEST FOR QUOTATION
CRFQ 0511 BCF150000003 Mason County CISCO IP Phone Equipment & Licenses

Vendors should provide with their bid a copy of any software or hardware licensing and/or support Terms and Conditions which the State of WV or the Agency must agree to or accept, either in writing or digitally, in order to order and receive the commodities or services offered as part of this contract. Written terms will be required prior to the award of any contract resulting from this solicitation. Failure to provide additional terms may result in disqualification of the vendor's bid.

Cisco End User License Agreement, attached

4. CONTRACT AWARD:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price for the Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

4.2 Pricing Page: Vendor should complete their bid by providing a Unit Price for Commodity Lines on the Request for Quotation. If responding to the Request for Quotation on paper, vendors should also provide a Total Price for each Commodity line by multiplying their bid Unit Price by the listed Quantity (Qty) for each line. Vendor should provide bids for all commodity lines, as failure to do so may result in Vendor's bid being disqualified.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: Robert.p.kilpatrick@wv.gov

(Note: there is no separate, electronic Pricing Pages for this solicitation. Vendors responding on paper should use the printed Request for Quotation document.)

5. PAYMENT:

5.1 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

REQUEST FOR QUOTATION
CRFQ 0511 BCF150000003 Mason County CISCO IP Phone Equipment & Licenses

6. DELIVERY AND RETURN:

6.1 Shipment and Delivery: Vendor shall ship the Contract Items 3.1.1.1, 3.1.1.2, 3.1.1.3, 3.1.1.4, 3.1.1.5, 3.1.1.6, 3.1.1.7, 3.1.1.8 immediately after being awarded this Contract and receiving a purchase order. Vendor shall deliver the Contract Items within 30 calendar days after receiving a purchase order. Contract Items must be delivered to Agency at 710 Viand Street, Point Pleasant, WV 25550

Vendor shall ship the Contract Items 3.1.1.9, 3.1.1.10, 3.1.1.11, 3.1.1.12, 3.1.1.13, immediately after being awarded this Contract and receiving a purchase order. Vendor shall deliver the Contract Items within 30 calendar days after receiving a purchase order. Contract items must be delivered to Agency at West Virginia Office of Technology, 1900 Kanawha Blvd., Building 5 A-916, Charleston, WV 25305.

6.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

6.3 Delivery Payment/Risk of Loss: Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

6.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall

REQUEST FOR QUOTATION
CRFQ 0511 BCF1500000003 Mason County CISCO IP Phone Equipment & Licenses

be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

7 VENDOR DEFAULT:

7.1 The following shall be considered a vendor default under this Contract.

- 7.1.1** Failure to provide Contract Items in accordance with the requirements contained herein.
- 7.1.2** Failure to comply with other specifications and requirements contained herein.
- 7.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.1.4** Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to Agency upon default.

- 7.2.1** Immediate cancellation of the Contract.
- 7.2.2** Immediate cancellation of one or more release orders issued under this Contract.
- 7.2.3** Any other remedies available in law or equity.

CERTIFICATION AND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained 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.

Pomeroy IT Solutions
(Company)

Michelle Clark (Michelle Clark, Inside Sales)
(Authorized Signature) (Representative Name, Title)

P: (304) 746-4434 / F: 1 (866) 307-5674
(Phone Number) (Fax Number) (Date)

State of West Virginia

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 Vendor Preference, if applicable.

- 1. Application is made for 2.5% 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% 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% 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% 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% 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% 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.
7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules. Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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: Pomeroy IT Solutions

Signed: Michelle [Signature]

Date: 11-25-2014

Title: Inside Sales

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Pomeroy IT Solutions

Authorized Signature: *Michelle [Signature]* Date: 11-25-2014

State of West Virginia

County of Tanawha, to-wit:

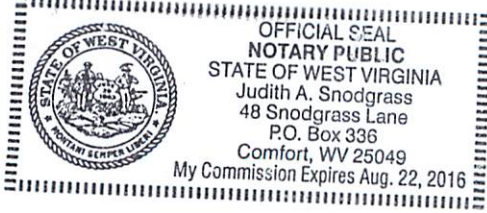
Taken, subscribed, and sworn to before me this 25 day of Nov, 2014.

