



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

State of West Virginia
 Request for Quotation
 21 - Info Technology

Proc Folder: 401750

Doc Description: RFQ for Hosted VOIP Solution

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2017-12-12	2017-12-19 13:30:00	CRFQ 0203 CPR1800000001	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:

RingCentral
 ShaunHines
 704-705-3411

12/19/17 08:35:47
 WV Purchasing Division

FOR INFORMATION CONTACT THE BUYER

Linda B Harper
 (304) 558-0468
 linda.b.harper@wv.gov

Signature X

FEIN #

DATE

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

ADDITIONAL INFORMATION:

The West Virginia Purchasing Division for the Agency, The West Virginia Consolidated Public Retirement Board is soliciting bids from qualified vendors to establish a contract for the purchase of a Hosted VOIP Telephone Solution per the Specifications, Terms & Conditions and bid requirements as attached.

INVOICE TO		SHIP TO	
CONSOLIDATED PUBLIC RETIREMENT 4101 MACCORKLE AVE SE		CONSOLIDATED PUBLIC RETIREMENT 4101 MACCORKLE AVE SE	
CHARLESTON	WV25304	CHARLESTON	WV 25304
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	ENTER TOTAL COST FROM EXHIBIT B PRICING PAGE	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description :

Vendors should attach Exhibit B Pricing Page as an attachment with detailed pricing for Year One (1) through Year (4).

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Question Deadline 3:00 p.m.	2017-12-15

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A NON-MANDATORY PRE-BID meeting will be held at the following place and time:

A MANDATORY PRE-BID meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: Friday, December 15, 2017, 3:00 p.m.

Submit Questions to: Linda Harper, Buyer Supervisor
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)
Email: Linda.B.Harper@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID:
BUYER:
SOLICITATION NO.:
BID OPENING DATE:
BID OPENING TIME:
FAX NUMBER:

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression or Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus N/A convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

- Technical
 Cost

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: Tuesday, December 19, 2017, 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATES: Any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. INTERESTED PARTY DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$100,000, the vendor must submit to the Purchasing Division a disclosure of interested parties to the contract, prior to contract award. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. "Interested parties" means: (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors; (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract; and (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency: Provided, That subdivision (2) shall be inapplicable if a business entity is a publicly traded company: Provided, however, That subdivision (3) shall not include persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.

GENERAL TERMS AND CONDITIONS:

- 1. CONTRACTUAL AGREEMENT:** Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
- 2. DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.
 - 2.1. "Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
 - 2.2. "Bid" or "Proposal"** means the vendors submitted response to this solicitation.
 - 2.3. "Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.
 - 2.4. "Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.
 - 2.5. "Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.
 - 2.6. "Award Document"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.
 - 2.7. "Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
 - 2.8. "State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
 - 2.9. "Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: This Contract becomes effective on Upon Award and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

One Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Other: See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

BID BOND (Construction Only): Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of _____. The performance bond must be received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. Subsequent to contract award, and prior to the insurance expiration date, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies mandated herein, including but not limited to, policy cancelation, policy reduction, or change in insurers. The insurance coverages identified below must be maintained throughout the life of this contract. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

Commercial General Liability Insurance in at least an amount of:

Automobile Liability Insurance in at least an amount of: _____

Professional/Malpractice/Errors and Omission Insurance in at least an amount of:

Commercial Crime and Third Party Fidelity Insurance in an amount of:

Cyber Liability Insurance in an amount of: _____

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____

Liquidated Damages Contained in the Specifications

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

14. PAYMENT: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PURCHASING CARD ACCEPTANCE: The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. BANKRUPTCY: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

31. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it 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/default.html>.

32. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

33. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor 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, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

34. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to 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 Vendor.

35. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

36. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

37. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

38. PURCHASING AFFIDAVIT: In accordance with West Virginia Code § 5-22-1(i), the contracting public entity shall not award a contract for a construction project to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees. Accordingly, prior to contract award, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

39. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts (“Other Government Entities”). Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

40. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

41. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

42. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of

Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

43. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

44. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

45. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$100,000, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. "Interested parties" means: (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors; (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract; and (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency: Provided, That subdivision (2) shall be inapplicable if a business entity is a publicly traded company: Provided, however, That subdivision (3) shall not include persons or business entities performing legal services related to the negotiation or drafting of the applicable contract. The Agency shall submit a copy of the disclosure to the Ethics Commission within 15 days after receiving the supplemental disclosure of interested parties.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Shawn Hines, Sr Account Exec - SLED
(Name, Title)

(Printed Name and Title)

200 S. College St, Suite 2200, Charlotte, NC 28202

(Address)

704-705-3411

(Phone Number) / (Fax Number)

shawn.hines@ringcentral.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated 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.

Ring Central
(Company)

[Signature]
(Authorized Signature) (Representative Name, Title)

Shawn Hines
(Printed Name and Title of Authorized Representative)

12-18-17
(Date)

704-705-3411
(Phone Number) (Fax Number)

**ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

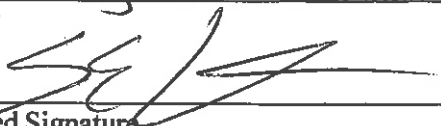
Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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.

Company RingCentral

Authorized Signature 

Date 12-18-17

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

REQUEST FOR QUOTATION
Hosted VOIP Solution

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the Consolidated Public Retirement Board to establish a contract for a Hosted VOIP telephone solution Agreement.

Currently CPRB utilizes a Cisco VOIP state hosted solution but as our configuration needs are specific to CPRB, CPRB desires to enter into a contract to utilize the services of a Vendor hosted solution allowing more Agency specific customizations. This contract will be for an initial period of one (1) years with the possibility of three (3) one year renewals.

The Consolidated Public Retirement Board (CPRB) expects the vendor to provide configuration/software support as needed during the total contract length as well as any necessary updates to any Vendor supplied software necessary to manage/utilize the telephone service. Vendor must be available for necessary support during our normal business hours to insure no disruption to business operations.

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 **“ACD”** is commonly known as automatic call distributor and allows incoming calls to be distributed to a specific call group.
- 2.2 **“Business hours”** means CPRB office hours. 8:00am to 5:00pm Monday, Wednesday, Thursday, and Friday with extended hours of 8:00am to 8:00pm on Tuesdays. Hours are Eastern Standard Time.
- 2.3 **“Contract Services”** means 24x7x365 phone and remote, software support for Open text products as more fully described in these specifications.
- 2.4 **“CPRB”** means Consolidated Public Retirement Board.
- 2.5 **“Critical Business Process”** means any activity required to process a retirement, pay a retiree, or service a request of a retiree.
- 2.6 **“DID”** or Direct inward dialing refers to block of private numbers assigned to certain individuals for direct dial calling without utilizing the primary Agency number.

REQUEST FOR QUOTATION
Hosted VOIP Solution

- 2.7 **“Pension Administration System”** means the new system CPRB is in the process of implementing for the administration of all retirement systems maintained at the Retirement Board.
- 2.8 **“POE”** refers to power of ethernet which provides electric via network switch to the telephone handsets.
- 2.9 **“Pricing Page”** means the pages, contained wvOASIS or attached hereto as Exhibit B, upon which Vendor should list its proposed price for the Contract Services.
- 2.10 **“Remote Support/Access”** means vendor can connect directly to supported resources or via an employee’s state issued computer to provide product support from outside the West Virginia State network.
- 2.11 **“Software”** means any set of instructions that directs a computer to perform operations. Software consists of programs, libraries, and related non-executable data.
- 2.12 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
3. **QUALIFICATIONS:** Vendor, or Vendor’s staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:
- 3.1. Vendor must be a certified by the software manufacturer to provide the services described in section 4.
- 3.2. Vendor must have a minimum of ten (10) years of Proposed Solution experience.
4. **MANDATORY REQUIREMENTS:**
- 4.1 **Mandatory Contract Services Requirements and Deliverables:** Contract Services must meet or exceed the mandatory requirements listed below.
- 4.1.1 **Vendor must provide maintenance agreements in accordance to all requirements set by the manufacturer consisting of the following specifications.**
- 4.1.1.1 Support must be available during normal business hours with initial response within 30 minutes for Severity Level 1 issues.

REQUEST FOR QUOTATION
Hosted VOIP Solution

4.1.1.2 Support must be conducted via either phone or remote access.

4.1.1.3 Provides the rights to new Software Releases as made generally available by the Vendor. Includes future updates and upgrades.

4.1.1.4 Length of service must be at minimum (one) 1 year.

4.1.1.5 Exhibit A contains the noted mandatory elements required for this contract and should be submitted with the bid.

4.1.2 Maintenance, Support, and Deliverables:

4.1.2.1 Vendor must provide Manufacturer software updates/upgrades as they become available. Critical or security updates must be installed within 30 days of release. All other updates and upgrades must be performed within 90 days of release. In the event that CPRB upgrades are not current, the Vendor will deploy all updates and upgrades to bring to current release. The Vendor will assist the agency technician in testing the new software to the satisfaction of CPRB.

4.1.2.2 Provide unlimited hours of software support annually to answer questions, re-train operators and/or troubleshoot any issues with the CPRB on-site technician either via phone, remote access, or on-site. CPRB reserves the option to request on-site service for any severity level 1 or severity level 2 incident which cannot be accomplished remotely.

4.1.2.3 Vendor and technicians must have at least 5 years of full time experience in installation, configuration, and support of all products utilized with the proposed solution.

4.1.2.4 Vendor must provide detailed documentation of any proposed configuration changes necessary to routers, firewalls, or switches necessary for the proposed solution to function optimally. This data will be reviewed and approved by the WV Office of Technology prior to award.

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

- 4.1.2.5** Technicians providing support must hold current certifications applicable to the proposed solution if required by the Manufacturer. As a requirement of this contract, the vendor must provide CPRB documentation of the certifications or notice from the Manufacture that no certificates are applicable.
- 4.1.2.6** Vendor shall provide technicians with knowledge of all related systems components including networking principals.
- 4.1.2.7** Vendor must provide detailed documentation of all software and hardware configurations performed by vendor technicians. Vendor shall also provide an after incident report, documenting the cause and resolution of the issue. This report is required for all level 1 and level 2 incidents.
- 4.1.2.8** Vendor shall abide by all security policies set forth by the West Virginia Office of Technology. The vendor will test and implement security updates or system configurations recommended by the Office of Technology as well as assist in the remediation of any vulnerabilities discovered by routine security scans. A copy of policy is attached.
- 4.1.2.9** Vendor shall meet the service levels specified in the table below.

Service Level	Response Time
LEVEL 1 - Interruption to critical business processes reliant on the telephony solution or complete disruption to communication needs.	On-site or remote within 30 minutes of agency report.
LEVEL 2 - Interruption to non-critical business processes causing work stoppage for many users, where no work around is available.	On-site or remote within 2 hours of agency report.
LEVEL 3 - Hindrance to the work of individual users or work around is available	On-site or remote within 4 hours during CPRB regular business hours.

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

for non-critical business processes.	
LEVEL 4 - General requests for information or consulting.	Return communication within next business day.

5. CONTRACT AWARD:

5.1 Contract Award: The Contract is intended to provide Agency with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. The contract will be awarded for years one (1) only, optional renewals will be added yearly via formal change order upon approval from the agency and vendor.

5.2 Pricing Page: Vendor should complete the Exhibit B Pricing Page by inserting the price per year on all products listed in Exhibit "B" Pricing page for the first year license fee plus maintenance and support, year two (2) renewal fee, year three (3) renewal fee, and year four (4) renewal fee. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Vendors submitting bids electronically through wvOASIS should enter the TOTAL COST as shown on the Exhibit B Pricing Page (attached to this solicitation) as the UNIT COST then attach the Exhibit B Pricing Page to their bid submittal with the itemized pricing.

Vendors submitting paper bids via hand delivery, delivery by courier, or facsimile should enter all pricing into the Exhibit B Pricing Page and include with their bid.

6. PERFORMANCE: Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.

7. PAYMENT: Agency shall pay a flat fee for the initial system installation and a monthly fee thereafter for the life of the contract, as shown on the Pricing Pages, for all Contract Services

REQUEST FOR QUOTATION
Hosted VOIP Solution

performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

- 8. TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

- 9. FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:
 - 9.1.** Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

 - 9.2.** Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

 - 9.3.** Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

 - 9.4.** Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

 - 9.5.** Vendor shall inform all staff of Agency's security protocol and procedures.

10. VENDOR DEFAULT:

- 10.1.** The following shall be considered a vendor default under this Contract.
 - 10.1.1.** Failure to perform Contract Services in accordance with the requirements contained herein.