My Commission expires Aug 22, 2016.



AFFIX SEAL HERE

NOTARY PUBLIC *Judith A. Snodgrass*



Bill To:

Administrative Services Assistant
 WV Dept of Health & Human
 BCF-Commissioner's Office,
 350 Capitol ST, RM 730
 Charleston, WV 25301

Ship To:

WV Dept of Health & Human
 BCF - MASON COUNTY OFFICE,
 710 VIAND ST
 Charleston, WV 25550

Phone: (304)356-4528

Email: robert.p.kilpatrick@wv.gov

Srl	Mfr. Part	Description	Price	Qty.	Extended	
*1	CP-7962G=	Cisco UC Phone 7962, spare (RFQ Item# 3.1.1.1) Mfr: Cisco	\$ 259.88	1	\$ 259.88	
*2	CP-7915=	7915 UC Phone Grayscale Expansion Module (RFQ Item# 3.1.1.2) Mfr: Cisco	\$ 220.50	3	\$ 661.50	
*3	CP-PWR-CUBE-3=	IP Phone power transformer for the 7900 phone series (RFQ Item# 3.1.1.3) Mfr: Cisco	\$ 23.63	1	\$ 23.63	
*4	CP-PWR-CORD-NA=	Power Cord, North America (RFQ Item# 3.1.1.4) Mfr: Cisco	\$ 5.25	1	\$ 5.25	
*5	CP-DOUBLFOOTSTAND=	Footstand kit for 2 7914s, 7915s, and 7916s (RFQ Item# 3.1.1.5) Mfr: Cisco	\$ 19.95	2	\$ 39.90	
*6	CP-8831-K9=	Cisco Unified IP Conference Phone 8831 base and controller (RFQ Item# 3.1.1.6) Mfr: Cisco	\$ 732.38	2	\$ 1,464.76	
*7	CP-7942G=	Cisco UC Phone 7942, spare (RFQ Item# 3.1.1.7) Mfr: Cisco	\$ 207.38	50	\$ 10,369.00	
*8	L-CM-DL-100=	Unified CM Device License For ELD - 100 Units (RFQ Item# 3.1.1.8) Mfr: Cisco	\$ 2,625.00	2	\$ 5,250.00	
*9	L-CM-DL-10=	Unified CM Device License For ELD - 10 Units (RFQ Item# 3.1.1.9) Mfr: Cisco	\$ 262.50	1	\$ 262.50	
*10	L-UNITYCN9-LIC-UPG	Unity Connection 9.x, SW Feature License Add-ons (RFQ Item# 3.1.1.10) Mfr: Cisco	\$ 0.00	1	\$ 0.00	
*11	CON-ECMU-LUNITLIC	12months - SWSS UPGRADES Unity Connection 9.x (RFQ Item# 3.1.1.10) Mfr: Cisco	\$ 0.00	1	\$ 0.00	
*12	UNITYCN9-STD-USR	One Unity Connection 9.x Voice Messaging User (RFQ Item# 3.1.1.11) Mfr: Cisco	\$ 39.38	32	\$ 1,260.16	
*13	CON-ECMU-UNITYSTD	SWSS UPGRADES One Unity Connection (12-months) Note: (CON-ESW-UNITYSTD) & (UCSS-U-MSG-1-1) are no longer available through Cisco as separate sku's, and are now ordered as one Cisco item number; CON-ECMU-UNITYSTD Remarks: RFQ Item# 3.1.1.12 & 3.1.1.13	\$ 11.70	32	\$ 374.40	
13 item(s)					Sub-Total	\$ 19,970.98
					Freight:	\$ 0.00
					Tax @ 6%	\$ 0.00
					Total	\$ 19,970.98

Srl	Mfr. Part	Description	Price	Qty.	Extended
(*) Tax exempted Part(s)					

Terms and Conditions

This quotation has been prepared by Pomeroy based upon current product pricing and product availability as of the date of this quotation. The quotation provided hereon is subject to change if, after the issuance of this quotation, product pricing and/or product availability is affected as the direct result of a force majeure event or circumstance that is beyond Pomeroy's reasonable control.