 - 10.1.2.** Failure to comply with other specifications and requirements contained herein.

 - 10.1.3.** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

10.1.4. Failure to remedy deficient performance upon request.

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

10.2.1. Immediate cancellation of the Contract.

10.2.2. Immediate cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Shawn Hines
Telephone Number: 704-705-3411
Fax Number: _____
Email Address: Shawn.hines@ringcentral.com

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

**EXHIBIT A
MANDATORY REQUIRMENTS**

Requirements List	Acknowledgement	Comments
The ability to control/configure any ACD Groups or Caller Queues via Administration module at CPRB location	yes	
Control flow notifications	yes	
Add users/telephones/queues as needed via Administration module	yes	
Ability for Supervisor to "Whisper" (guide staff) while a Call Agent is in call with client without interrupting	yes	
Ability for Supervisor to "Barge" (take control) into an ongoing call if necessary	yes	
On demand Call recording by Agents or specified staff with ability to download recorded calls to alternate media if necessary	yes	
Ability for a Supervisor to "Monitor" (eavesdrop) on a Call Agent's ongoing call for training purposes.	yes	
Online real time reporting for management purposes	yes	
Online tool allowing users to "chat" or instant message with users and also to initiate an online chat window either directly or via email notification, allowing staff to aid or demonstrate to users/clients functions via screen shares.	yes	
Auto attendant functionality which would allow users to select alternate queues when on hold	yes	
Customer Queue number notification or Wait time Notifications or Comfort Messages to Caller.	yes	
Ability for staff to maintain current 5 digit extensions	yes	
Voice mail with email notifications for all staff	yes	
Possible api interface option with our internal Pension Administration System (future)	yes	

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Hosted VOIP Solution**

Integrate Current Toll Free lines (3) with new Hosted solution	yes	
Integrate current private telephone numbers or (DIDs) into new solution. Total of 12 currently in use.	yes	
Ability to transfer/transition on site calls to cell phone easily and with no disruption to current call	yes	
Administrator/Supervisor/Agent Training for software necessary to perform solution operations	yes	

If additional space is needed, please attach separate pages.

**REQUEST FOR QUOTATION
Hosted VOIP Solution**

**EXHIBIT B
PRICING PAGE**

CPRB's Current Equipment Telephone Items (Can be reused if possible)	QTY
Cisco model 7961 headsets powered by POE switches	105
Cisco IP Conference Phone Model 7937	2
Cisco IP Conference Phone Model 7936	1
New Equipment needs (please detail any new equipment necessary and make sure to include in the itemized proposed solution Cost under initial Start-up Cost)	QTY

Please itemize your proposed solution for the First Year Cost

Item	QTY	Initial (Start up) Cost	Recurring (Monthly) Cost
<i>See Attached</i>	<i>Line</i>	<i>Item</i>	<i>Quote!</i>
List total:			

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Year One (1) Total Fee Price: \$ 28,206.80
(including all items listed from previous "First Year Cost" table including Initial Start Up and a 12-month recurring fee totals)

Year Two (2) Total Fee Price: \$ 29,399.76

Year Three (3) Optional Renewal Fee Price: \$ 29,399.76

Year Four (4) Optional Renewal Fee Price: \$ 29,399.76

***TOTAL COST \$ 116,406.08**

Award will be based on TOTAL COST over all five (4) years. Renewal options will be initiated by the Agency, agreed to by the Vendor, and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$100,000 or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation.

"Interested party" or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of *W. Va. Code* § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

Revised October 7, 2017



Response to West Virginia CPR RFP

Contact:

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Executive Overview

WEST Virginia CPRB and RingCentral are natural partners in WEST VIRGINIA CPRB initiative to replace existing communication system. Our award-winning solution will be able to replace the existing system at WEST VIRGINIA CPRB with relative simplicity across all locations. While we can deliver services immediately upon signing, there should be 2 weeks anticipated for porting and customizing your environment. A 4 weeks lead time for a November 1 delivery date would be the recommended time frame to make sure flexibility is given for any unseen issues that may arise.

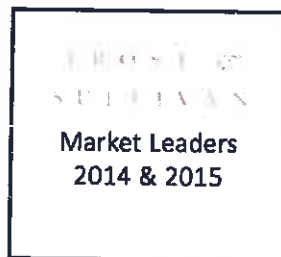
Based on parameters defined in the RFP, the following core issues highlight RingCentral's unique qualification to be WEST VIRGINIA CPRB trusted partner for all of your communication needs.

1. **Features** – RingCentral provides all standard PBX features as well as advanced functionality. RingCentral maintains 8-week product release cycles ensuring that RingCentral is the last solution our customers need to buy, by ensuring that as your organization evolves, our solution is evolving with it.
2. **Scalability** – RingCentral's multi-tenant network is designed with 2x capacity built in, allowing our customers to double in size overnight if need be with no issue.
3. **Inter-office connectivity** – RingCentral is best utilized by organizations who have multiple locations. Our solution permits full connectivity between all locations including up to five-digit dialing regardless of geography.
4. **Ease of Management** – RingCentral Office is easy to understand and use. Also, RingCentral was built to be largely self-managed. Our interface follows logical call flows and allows the entire system to be administered from a single web interface by designated personnel. Permissions may be defined to allow access to various roles ensuring that the system management does not fall on a single administrator.
5. **International Presence** - Employees located anywhere in the world can all be on the same secure communications network, accessing the same robust business features from a single business phone system. RingCentral provides a consistent voice, messaging, and collaboration experience to their customers across your workforce to increase productivity while reducing your IT overhead.
6. **Mobility** - RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers as well as for mobile smartphones and tablets to work in conjunction with fixed telephones. Across clients and devices, users enjoy the full suite of enterprise communications and collaboration features and capabilities. No client lacks any feature or function.

RingCentral is the #1 Cloud-Based business phone system trusted by over 400,000 companies to provide high-quality business VoIP services. **We are the fastest growing company in the industry and have held an A+ rating with the Better Business Bureau for the past 9 years. As the largest hosted-VoIP provider, RingCentral handles over 4 billion minutes of voice traffic annually.**

RingCentral is the only UCaaS provider to have leadership or top rank recognition by four major analyst firms:

- Gartner has placed RingCentral as a Magic Quadrant Leader for the past two years running, 2015 and 2016
- Frost & Sullivan has named RingCentral Company of the Year in Hosted IP Telephony and UCaaS, 2016
- IHS Markit has placed RingCentral as a Leader in the 2017 North American UCaaS Scorecard Report
- Aragon has placed RingCentral as a Leader in The Aragon Research Globe for Unified Communications and Collaboration, 2017



A full listing of RingCentral awards and recognition is available at: <https://www.ringcentral.com/whyringcentral/awards.html>

RingCentral's recognition for these above awards are a result of our world-class Network Operations Center (NOC) which is monitored 24x7 by highly skilled engineers. Maintaining a 24x7 world-class NOC is an investment not found amongst all cloud based business phone systems, but we consider it to be crucial in delivering the utmost in voice quality and reliability.

We are pleased to present WEST VIRGINIA CPRB with a RFP response that meets your requirements and look forward to establishing a lasting relationship between our organizations.

Best Regards,
Shawn Hines

Corporate Financial Statements

RingCentral is a global and publicly traded company. If you would like additional information regarding our financials, the structure of our organization as well as a partial breakdown of our personnel, please see our public SEC filings here:
<http://ir.ringcentral.com/CorporateProfile.aspx?iid=4406983>

Features and Considerations

RingCentral can complete all below requirements checked below by either with proprietary tool or compatible with the software listed below. We would love to show you a demo of how our platform works alone and integrated with other software.

Pricing

Please refer Attachment provided with the proposal.

RingCentral offers Professional Services to develop a client-focused strategy ensuring the new system is implemented on time and functions according to client expectations.

Our Professional Services offerings range from completely remote Implementation Advisory Support to dedicated onsite end-to-end deployment. We understand each customer is unique and they may or may not need extensive Implementation Support. We have detailed discussions with customers to understand what will work best for them and present them with a detailed SOW. Sample SOW has been provided later in the proposal.

The goal with each Professional Services engagement is to develop a client-focused strategy ensuring the new phone system is implemented on time and functions according to client expectations.

Project approach is recommended based on various factors: time and resources, locations, business process complexities etc.

Following are some sample profiles. We would like the opportunity to discuss these in more detail as we move forward.

Name	Experience	Office Location	Role/Tasks; Product Focus
Bill Weber	15+ years	Charlotte, NC	Professional Services, Networking, Project Management
Ross Carlisle	10+ years	Denver, CO	Training, Onboarding
Ian Elblovi	10+ years	Denver, CO	Networking, Installation

Implementation

Change can be challenging, and moving your phone system to a new platform is a significant change. It is critical that your solution provider has defined, comprehensive and proven processes for delivering successful implementations, with minimal disruption to your business.

RingCentral Professional Services helps you optimize your investment in RingCentral. Through our portfolio of services, RingCentral Professional Services enables you to reduce infrastructure costs while establishing a framework to drive employee efficiency and accelerate business performance. Refer Sample SOW for details.

Following are the broad steps:

Introductory Meeting

At the introductory meeting, we introduce your team to your RingCentral Implementation Success Team, discuss your project at a high level and set expectations with respect to project lifecycle, implementation plan, and schedule discovery and design calls.

System Discovery, Planning & Design

The RingCentral Professional Services Advisor conducts a comprehensive analysis of your telephony requirements, to understand your processes and needs, for example, unique call routing, remote employee scenarios.

As part of this exercise, we discover and document the following:

- Goals for your new phone system
- Current phone system—current PBX and its features, types of phones, mobile phones, networks, so we can help you consolidate and simplify systems
- Number of current locations
- Current configuration and approach for connecting locations, mobile workers, and remote workers into a single integrated system
- Requirements for mobile and distributed employees and consultants
- Requirements for your auto-attendant, call groups, and call flows
- Network requirements
- Timeline and rollout approach - phased rollout or one-time deployment

The RingCentral team then prepares a Project Plan which is approved by the Client. This plan defines the services and deliverables, expectations and processes, and RingCentral and Client responsibilities towards a successful implementation. This document reduces uncertainty and transition risks, by

providing you a clear blueprint and road map, with clear lines of communication and expectations on both sides.

To ensure the highest quality of service, the RingCentral team provides your IT department with all necessary information regarding Internet connectivity, capacity, and VoIP quality (QoS).

Project Management, Deployment and Training

Project Management

Our Professional Services consultants are experts in the communications industry, with deep cloud technology-domain knowledge. They are adept at proposing breakthrough recommendations most applicable to your situation. They will be with you every step of the way, to ensure a smooth transition with zero downtime.

From a Project Management perspective, we will focus on the following:

- Project Plan & Timelines
- User Profiles
- Call Handling
- Maintain Project Scope
- Number Porting
- Call Groups
- Auto-Receptionist and IVR Menus
- Mobile App

Deployment

The RingCentral implementation process addresses every aspect of a successful deployment to keep the migration on track. This is no cookie-cutter template: We customize the implementation to your specific business needs and your timeline.

Broad Deployment Steps are:

- Deploy Desk Phones
- Manage Number Transfer
- Go-Live

RingCentral deploys the new system congruently with existing systems to eliminate service disruption, allowing both systems to operate side by side. Once deployed, systems are scrutinized and tested. Once testing is completed, all administrators, IT staff, and users are trained, the number porting process can begin.

There are different stages in the process that can be viewed as Go Live, depending on whether we are viewing this as phone number porting day or the day we are putting new phones on desks.

Training

RingCentral offers comprehensive training that includes both “train the trainer” as well as “end user” training.

RingCentral Implementation Advisor impart introductory training to phone-system Admins to familiarize them with the main features of the phone system, including the online process for:

- Adding, moving, and deleting user accounts
- Organizing groups and departments
- Managing company greetings, screening, and hold music
- Call-handling and forwarding
- Voicemail settings

Over the course of the deployment, users receive training for managing their own systems, including their personal greetings, hold music, call forwarding, and call screening. In our experience, users welcome the chance to manage their own settings through easy-to-use Web forms from their desktop computers or even their smartphones.

The SOW once final, detail training locations, hours and other relevant information.

Users also learn about the many included communication and collaboration capabilities that are part of the RingCentral system, such as audio conferencing, HD video meetings, business SMS, faxing, Glip, call handling, and more.

Voice of the Customer Program

RingCentral is dedicated to delivering a world-class experience to our customers, and your feedback is critical to that end. From time to time, you may receive short surveys to provide feedback about your Sales and Support interactions. We also conduct three-month and bi-yearly customer experience surveys to ensure that we are meeting your expectations. Your candid response about our products and services are used to ensure we are meeting your business needs. We are committed to investing in improvements that positively impact the customer experience. Rest assured, your feedback is heard and valued at RingCentral.

Additional Information

Insurance

Proof of Insurance follows. We can discuss any specific Insurance requirements that WEST VIRGINIA CPRB has when we are selected as the vendor of choice.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>						
PRODUCER ABD Insurance & Financial Services 3 Waters Park Drive, Suite 100 San Mateo, CA 94403 www.theabdteam.com			CONTACT NAME: Cert Request PHONE (A/C No. Ext): 650-488-8565 FAX (A/C No.): E-MAIL: CertRequest@theabdteam.com ADDRESS:			
INSURED RingCentral, Inc. 20 Davis Drive Belmont CA 94002			INSURER(S) AFFORDING COVERAGE			
			INSURER A: National Fire Insurance Co of Hartford 20478 INSURER B: Valley Forge Insurance Company 20508 INSURER C: Continental Insurance Company 35289 INSURER D: INSURER E: INSURER F:			
<p>COVERAGES CERTIFICATE NUMBER: 33680272 REVISION NUMBER:</p> <p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>						
INSR LTR	TYPE OF INSURANCE	INSR. ISSR. WVD.	POLICY NUMBER	POLICY EFF. (MM/DD/YYYY)	POLICY EXP. (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LMT APPLIED PER POLICY: <input type="checkbox"/> PER YEAR <input type="checkbox"/> ACC. <input type="checkbox"/> OTHER:		6020199573	10/1/2016	10/1/2017	EACH OCCURRENCE \$ 1,000,000 EXCESS TO RETIRED (PER/ACC/PER/ACC) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PROP AGG \$ 2,000,000
B	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY		6018368813	10/1/2016	10/1/2017	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DEED <input type="checkbox"/> RETENTION \$		6018368828	10/1/2016	10/1/2017	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS LIABILITY (WORKER'S COMP PARTIAL EXECUTIVE OFFICER/MEMBER EXCLUDED) (Mandatory in WA) If yes, describe work description of operations below.	Y/N N/A	6018368795 6018368800	10/1/2016	10/1/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER \$L EACH ACCIDENT \$ 1,000,000 \$L DISEASE - EA EMPLOYEE \$ 1,000,000 \$L DISEASE - POLICY LIMIT \$ 1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)						
Evidence of insurance.						
CERTIFICATE HOLDER Evidence of Insurance				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Rod Sokolov		

RingCentral Solution

The RingCentral solution is an award-winning solution providing unparalleled flexibility, ease of use, and ease of administration. RingCentral will bring to your organization a comprehensive, complete, cloud based business communication that will unify all of your locations, employees, and devices under one unified solution. All of this will be supported by our world class round-the-clock support and carrier grade infrastructure.

RingCentral is a 100% hosted solution. Following is a snapshot of our features:



RingCentral is an all-inclusive provider. We provide a complete cloud communications solution supporting voice, SMS, video/audio conferencing, contact center, screen sharing, and team/project collaboration. We tend to replace such solutions that customers might be using already, providing them a one-stop solution, streamlined processes, greater business and process efficiencies and significant cost savings.

RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers as well as for mobile smartphones and tablets to work in conjunction with fixed telephones. Across clients and devices, users enjoy the full suite of enterprise communications and collaboration features and capabilities. No client lacks any feature or function.

The softphone and mobile clients provide full calling, faxing, SMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just the click of a button or a tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available).

RingCentral is a cloud based system and requires no high-end onsite infrastructure or hardware. Simply put, with a good internet connection (adequate bandwidth to support both voice and data traffic for each site), high quality firewalls, and high quality switching and cabling, nothing else is required to connect RingCentral endpoints to our servers. We assist in determining network suitability and suggest required enhancements.

RingCentral supports Cisco, Polycom, and Yealink phones along with numerous other third party SIP enabled endpoints. All phones purchased directly from RingCentral will include a warranty from RingCentral and arrive pre-configured and provisioned. Soft end points on tablets, desktops, and mobile devices simply need to be logged into.

High Level Requirements

- **Services must be delivered by November 1, 2017.**

RingCentral is a complete cloud communications solution supporting voice, SMS, video/audio conferencing, contact center, screen sharing, and team/project collaboration.

We tend to replace such solutions that customers might be using already, providing them a one-stop solution, streamlined processes, greater business and process efficiencies and significant cost savings.

With RingCentral Global Office, employees located anywhere in the world can all be on the same secure communications network, accessing the same robust business features from a single business phone system. Our customers are now able to provide a consistent voice, messaging, and collaboration experience across your workforce to increase productivity while reducing your IT overhead.

Refer https://netstorage.ringcentral.com/documents/global_office_brief.pdf for more information.

RingCentral also offers International Numbers that give you a virtual local presence when you do not have a physical office location in the country. All incoming calls to an international number will be routed to an extension in your home country.

We can discuss our options for the countries that WEST VIRGINIA CPRB might want to roll out as we progress in this RFP process.

Remote Users' connectivity has been covered later in the proposal.

- ± **System redundancy and resiliency are considered critical factors in any solution presented**

Our Solution was built with redundancy in mind. Our geo redundant data centers are built with active-active design. Our data centers are located in San Jose, CA and Vienna, VA. Real time replication is between both data centers, ensuring that if any issue occurs at a single site, your phone system remains unaffected.

RingCentral employs three layers of network and service redundancy to ensure our customers' phone systems are always on: Our data centers provide the first layer of redundancy. Data between the bi-coastal locations is synchronized consistently, with latency not to exceed one minute. Each features a redundant power supply. This ensures seamless operation in case of geographic outages as well as any natural disasters, and delivers >99.999% availability. The data centers share hosted

facilities space with some of the world’s largest Internet companies and financial institutions. In close physical proximity to the world’s top 20 Internet exchange points, they are also co-located with all the major U.S. telecommunications carriers to maintain the fastest response times and interconnect services possible. RingCentral manages carrier-grade network operations centers (NOCs):

- 13 different SLAs are proactively monitored
- Continuous monitoring of VoIP QoS
- Mean Opinion Score (MOS) of VoIP quality greater than 4 (out of 5)
- Our vendor-agnostic, commodity-based architecture is fully replaceable and fault-tolerant, providing a second layer of redundancy
- We utilize both load balancing and failover technology to keep our systems continuously up and running— a third layer of redundancy. For example, primary and secondary servers contain multiple servers that back each other up.

RingCentral’s pod architecture also offers a variety of “self-healing” fail safes on every layer:

- **Software layer:** Oracle Golden Gate replication ensures that each user service is delivered by multiple servers that are load balanced. Message storage is replicated via SnapMirror
- **Hardware layer:** Seamless transfer of services via virtualization is accomplished using VMWare’s VMotion
- **Network layer:** If a failure is detected traffic is instantaneously routed from one data center to the other RingCentral’s flexible N+1 architecture is the key to reliable services:
 - Primary, + 1 completely redundant system to ensure availability
 - Ability to add new features and test them without disruption of service
 - Migrate existing users to new features with no loss of service
 - Rolling software upgrades



- **Fault tolerant solution**

RingCentral's platform has been designed from the ground up with disaster recovery, high availability, and geo-redundancy as core infrastructure requirements.

To that end, RingCentral houses its core technology infrastructure and global network in multiple geographically diverse, state-of-the-art, Tier-4 data centers, minimizing the risk of loss and regional service interruption due to natural disasters and other catastrophic situations.

RingCentral's major data centers are located on the East and West Coasts of North America. Additionally, RingCentral has multiple point-of-presence (POP) data centers located throughout North America. This geo-redundant, active-active architecture ensures high availability even when faced with major regional natural or other disasters.

Within each major data center, RingCentral provides high availability, redundant architecture. Access to the Internet is ensured through the purchases of multiple Internet transits at each data center. All of RingCentral's service components are designed with high availability, fault tolerance, and fault impact segregation in mind. Customer data - including service configurations, messages, etc. - is fully replicated across RingCentral's data centers in real time. PSTN access is ensured through the purchase of connectivity from multiple Tier 1 global telecommunications providers at each data center.

Together, these geographic and internal redundancies form an architecture that provides RingCentral's customers with a highly available and enterprise-class business communications and collaboration solution.

In the event of a failure, RingCentral's automated systems, in conjunction with an always-on and world-class network operations center (NOC), ensure a rapid transition to back up systems as needed to maintain uninterrupted service availability. If a system failure within one of RingCentral's data centers is detected, the redundant system - whether within that same data center or at another data center - takes over operations in accordance with internal failover policies and procedures.

In the event a geographic disaster causes a data center failure, RingCentral's other major data center assumes immediate and complete system operations with no loss of functionality or customer data.

RingCentral's network operations center (NOC) operates 24/7/365 to ensure optimal system configuration and service availability. Our engineers continuously monitor countless systems, metrics, and alarms.

RingCentral applications run on Wi-Fi and 3G/4G to facilitate seamless communications in multiple network environments. Calls can also be made using the mobile phone's native cellular capability, while still maintaining the user's business caller ID.

Calls can be directed to specific apps or even forwarded onto other numbers and these settings can be changed instantly via the mobile or desktop apps, thus allowing all mobile staff to be able to fully manage their calls without any loss of service or functionality.

In situations where the VoIP quality becomes poor on a mobile client, the RingCentral Mobile app prompts you to switch to your carrier or via ringout to another device, this option is also always available during calls via the mobile app.

- **Lync/Skype for business integration**

RingCentral for Skype for Business can help your entire company become more productive and work more efficiently by helping to bring all your business communications together in one place. This is an already built integration and is available at no additional cost.

RingCentral for Skype for Business allows users to leverage RingCentral's enterprise-grade cloud communications solution to enjoy quality and reliable calls and Business SMS with anyone. The RingCentral integration allows users to call either Skype for Business contacts or RingCentral contacts, as well as make regular calls to any number. In addition, users can send an SMS to anyone or easily set up a conference call or online meeting through RingCentral Office.

With RingCentral, bring business-class reliability and quality to Microsoft Skype™ for Business:

- Hold an instant, one-click conference call with up to 1,000 participants and enable unique conference bridge access and international dial-in numbers.
- With this PBX integration, enjoy reliable, clear calls directly within any local or international phone number, not just your Skype contacts.
- Start an instant RingCentral video meeting or easily share your screen with any of your contacts.

Refer to link for more information;

<https://www.ringcentral.com/office/features/skype-for-business-integration/overview.html>

- **Mobile Client support**

RingCentral is fully supported on mobile devices through the RingCentral mobile application available on **iOS and Android** which offers full functionality available at a desk phone, as well as the management capabilities available in the web interface.

RingCentral is also available via a desktop application that is available on **Windows and Mac** machines which again offers full functionality. RingCentral has been built and developed to maximize functionality across all endpoints.

- **Voicemail with archiving**

RingCentral provides unlimited voicemail for all users. All users are provided their own web based portal allowing them to configure their own voicemail settings. Our solution allows users to:

- Manage voicemail through their desk phone, softphone and mobile application
- Manage their voicemail in their user interface online
- Integrate voicemail into Outlook and Gmail via RingCentral's plugins
- Receive voicemails in their email boxes as .wav attachments
- Users may be notified by email, message, or notification sounds of activity in their voicemail
- Full visual voicemail is available on both the mobile and desktop app.

RingCentral stores voicemails for a period of 90 days. These may be downloaded and stored by WEST VIRGINIA CPRB if they would like to store information for a longer period.

Voicemail and fax messages share a mailbox and have a capacity of 200 messages. If the box is full, new messages will replace the oldest in a 'first in, first out' scenario. We offer out of the box integration with DropBox and SFTP to auto-archive messages.

- **Voicemail to text functionality**

Refer above.

- **Voicemail to email functionality**

Refer above.

- **4 Digit Dialing across the organization**

Our solution permits full connectivity between all locations including up to five-digit dialing regardless of geography.

- **Reception/Operator functionality**

Refer <https://www.ringcentral.com/office/voip-phone.html> for phone options and features for operators (Under "Receptionist").

RingCentral for Desktop Head-Up Display (HUD) is a call management feature which allows you to improve your business' call management by providing a more convenient interface for receiving incoming calls and managing your extensions' presence from the RingCentral Desktop app.

This feature is ideal for receptionists and executive assistants to view colleagues' real-time availability and manage multiple incoming calls with the capability to answer and transfer an incoming call, add users to a current call, chat with a colleague directly, or pick up a call on behalf of colleagues with permission.