For any questions regarding our returns policy, please contact your Pomeroy sales associate or Click on the link below for a copy of our written policy. <https://shop.pomeroy.com/CustomPages/CustomPage.aspx?PageId=3186>

Quote valid until: 12/25/2014

Payment Details

Credit Card [VISA #
Expires On:]

Additional References

Customer Name
Sales Consultant

Shipping Details and Delivery

Shipping Via Delivery

Vendor Signature
FEIN# 61-1352158

Purchase Orders can be faxed to:
Michelle Clark 1.866.307.5674

Michelle Clark 11-25-2014



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Product warranty terms and other information applicable to Cisco products are available at the following URL: www.cisco.com/go/warranty

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78-3621-0150

Re: RFO Item# 3.1.1.12 & 3.1.1.13



End-of-Sale Announcement for Cisco Essential Operate Services, Cisco Unified Communication Software Subscription, and Associated Service Levels for Cisco Unified Communications and Cisco Prime Products

Cisco Systems© announces the end-of-sale and end-of life dates for the Cisco® Essential Operate Service (ESW), the Cisco Unified Communications Software Subscription (UCSS), and associated service levels. This announcement also includes the end-of-sale and end-of-life dates for Cisco Prime™ Product Assured Software Subscription. The last day to order the affected service is September 22, 2014. Customers with active ESW service contracts or UCSS subscriptions will continue to receive support until the termination date of the contract.

Table 1 describes the end-of-life milestones, definitions, and dates for the affected service.

Table 1. End-of-Life Milestones

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-sale and end-of-life is made available to the general public.	May 12, 2014
End-of-Sale Date	The last date to order or renew Cisco Essential Operate Service and Cisco Unified Communications Software Subscription through Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	September 22, 2014
End of New Service Attachment Date	For Cisco Collaboration and Cisco Prime software that is not covered by Cisco Essential Operate Service and/or Cisco Unified Communications Software Subscription, this date is the last date to order a new contract or add software to an existing contract. All new quotes and orders will attach Cisco Software Support Service going forward.	September 22, 2014
Required Service at Point of Sale	The date that applicable collaboration and Cisco Prime products will require a minimum of one year of Cisco Software Support Service at the point of sale.	September 22, 2014
Transition Period	Cisco is providing a 60-day transition period for validated and approved Cisco Essential Operate Service and Cisco Unified Communications Software Subscription quotes to be converted to orders.	September 22- November 21, 2014
End of Service Contract Renewal Date	The last date to extend or renew Cisco Essential Operate Service and Cisco Unified Communications Software Subscription. All renewal quotes and orders will attach Cisco Software Support Service going forward.	November 21, 2014
Last Date of Support	The last date to receive support for covered products. After this date, all support under Cisco Essential Operate Service and Cisco Unified Communications Software Subscription is unavailable and the service becomes obsolete. All new and renewal customers will purchase Cisco Software Support Service going forward.	Expiration date of existing active contracts

Cisco® encourages new and existing Customers to purchase Cisco Software Support Service for collaboration products that covers Cisco Unified Communications Manager (UCM), Cisco Unified Workspace Licensing (Cisco UWL), Cisco Business Edition 6000 (BE 6000), Cisco Unity® Connection, Cisco Unified Attendant Consoles, Cisco Emergency Responder, Cisco Unified Contact Center Express (CCX), Cisco Unified Contact Center Enterprise (CCE), Cisco IP Interactive Voice Response (IP IVR), Cisco Unified Customer Voice Portal (CVP), Cisco WebEx® Meetings Server, Cisco Hosted Collaboration Solution (HCS), and Cisco Prime products that include Cisco Prime Collaboration, Cisco Prime Infrastructure, Cisco

Prime Cable Provisioning, Cisco Prime Network, and any additional products currently mapped to Cisco Essential Operate Service and Cisco Unified Communications Software Subscription. This service offers reactive maintenance support in the form of technical support, access to Cisco.com, software support, and rights to major and minor releases during the service contract term.