RingCentral Auto-Receptionist serves as a virtual receptionist service, greeting your callers and routing them directly to employees, departments, or any phone in the world.

A sophisticated virtual receptionist provides effective call management.

- RingCentral Auto-Receptionist is a sophisticated auto attendant automated phone system that handles calls to your main company number.
- Use this automated answering service to welcome callers with a custom company greeting. For example, announce employee and department extensions to allow callers to select the appropriate extension. Or, you can use a professionally recorded greeting with the voice of your choice.
- Filter and manage call flow, ensuring all calls are answered promptly and routed properly—so you can provide a better experience for your customers.
- The auto attendant can Route callers to the dial-by-name directory so they reach the appropriate destination, specific employee or department extension.
- Account Administrators can set up advanced or multi-conditional company call handling rules. These advanced rules can be based on the following conditions: Date and/or Time, Caller ID of Incoming Calls, and Called Number.

- **Shared Line appearance**

Standard Feature.

The Shared Lines feature allows calls made to one phone number to be answered by multiple phone devices. Answered calls can be handed off to other phones sharing the same phone number.

Refer <https://success.ringcentral.com/articles/RC Knowledge Article/5927> for more information.

- **FXO Ports**

All users will receive their own personal DID that is capable of receiving voice, text and fax. They will be provided with unlimited electronic faxing through RingCentral across devices. Faxes are received via email and users are able to sign and edit faxes electronically. An analog fax machine can be used to send faxes using an analog adapter.

We recommend not linking critical functions such as fire, security and emergency systems to an internet based system. We can discuss such systems, use cases, related devices and solutions as we move forward in the RFP Process.

- **FXS Ports**

Refer above.

- **Digital phones displays that do not require paper labels**

Standard Feature.

RingCentral supports Cisco, Polycom, and Yealink phones along with numerous other third party SIP enabled endpoints. All phones purchased directly from RingCentral will include a warranty from RingCentral and arrive pre-configured and provisioned. Soft end points on tablets, desktops, and mobile devices simply need to be logged into.

Refer <https://www.ringcentral.com/office/voip-phone.html> for various phone options and features.

- **Onsite/Offsite audio conferencing**

RingCentral Conferencing empowers you to make unlimited audio conference calls. You get a single conference bridge number, available for simultaneous use by everyone in your company – anytime, anywhere.

Each user on the RingCentral phone system gets their own host and participant access code, so you and your team can hold independent conferences whenever you want. Each conference call can include up to 1000 attendees.

Ad Hoc conferencing is easily supported in RingCentral's softphone and mobile application with one touch join into conferences as well as ad hoc invitations via email or message.

RingCentral's Meetings application accommodates up to 75 participants and includes audio, video, and web sharing capabilities. The host has full visual access controls, including mute/unmute functions, screen sharing, host delegation, session recording, session information, and more. Hosts can customize arrival and departure tones and use calendar-based scheduling. Usage reports are also available. All users can view the list of attendees and the current active speaker is highlighted. Chat between participants and document upload are also supported.

For Large Meetings or webinar-like requirements, add-ons are available. Refer and <https://success.ringcentral.com/articles/RC Knowledge Article/9263>

<https://success.ringcentral.com/articles/RC Knowledge Article/9377> for details. We can discuss this requirement as we move forward.

RingCentral Rooms is the “Every Room” video conferencing solution. It is a next-generation cloud-based video conference room solution without the expensive proprietary hardware needed with traditional video conference room systems. It is easy to configure with off-the-shelf equipment and delivers HD video, audio, and web conferencing capabilities.

We can discuss specific use cases and provide most-suited solution as we move forward in this RFP process.

- **Internal/External call transfers**

All calls may be transferred to/ forwarded to any internal or external extension or 10-digit number.

- **Multiple DID support**

Standard Feature.

The RingCentral system is incredibly easy to scale and provides the option for your organization to add users, telephone numbers, and extensions in real-time and available instantly. Provisioning new devices, telephones, and users is possible with zero downtime and will not affect other users or locations in any way.

There are no charges associated with the administrative portal or with making a change. The only cost is the subsequent service charge for added services.

RingCentral has its own network. We provide circuits for our customers and work closely with all the major carriers. We work with the various providers to route and terminate circuits and we **have the ability to RespOrg the toll-free numbers / port local numbers to the RingCentral network.**

RingCentral manages the porting process alongside you from start to finish. We provide temporary numbers to all devices during the installation process for the sake of testing and seamless transitioning. The customer is required to provide appropriate billing information to ensure that the porting process will not be delayed, and will then get to choose a port date and time at which they would like their numbers to port. When that time arrives, the numbers drop in instantaneously and RingCentral’s temporary numbers disappear, creating a seamless transition with no downtime.

- **Call hold and forwarding**

Standard Features.

- **Auto-Attendant support**

RingCentral Auto-Receptionist is a sophisticated auto attendant automated phone system that handles calls to your main company number.

With Multi-Level IVR support, you can configure your Auto-Attendant with extended phone menus to let callers self-select how they reach a person or department.

With the multi-level auto attendant feature, you can create an account-wide call routing rule to handle incoming calls for multiple office locations or for special demands in language selections. For example, you can set up your system to:

- Direct callers to an office location within your organization, for example: “Press 1 for New York office. Press 2 for Chicago office. Press 3 for Los Angeles office.”
- Direct callers based on their language selection, for example: “Press 1 for English. Marque 2 para Español.”

You can create up to 250 IVR menus per account, including sub-menus.

With Auto-Receptionist:

- You can forward calls to another number or to multiple phone numbers.
- Send callers directly to voicemail.
- Play an announcement only, and then end the call.
- Use unconditional forwarding to forward calls directly to a different phone number, bypassing any greetings.
- Set the connecting message, for example: “Please hold while I try to connect you.”
- Choose from various music selections to play while calls are connecting or on hold.

- **Soft phone support**

RingCentral can be accessed from a physical desk phone, from a desktop client supported on both Mac and Windows, as well as from the mobile application, supported on Android and iOS for both phones and tablets.

RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers as well as for mobile smartphones and tablets to work in conjunction with fixed telephones. Across clients and devices, users enjoy the full suite of enterprise communications and collaboration features and capabilities. No client lacks any feature or function.

The softphone and mobile clients provide full calling, faxing, SMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just the click of a button or a

tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available).

- **Centralized administrative tools and functionality**

RingCentral System Administration is focused around self-service and is portal-driven.

Administrators have full managerial control over the system. They can specify the features each user can have. This is enabled via the administrator portal, which allows a system administrator with the highest levels of access to control every aspect of the solution.

RingCentral allows administrators to manage the entire system from anywhere, at any time. They can access the portal through the web or via the mobile application on their smartphone or tablet. Full administrative settings and functionality is available natively on the mobile client.

All users are provided their own web based portal allowing them to configure their own extension settings and voicemail including find me follow me and general call handling rules. Users are also able to manage call routing for their out of office scenarios and which devices ring in what order. Users can see their own activity log data in the interface. If a user deletes this data, the data is still preserved at an account level. These permissions are customizable with RingCentral's permissions controls.

- **Remote access to Virtual Machine**

Remote or Mobile workers can be seamlessly hooked into the system by simply connecting their device to RingCentral's network, over the internet.

RingCentral applications run on Wi-Fi and 3G/4G to facilitate seamless communications in multiple network environments.

Calls can be directed to specific apps or even forwarded onto other numbers and these settings can be changed instantly via the mobile or desktop apps, thus allowing all mobile staff to be able to fully manage their calls without any loss of service or functionality.

Calls can also be made using the mobile phone's native cellular capability, while still maintaining the user's business caller ID.

- **Virtual Machine for Reception**

Refer above. Receptionists can connect to the system from anywhere and continue to function as usual during inclement weather.

- **E911**

RingCentral supports E911 at a device level, associating every physical phone with an address and suite number if applicable. This information is maintained and prompts users to confirm their physical location in case of a move.

All stations can make 911 calls since all stations have full-voice capability.

- **Emergency notification system**

The option of notifying a system administrator any time 911 is dialed in addition to the public safety 911 center is a custom integration which has been built in the past and is operational.

- **SMS messaging**

Standard Feature. All users will receive their own personal DID that is capable of receiving voice, text and fax.

- **Consultative services for redesign of existing Auto-Attendants**

RingCentral is an intuitive, easy to configure and use system. We also have assets available to aid designing auto-attendants. These can help WEST VIRGINIA CPRB set them up/edit them as time progresses and when needed. Refer https://success.ringcentral.com/articles/RC_Knowledge_Article/What-is-an-auto-receptionist for example.

RingCentral Professional Services can also assist in designing and setting up auto-attendants, these can be discussed as part of SOW discussions.

Other Features

Security

RingCentral recognizes that secure and reliable phone service is critical to business operations. As a cloud service provider, RingCentral offers a robust multi-tenant cloud communications service with several layers of built-in security.

Customer account security is a shared responsibility between RingCentral and customers. Security is implemented via policies and governance practices (people), within the service development and operations processes (process), and the application and infrastructure layers (technology). Customers manage their account policies, user permissions, and login information. RingCentral manages service delivery, architects and design security into the product, and ensures physical and environmental security of the service. RingCentral employs a multi-layered security model with: security at the perimeter, at the service delivery layer, SSL on our Web applications, Tier 1 data centers and customer controlled settings in the application interface.

RingCentral has a robust security program that includes policies and procedures for change management, access management, vulnerability management, incident response, fraud monitoring, annual security awareness training, third party security audits, quarterly administrator access reviews for production systems, and penetration testing by a third party.

RingCentral is TRUSTe certified for privacy and security for its customers and maintains an aggressive internal privacy policy. Only trained, authorized personnel with a specific need-to-know are allowed to access customer data in the production environment, and only under certain conditions that require access in order to resolve an issue or accomplish a task. This aspect of security is strictly followed and frequently trained.

RingCentral's network and application perimeter is protected with firewalls and session border controllers. Administrative access requires authenticating through a production VPN gateway, then authenticating to local infrastructure systems. Technology layers include intrusion detection systems, system logs, and fraud analytics. Operational processes include system and service-level monitoring, system hardening, change management, and regular vulnerability scans.

Security considerations are taken into account during design, development, and QA phases; security testing is performed throughout the year. At RingCentral, customer endpoints are viewed as an important part of the customer data ecosystem of any UCaaS service. To support the security of customer data on endpoints, mobile and desktop applications are offered that support encryption of customer data at-rest.

System Administration and Management

As stated earlier in the proposal, RingCentral system administration is focused around self-service and is portal-driven.

Moves, adds, changes, deletions (MACDs) can be made instantly through the administrator interface. RingCentral provides an administrator portal which allows a system administrator with the highest levels of access to control every aspect of the solution.

There are no charges associated with the administrative portal or with making a change. The only costs are the subsequent charges for added services. RingCentral is also able to perform adds, moves, and changes on your behalf if desired at no cost.

Support

With RingCentral, no separate, exclusive maintenance options, support, or contracts are needed. No on-site maintenance service is required as the system is maintained by RingCentral, updating it automatically to ensure functionality is uninterrupted and of high quality.

Maintenance and support of the system and hardware (phones provided by RingCentral) are included free of charge with 24/7 coverage. Software upgrades to the RingCentral system are always included free of charge.

All phones purchased from RingCentral including soft endpoints come pre-configured and provisioned. Soft end points on tablets, desktops, and mobile devices simply need to be logged into.

Our physical desk phones are supported with a 90-day money back guarantee and a 2-year manufacturer warranty.

RingCentral's follow-the-sun support organization is available 24x7x365, resolving 90% of support cases with "first call resolution". 99% of all support cases are resolved in under 2 hours, depending on the severity and nature of the issue, including major problems.

RingCentral provides support with multiple tiers for escalation purposes for all users. Support issues may be submitted via online or by calling into our support line anytime.

RingCentral Support is broken up into three tiers, with tier 1 support serving as initial point of contact, escalating to tier 2 with sophisticated troubleshooting and support capabilities, eventually escalating to tier 3 support with our most technical support personnel and direct ticketing into the RingCentral engineering department.

RingCentral provides dedicated customer success managers, account managers, online cases, as well as free 24/7 technical support options to all end users within your organization.

Our in-depth knowledge base complete with FAQs, video tutorials, screenshots, as well as administrative and user's guides are available online to everyone within your organization.

Ongoing support through online learning center, support over web, chat etc. are also available to users.

As new features are released, information is disseminated through newsletters and feature videos. We also employ these same videos throughout our administration interface online so if you need help through a feature over time you can have a quick reminder. Support is still unlimited as long as your contract lasts so if there are particular questions you have plenty of ways to get answers.

RingCentral provides a dedicated CSM (Customer Success Manager) who serves as a single point of contact for WEST VIRGINIA CPRB. This is a crucial role in maintaining the overall health of the account and offers a voice within RingCentral for any and all issues which may arise and to facilitate answers to any questions users might be stuck with.

Sample Statement of Work

Please see below sample implementation schedule, plan, and timeline. Official plans will be scoped, agreed upon, and signed by both parties pending discussions with RingCentral's Professional Services Organization.

Professional Services Planning and Design **COMPANY**



RingCentral Deployment Plan - Sample

Task	Owner/Notes	Week 0	Week 1	Week 2	Week 3	Week 4
0. Planning & Design						
Network Design	RC Pro Services					
Call Routing	RC Pro Services					
User Profiles	RC Pro Services					
Finalize Project Plan & Design Documents	RC					
1. User Build-Out (RingCentral)						
Complete User Build (All Locations)	Customer					
Unload Users (All Locations)	RC					
2. Admin Training & Account Design						
Admin Training #1	RC					
Admin Training #2	RC					
Admin Training #3	RC					
Admin Training #4	RC					
Build Call Flow	RC					
Export IVR	JK					
Set User Templates	RC					
Build-out Signoff	Customer					
Deployment Agenda: On-site & Remote	RC					
Schedule End-User Training Sessions	JK					
Schedule / Design Knowledge Transfer Training to Helpdesk (Optional)	RC					
3. Deployment - DATE TBD						
On-site Kickoff Meet & Brief	RC Pro Services					
Capture Network Info	RC Pro Services					
Admin Training	RC Pro Services					
Label Phones & Devices	RC Pro Services					
Deploy Phones & Devices	RC Pro Services					
Verify Phone & Device Registration	RC Pro Services					
Test Forwarding (if Applicable)	RC Pro Services					
Forward Numbers (if Applicable)	RC Pro Services					
End-User Training	RC Pro Services					
Verify Project Completion						
4. Number Transfer "Porting"						
Number Listing for All Sites - Review	Customer					
Complete LRA Forms, Provide COBs	Customer					
Submit Porting Requests	RC					
Porting Completion	RC					

Introduction

1. Stakeholders

1.1 COMPANY

COMPANY is dedicated to providing companies a way to leverage customer loyalty through re-definition of a great customer experience. RingCentral was selected to provide their unified communications because of our flexibility and scalability which melds well with their fast growing company. Professional Services' vast field experience, technological know-how and global presence have been tapped to execute on the PLAN, IMPLEMENT, and OPERATE model.

1.2 RingCentral

RingCentral has gained the confidence and trust of the COMPANY organization for the full lifecycle—design, implementation, and management—of their complex hosted PBX needs. RingCentral is well positioned to provide an industry Best Practices hosted voice solution to COMPANY. Our Professional Services offering will follow the project hierarchy established in the PLAN, IMPLEMENT, and OPERATE model starting with a series of discovery sessions. We will collaborate with the team at COMPANY to develop detailed project flow, with the ultimate goal of migrating from COMPANY to RingCentral Premium Edition.

2. Business Review

COMPANY is a 21st century company that is heavily reliant on a mobile workplace environment. As such, RingCentral is well suited to meet their needs with a robust softphone client and mobile management of the hosted PBX system.

Most of COMPANY's employees in the Palo Alto office are constantly on the move between desks, conference rooms, benches, and open space environments. Conference rooms are of particular importance because of the collaborative nature of COMPANY's workplace. Softphones are also key to providing a seamless experience for the end user. Right now, a third of COMPANY employees actively use their COMPANY desk phones, while the rest rely on their personal cell phones to conduct business calls.

3. High Volume Users

1.1 Sales

The Sales organization at COMPANY uses a combination of desk phones and personal cell phones. They are currently the only OU in the company IVR tree, and take a majority of calls. Keeping their group structure intact and driving softphone/mobile app usage will be key to a successful transition.

1.2 Front Desk

The 2 front desk admins share a phone between them, and field general inquiry calls throughout the day. Key to their success is in-depth training on the desk phone and integrating the softphone into their routine for its presence and call handling capabilities.

1.3 Executive Admin

COMPANY's executive team primarily uses cell phones to accommodate their mobile work environment. As with Sales, adoption of the softphone and mobile app will be key to a smooth and rewarding transition. The executive admin staff are not as involved with the phones, so they should not be a pain point, but will still need in depth training to properly manage executive calls.

4. Key Players

4.1 COMPANY IT

1. First Name, Last Name **IT Director**
2. First Name, Last Name **IT Manager**
3. First Name, Last Name **IT Helpdesk/Network Engineer**
4. First Name, Last Name **IT Helpdesk/Network Engineer**

4.2 RingCentral Professional Services

1. First Name, Last Name **Professional Services Manager**
2. First Name, Last Name **Senior Account Executive**
3. First Name, Last Name **Project Manager**
4. First Name, Last Name **Field Engineer**

Current State

1. Data Collection

1.1 Overview

The most important part of the RingCentral system are the user profiles. To this end, it is important that every user, conference room, additional machine and executive be listed with their specific configuration. This will help ensure a smooth transition. **Appendix A** details all user profiles set to be configured in the RingCentral system before go-live.

1.2 User Expert

The fields collected for each user profile include **first and last name, extension, current direct dial number, temporary direct dial number, phone serial number, phone type, E911 address and email address**. This information was captured from an export of the current COMPANY phone system and was reviewed by COMPANY IT leaders and the RingCentral Project Manager.

Below is a high level overview of the discovered information:

- 320 user profiles are needed for LOCATION employees
- 200 user profiles are needed for remote home offices
- 40 user profiles are needed for LOCATION conference rooms

1.3 Physical Inventory

In addition to the user profiles, a physical inventory was collected of all hard phones to be replaced at go-live. Also collected was a list of individuals with headset modules to ensure that users can continue to use their preferred hardware. For users, currently

without desk phones, training on how to download and operate the softphone will be provided. After go-live they may request a desk phone.

- 171 desk phones total
 - 74 have wired headsets
 - 8 have wireless headsets
- 149 softphones needed for LOCATION office

2. Network

2.1 Overview

The goal of the Network Planning and Design stage is to assess COMPANY's current network configuration and make data driven recommendations about possible configuration changes. This list includes a review of physical connections, existing hardware, hardware configurations (including firmware, VLANs and router settings), and a Network Voice Readiness Assessment.

It is understood that COMPANY will be making significant network configuration changes in the near future. Below is a description of the information gathered on-site as part of the Planning and Design phase. Future changes will be addressed in the Future section of this document.

2.2 Physical Connections

COMPANY currently runs a 250mbps ISP connection provided by COMPANY to the COMPANY firewall at the edge of the network. Connections between internetworking hardware and desktop endpoints are a mixture of CAT5E and CAT6. However, at any given point-in-time a majority of users are mobile and thus rely heavily on the Cisco wireless adapters (AP) throughout the office (see **Appendix B** for AP locations).

2.3 Hardware

A detailed list of hardware can be found in the network diagram (**Appendix C**). Here is a high level overview of important hardware specifications.

- Firewalls: 2 Cisco ASA 5510's
- Routers: 2 Cisco Nexus and 1 HP E8212
- Endpoints: Cisco 3850 switches (POE)
- Wireless: 20 Cisco 3700 WAP's

2.4 Hardware Configuration

As with **Hardware**, a detailed network map covering configuration can be found in **Appendix C**. The key points of the current network state are as follows:

- There is a Voice VLAN (ID 4) that currently contains all of the phones. This is configured via port assignment for the switches assigned to the voice stack.
- Currently the voice VLAN (ID 4) and the data VLAN (ID 3) have inter-VLAN routing
- The firewalls connect to the Cisco Nexus, which then distributes packets to the different floors via Cisco 3850's or HP E8212's.

- DHCP is provided by a Linux VM host

2.5 Network Voice Readiness Assessment

RingCentral uses an AppNeta hardware probe to measure overall network health and expected VoIP performance on a client network. The probe was successfully installed on 7/16 and was reviewed after a week of monitoring (7/23). The results of the monitoring can be found below. Analysis will be provided in the **Future** section of this document.

- West Coast Data Center
 - Hops: 11
 - Data Loss: 0.0%
 - Round Trip Latency: 3.07ms
 - Voice Jitter: 0.03ms
 - Voice Loss: 0.0%
 - MOS: 4.42
- East Coast Data Center (for failover purposes only)
 - Hops: 12
 - Data Loss: 0.4% → within the acceptable range of <1%
 - Round Trip Latency: 72.10ms → within the acceptable range of <150ms
 - Voice Jitter: 0.47ms → within the acceptable range of <30ms
 - Voice Loss: 0.2% → within the acceptable range of <1%
 - MOS: 4.27 → within the acceptable range of >3.7

3. Call Routing

3.1 Overview

Call routing and IVR settings are very important for a business and function as a gateway to customer communications. COMPANY's call handling is very straightforward and will entail a near seamless transition for COMPANY's customers.

3.2 IVR Configuration

The current IVR is broken up into 4 button options, with the additional option to dial a given user's extension. The options and destinations are defined below (these are also detailed in **Appendix D**):

- 1: Sales → group of sales users
- 2: Technical Support → voicemail box
- 3: Other Inquiries → front desk phone
- 9: Repeat Menu → plays menu again

3.3 Groups

The Sales group is the only defined group in the current COMPANY system. COMPANY front desk has discussed having department groups; but as yet, nothing has been decided.

4. Number Porting

4.1 Overview

Number porting can be one of the most difficult pain points when changing phone systems. It is imperative that all numbers are captured in the initial discovery so that all desired numbers are ported. This includes any fax lines, direct dial numbers and published numbers that may have been forgotten due to under-use.

4.2 Direct Dial Inventory

Using a Customer Service Record (CSR) pulled from the carrier directly, we have captured the numbers necessary to have a successful port. Below is a brief overview of the numbers. A full list is available in **Appendix E**.

- 351 direct dial numbers
- 31 conference numbers
- 9 LWest Virginia CPRBize numbers (not being ported)

4.3 Additional Numbers

The following numbers are being transferred that do not have an immediate assignment. They will be transferred in case they are occasionally called, and they can be assigned out to new users in the event of expansion. A full list can be found in **Appendix E**.

- 243 additional numbers are being kept as Auto-Receptionist numbers

4.4 Toll Free

There are currently 2 Toll Free Numbers on COMPANY's account. Only one of the numbers will be ported. This can be found in **Appendix E**.

Future State

1. Network

1.1 Review

Overall, COMPANY's network health is well on its way to supporting RingCentral VoIP. With a few changes to the network structure, there should be minimum call quality issues or downtime. Some of the changes recommended below have already been discussed or are already being considered; but, they are recommended none-the-less so a baseline is established for best practices.

1.2 Physical Connections

COMPANY's network usage is split between a robust wired network and an expansive wireless network. Both should be sufficient to run RingCentral, however a few changes are recommended.

While currently a VLAN supports voice traffic, a new 100 Mbps MPLS circuit will be installed to support all voice traffic. This will handle the company's voice calls without issue if properly configured to only handle voice calls.

1.3 Hardware

COMPANY's hardware is within best practices for RingCentral VoIP, however there are a small number of changes recommended below.

RingCentral Ready:

- The hardware in COMPANY's network will be sufficient to run RingCentral VoIP
- All access switches connected to user endpoints are POE
- Firewall is known to work with RingCentral VoIP
- Firmware on the internetworking devices will work for VoIP traffic

Potential Pitfalls:

- There are access switches in IDF 1 (first floor) that are of a different brand than the Cisco 3850's that serve as access switches in the rest of the network. It is recommended that they be removed where possible, as it is better to create a homogenous network whenever possible.
- There are 20 wireless access points providing for good coverage; however, it was discovered on-site that there are occasional issues with client connections. Only 30 connections are supported to each WAP and sometimes this limit is reached in high traffic areas.

Recommended Changes:

- Remove off-brand switches wherever possible. (This should be made possible given the stated desire to daisy chain the phones and monitors. Daisy chaining should reduce the number of required data ports by half.)
- Add wireless access points where necessary to compensate for heavy traffic. (Recommended locations can be found in **Appendix B**)

1.4 Hardware Configuration

While COMPANY's network can handle RingCentral VoIP in its current state, there is a recognized need for a redesign of how voice traffic is carried across the network and out to the Internet. First and foremost, an MPLS circuit will be installed to handle all voice traffic. VLANs will be removed and all voice traffic to RingCentral Session Border Controller IP's (SBC's) will be routed over the MPLS circuit. (This design is for the benefit of softphones.)