Service Level Changes

The following impacted service levels will move to Cisco Software Support Service levels: ESW, UCSS, CBSW, CCELW, CCESW, ELSW, NCCSW, NCDSW, NCESW, NCFSW, NCGSW, NCHSW, NCISW, NCJSW, NESW, NLSW, PSES, PSSW, SBESW, SES1, SES4, SESW, SPESW, SPNESW, CBC4, CBCD, CBCE, CBCP, EC4P, ECD, ECE, ECPM, NEC4, NECD, NECE, NECP, PSED, PSEE, PSEP, PSSD, PSSE, PSSP, SBN4, SBO4, SBP4, SECD, SECE, SECP, SESN, SESO, and SESP on September 22, 2014.

For Additional Information

For more information about the new Cisco® Software Support Service, visit: www.cisco.com/go/swss or contact your local account representative or an authorized reseller.



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Re: RFP Item # 3.1.1.12 & 3.1.1.13

At-A-Glance

Cisco Software Support Service



A Better Approach to Software Services

Cisco® Software Support Service for Cisco Collaboration and Cisco Prime™ software products delivers foundational support and major software upgrades in a single offering that is easy to transact, manage and renew. Your investment is fully protected by the combination of technical assistance, software updates and major upgrades and access to Cisco's comprehensive online resources.

Available on September 22, 2014, Software Support Service makes it easier to quote, order and renew your applicable collaboration services.



Making It Easier to Do Business with Cisco

Simplicity, when it comes to ordering technical services, makes good sense. Cisco Software Support Service reduces the complexity that was once associated with obtaining your important services for Cisco Collaboration and Cisco Prime software products. Now, you don't have to deal with:

- Different contracts renewal end dates
- Different pricing and SKUs
- Different partners

Cisco Software Support Service provides complete software support coverage under one service level. It is now easier than ever to keep your Cisco Collaboration software and Cisco Prime software applications running efficiently, and time consuming contract management is reduced under a single service contract, providing you the improved operational efficiency you require to support your ROI and business goals.

What's Included

In addition to simplifying the quoting, ordering and renewal process, SWSS helps support your business needs with complete coverage for your Cisco Collaboration and Cisco Prime software products.

Software Support Service provides:

- Full-time telephone and remote technical and maintenance support services 24 hours a day, 365 days per year. Cisco's Technical Assistance Center (TAC) provides you access to specialized engineers who can analyze complex application software and networking issues and assist with incident remediation.
- Software application maintenance, minor, and major release updates and upgrades to help make sure your customers' system operates smoothly and is always up to date.
- Anytime access to the extensive Cisco.com online troubleshooting tools help accelerate problem resolution. These robust support resources include:
 - Collaboration application software updates and major upgrades
 - Online access to experts in the Cisco Technical Assistance Center (TAC)
 - Self-help through online support communities, resources, and tools

Benefits Delivered

Cisco Software Support Service helps you:

- Maintain and protect your Collaboration application software investments
- Achieve your ROI goals
- Keep your Cisco Collaboration software and Cisco Prime software applications performing as expected
- Reduce time consuming contract management
- Improve operational efficiency
- Quickly resolve your network issues while seeing cost savings and productivity gains



Why Cisco?

Realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking, security, and data center expertise and a broad ecosystem of partners, Cisco Services enables you to successfully plan, build, and manage your network and data center as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability and Ordering

Cisco Software Support Service can be ordered directly through your Cisco account manager or through our global network of certified partners. Find a partner near you using the Cisco Partner Locator at www.cisco.com/go/partnerlocator. To manage your services ordering and contract management online, visit www.cisco.com/go/servicesordering.

For More Information

For more information about Cisco Software Support Service, visit www.cisco.com or contact your local account representative.