RingCentral Ready:

- The general switch configuration will support voice. (See **Appendix C**)
- The Nexus routers are ready to receive the MPLS connection for voice traffic

Potential Pitfalls:

- The current DHCP pool is not adequate to support all devices on one network. As has been discussed, it will need to be enlarged to support the phones and computer endpoints of each user with room to grow.
- There is no need for a separate VLAN when using an MPLS circuit dedicated to voice.

Recommended Changes:

- The network does not need to be split into separate VLANs with the addition of the MPLS circuit. All voice traffic (hard phone and softphone) will be routed over MPLS while the data traffic will exit through the already established connection.
- Enlarge the DHCP
- For best practices, QoS should be set up on each managed switch from the endpoint to the Nexus routers. This will ensure the best possible priority for voice traffic inside the network. COMPANY should also be asked to prioritize voice traffic across its network segments

1.5 Network Voice Readiness Assessment

Using data collected with the AppNeta hardware probe to measure the connection with our west coast and east coast data centers, RingCentral can confidently say that COMPANY's network backbone will support RingCentral VoIP without major issues and with a high call quality level. With a predicted MOS score of 4.42 out of 5 to our western data center, the call quality is expected to be excellent. Below is a breakdown of each score and the acceptable values. A screenshot of each AppNeta test can be found in **Appendix F**.

- West Coast Data Center
 - Hops: 11
 - Data Loss: 0.0% → within the acceptable range of <1%
 - Round Trip Latency: 3.07ms → within the acceptable range of <150ms
 - Voice Jitter: 0.03ms → within the acceptable range of <30ms
 - Voice Loss: 0.0% → within the acceptable range of <1%
 - MOS: 4.42 → within the acceptable range of >3.7
- East Coast Data Center (for failover purposes only)
 - Hops: 12
 - Data Loss: 0.4% → within the acceptable range of <1%
 - Round Trip Latency: 72.10ms → within the acceptable range of <150ms
 - Voice Jitter: 0.47ms → within the acceptable range of <30ms
 - Voice Loss: 0.2% → within the acceptable range of <1%
 - MOS: 4.27 → within the acceptable range of >3.7

2. Call Routing

2.1 Overview

COMPANY's current IVR setup is single level and can be easily recreated within RingCentral. Most of the calls directed to the main line either go to the Sales group or a direct individual dialed by extension.

2.2 IVR Configuration

The current IVR setup will be replicated almost exactly, but with a change to the key press necessary to play the message over again. COMPANY will also be using option 8 for a Dial-By-Name Directory, which is not part of the current system.

RingCentral Ready:

As with the current IVR, the RingCentral IVR is broken up into 4 button options, with an additional option to dial a given user's extension.

- 1: Sales → group of sales users
- 2: Technical Support → voicemail box
- 3: Other Inquiries → front desk phone
- 8: Dial-By-Name Directory
- #: Repeat Menu → plays menu again

3. Number Porting

3.1 Overview

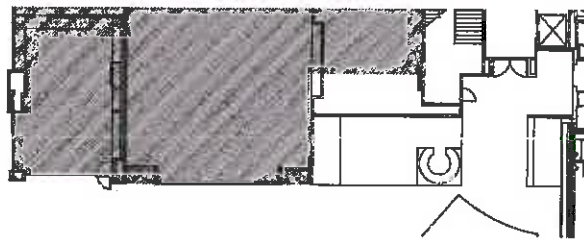
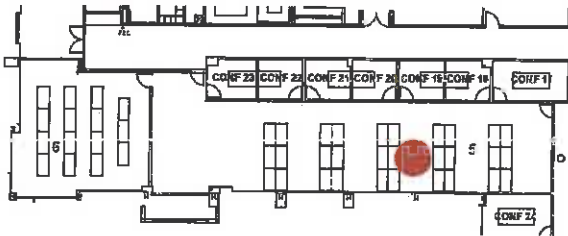
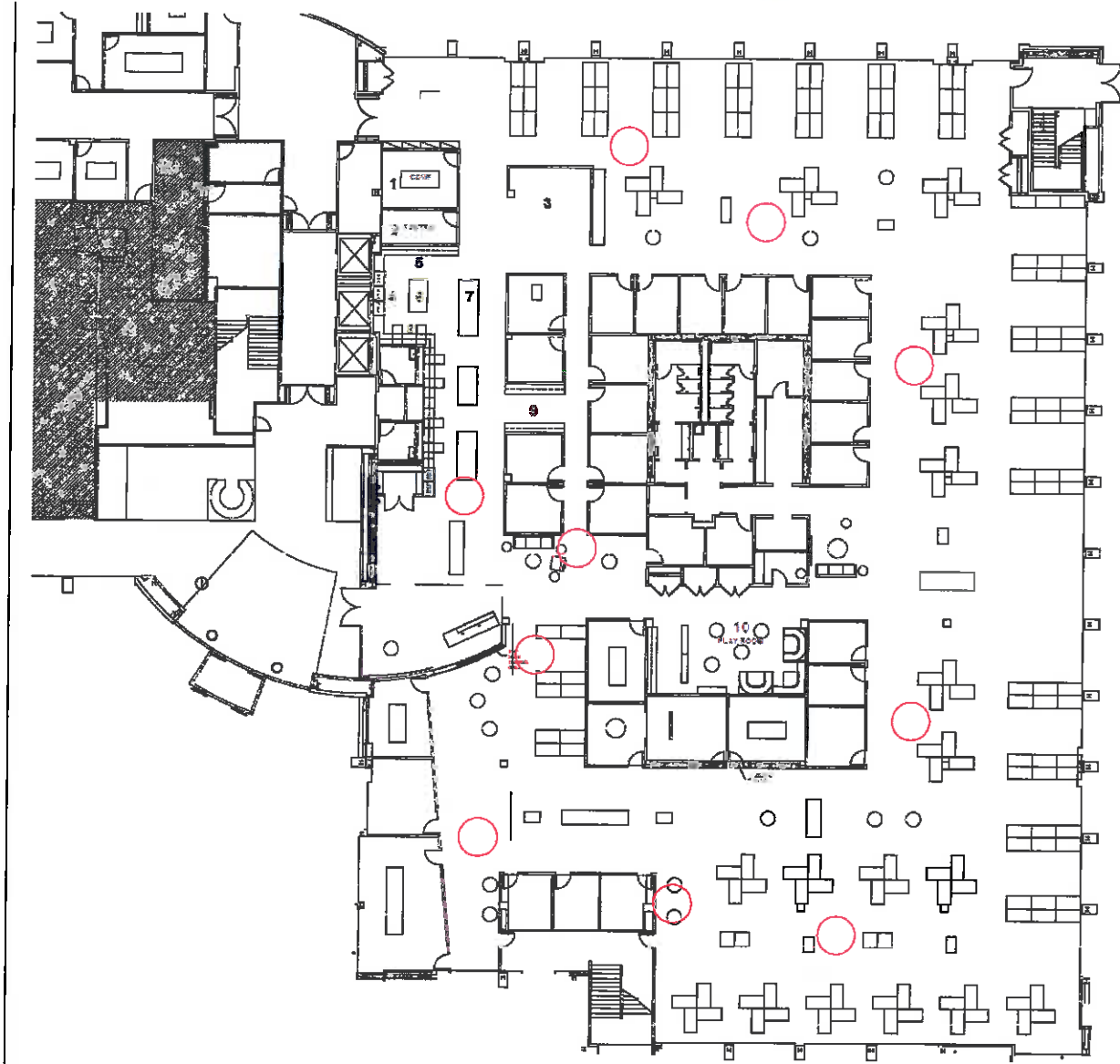
Contained in the **Appendix E** is a full mapping of ported numbers to temporary numbers. This is the same document that will be used to submit the port request, and contains both the direct dial numbers and the toll free number being ported. For recording purposes, the COMPANY numbers are contained on the sheet as well, however they will not be ported.

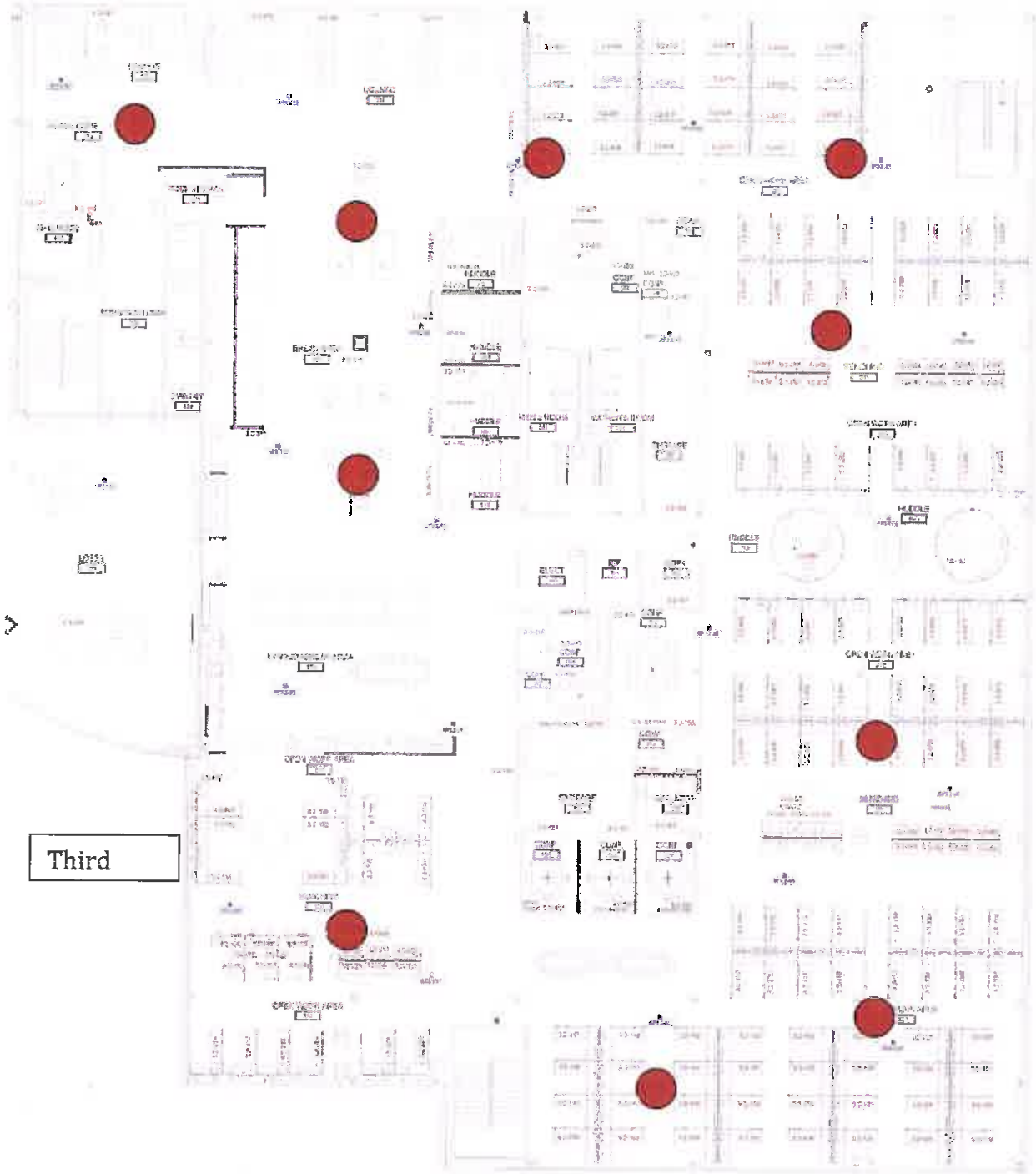
Appendix A: User List

First Name	Last Name	Ext	DID	Temporary Number	Serial Number

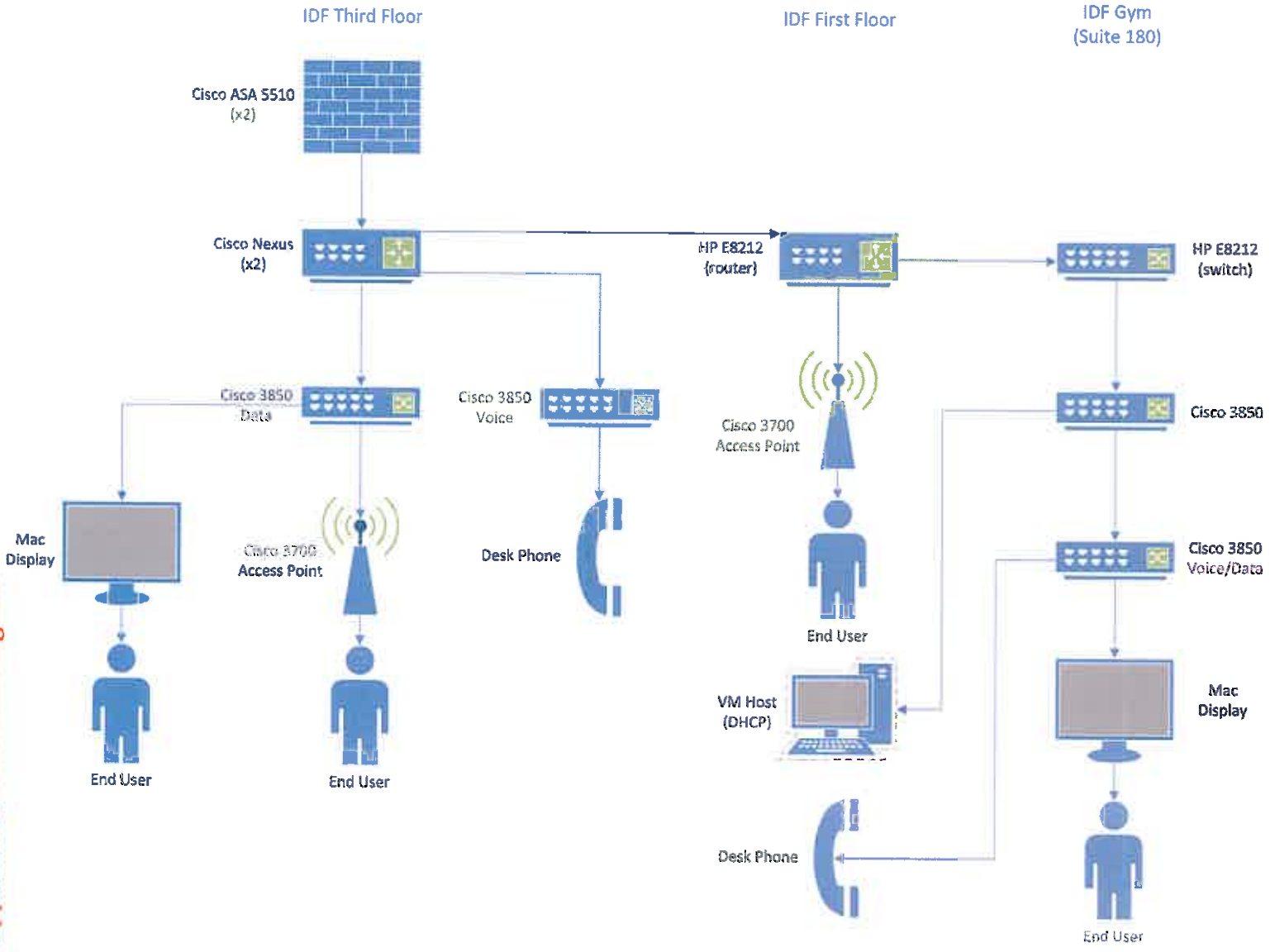
Appendix B: AP List

First

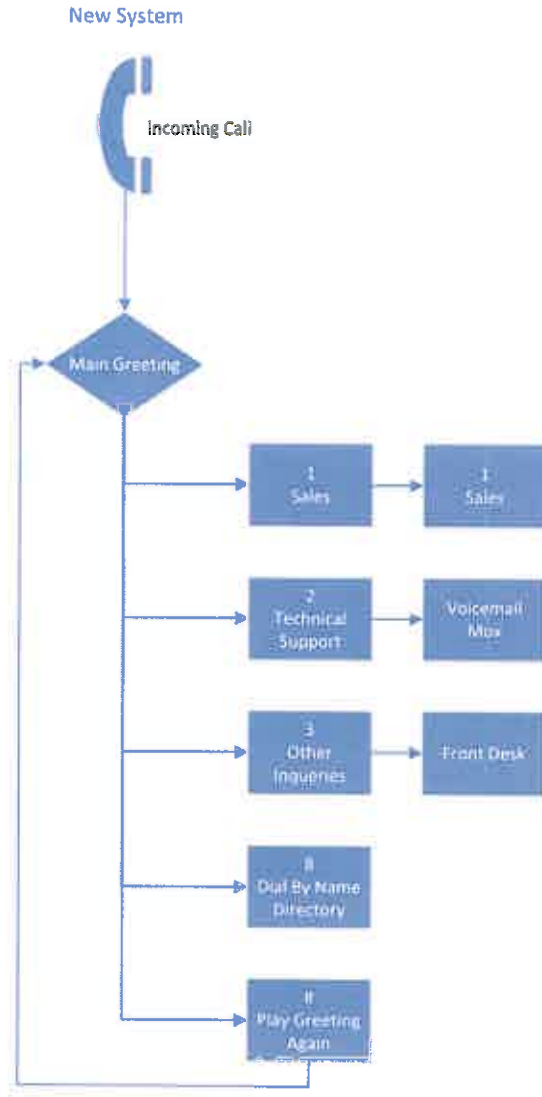
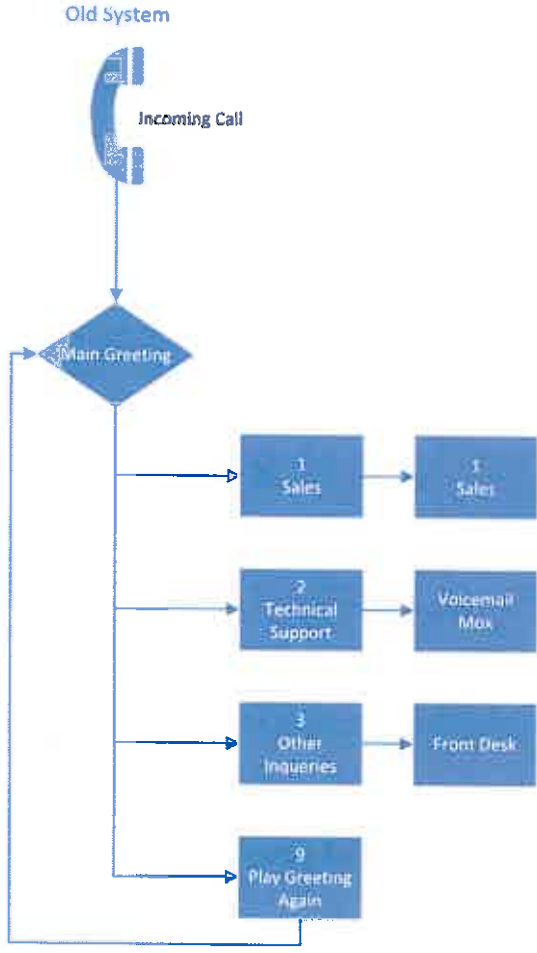




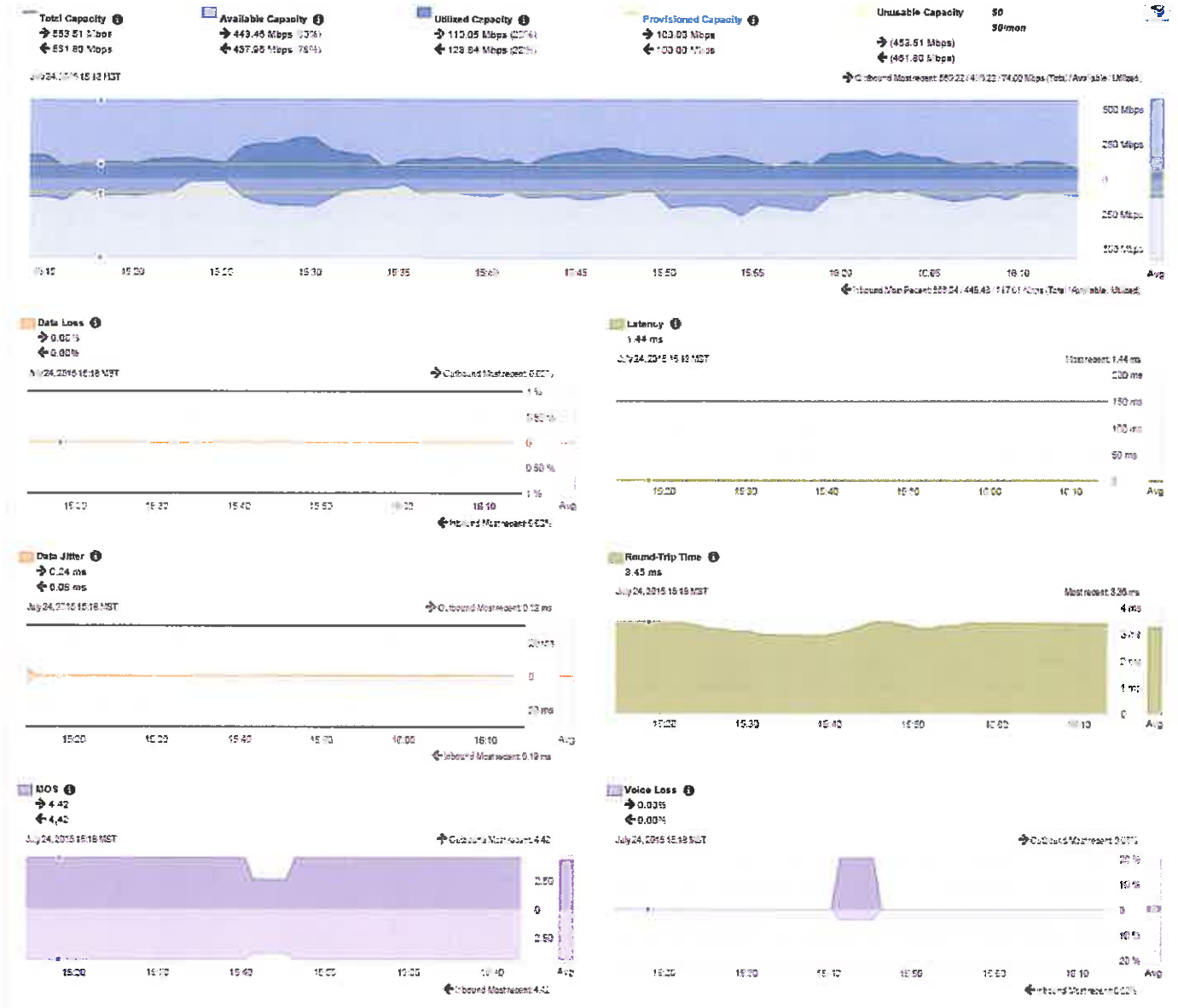
Appendix C: Network Diagram



Appendix D: Current Call Flow Diagram



Appendix F: AppNeta Statistics West Coast



Collaborative Communication



**West Virginia
Consolidated Public Retirement Board**

Shawn Hines

Majors Account Executive - SLED

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RingCentral

Largest and fastest-growing pure-play UCaaS provider

\$400M

Revenue run rate

400,000

Business customers

13+

Years of innovation

2,200

Global workforce



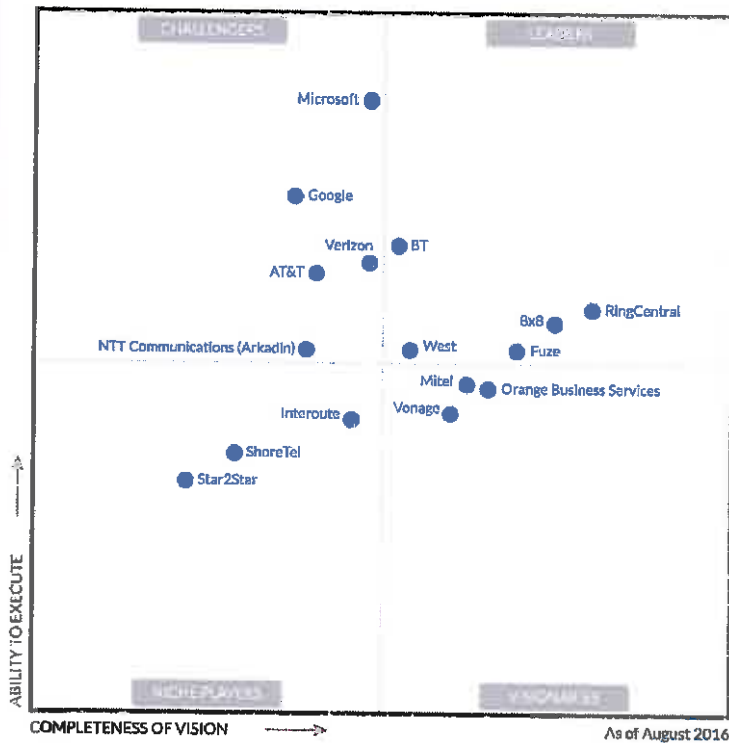
Unifying communications leveraging RC across the enterprise...



"... RingCentral is enabling us to move away from such voice and conferencing apps as ShoreTel, InterCall, Uber Conference, Skype, Citrix, WebEx and Lync, among others"

Paul Chapman, CIO, Box. (CIO.com article)

Industry recognition



Source: Gartner 2016 Magic Quadrant, UCaaS WorldWide

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Gartner

A Gartner Magic Quadrant Leader for UCaaS 2017, 2016 & 2015

FROST & SULLIVAN

Frost & Sullivan Company of the Year 2017 & 2016

IHS Markit

#1 Leader in the IHS Markit 2017 North American UCaaS Scorecard

Aragon Research

Leader in the Aragon Research Globe for UCC, 2017

RingCentral



**INTEGRATED COLLABORATION,
IN ONE PLACE**

RingCentral Global Office and Meetings
Google integration
ServiceNow integration

OUTCOMES

- ▷ Enjoys greater system security thanks to geographic redundancy offered by the cloud
- ▷ Developed a custom 911 text to the campus first responders
- ▷ Remote faculty worldwide brought online quickly via seamless integration with Google apps

Open and integrated platform



G Suite

ServiceNow



ORACLE

Okta



And 80+ more Glip integrations

40 team messaging ISV integrations

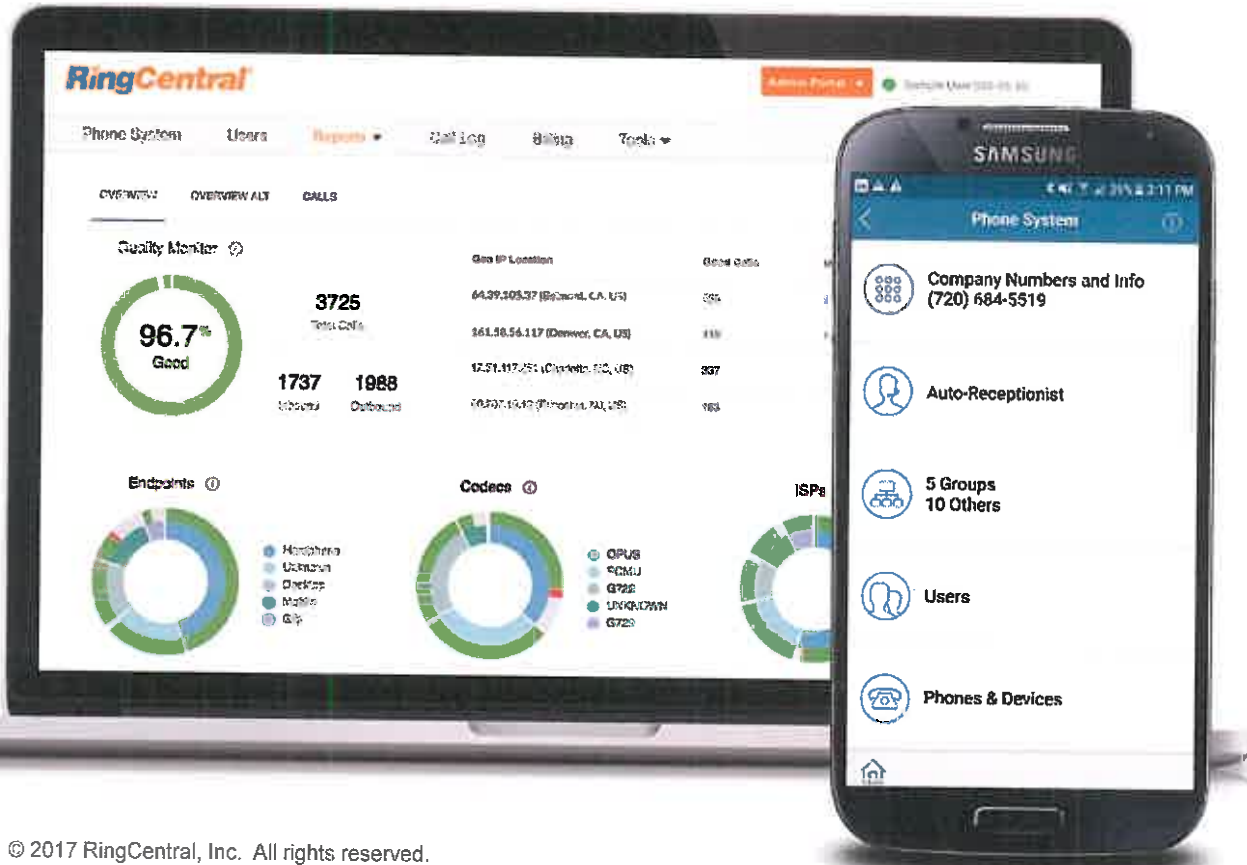
4,000 developers

500 Office customizations

45+ Office ISV integrations

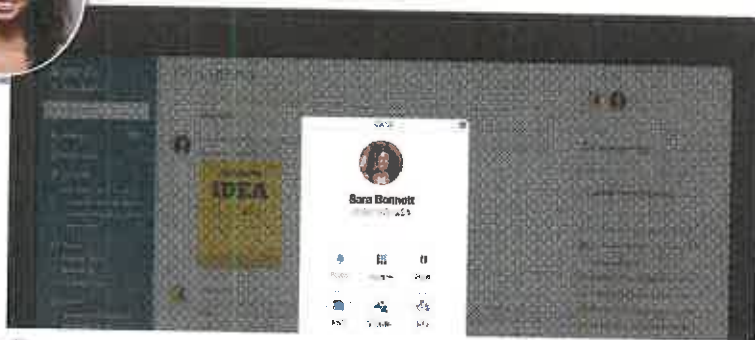
Easy to manage

Administrator



- ▶ Unified management portal
- ▶ Centralized management of branch locations
- ▶ Rapid provisioning
- ▶ Analytics and live reporting

One source for anytime, anywhere communication



John Smith
Call ended
Duration: 00:20

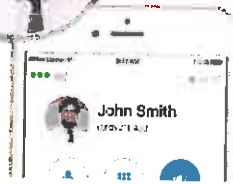


Sara Bennett
Missed Call CALL BACK



Sara Bennett
New Voicemail

0:23



John Smith 12:08, 16
Here are a few helpful suggestions that you may take on board, and below you will find a couple of simple tips that can quickly move you in the direction of manifesting your destiny to accomplish many great things in your life.



John Smith 12:08, 16
Call Ended (00:20)



Sara Bennett 3:20 pm
Missed Call



Sara Bennett 3:25 pm
Voicemail



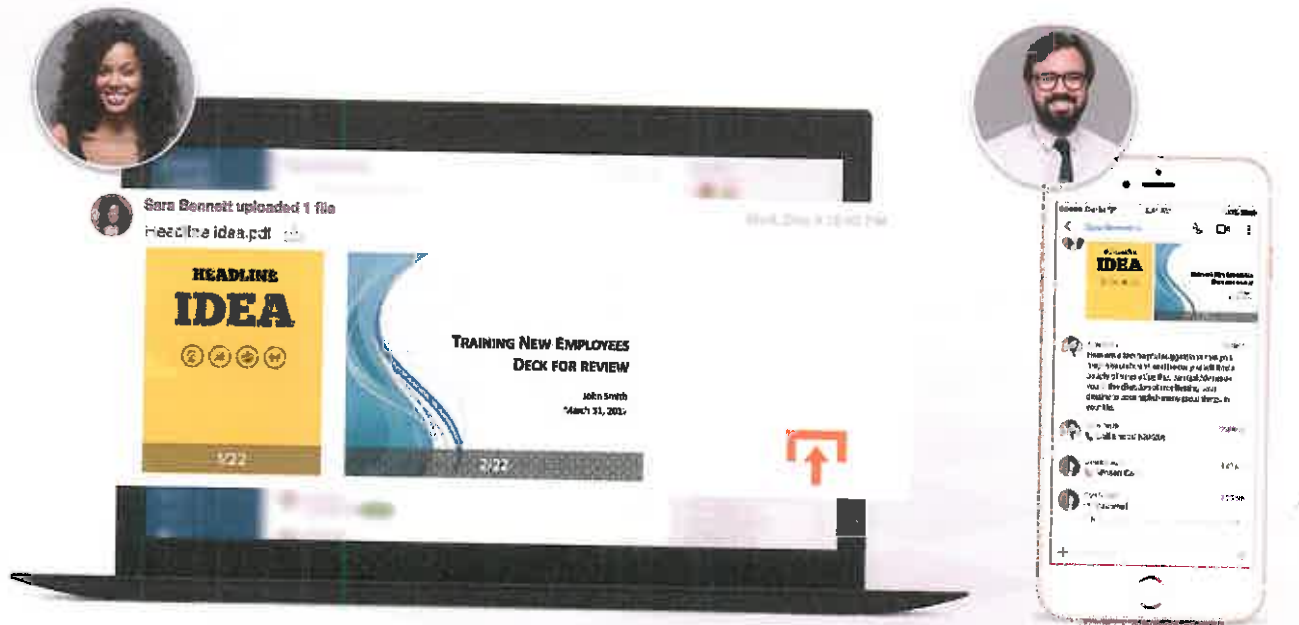
Sara and John communicate about an important deal

One source for meetings



▶ They start a video conference to review their presentation

One source for file sharing



▶ After the meeting, Sara shares a file they discussed

RingCentral enterprise support matrix



RINGCENTRAL SUPPORT	STANDARD	ENTERPRISE+ (FOR FEE)
Customer Care & Technical Support		
24x7 RingCentral Tech Support	✓	✓
Quality of Service/Network Support	✓	✓
US-based Technical Support	✓	✓
Standard Porting Support	✓	
Lifecycle Management		
Customer Success Manager	✓	✓
Training and Live Webinars	✓	✓
Enterprise+ Support		
Enterprise Porting Management		✓
Designated Technical Account Manager (TAM)		✓
Enterprise+ Technical Support (Direct to Tier 2)		✓
Priority Case Routing & Management		✓
Quarterly Technical Reviews		✓

RingCentral Office: *feature overview*



FEATURES:	STANDARD UC USER	LIMITED USER*
Voice Services	✓	✓
Full Featured Cloud PBX (Voicemail, AD Integration, Recording, Presence)	✓	
Business SMS (Unlimited Text)	✓	
Audio Conferencing (Ad Hoc, 1,000 Port Bridge, Unlimited)	✓ 1,000 Ports	
Video (Online Meetings, HD Video, Mobile, Room Connector Available)	✓ 4 Ports	
Web Collaboration (Screen Share, Annotation, Whiteboard, Recording)	✓ 4 Ports	
Team Collaboration (Chat, File Share, Tasks, Notes, Voice/Video Integration)	✓	
Unlimited Local & LD	✓	✓
Internet Fax	✓	
Integrations (O365, SfB, Outlook, Skype, Google, Box, Okta, and many more)	✓	
Mobile Application (iOS & Android - Integrated with all RC Applications)	✓	
Next Gen Desktop Softphone	✓	

RingCentral Office: *pricing overview*



DESCRIPTION	QUANTITY	PRICE PER USER PER MONTH	TOTAL MONTHLY PRICE
RingCentral Office – Standard User	100	\$24.99 \$15.00	\$1,500.00
Limited Extension User (conference room)	3	\$14.99 \$9.00	\$27.00
Additional Toll-Free Number	2	\$4.99	\$9.98
Polycom VVX-311 (rental monthly cost)	100	\$9.00 \$4.50	\$450.00
Polycom IP5000 (rental monthly cost)	3	\$34.00 \$17.00	\$51.00
E911 Fee (Digital Line Unlimited) *	103	\$1.00	\$103.00
Cost Recovery Fee (Digital Line Unlimited) *	103	\$3.00	\$309.00
Total monthly recurring:			\$2,449.98
Virtual Implementation and training estimate (one time cost)			\$3,605.00
2 Free months of service (offset implementation cost)	2	\$2,398.98	(\$4,797.96)



**What needs to happen in order
to move forward together?**

Our transition plan: helping you get there



Site
qualification



Planning
and design



Project
management



Implementation



THANK YOU

RingCentral

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