



TRIDENT

digital technologies

We have prepared a quote for you

Managed and Hosted Voice Services - State of West Virginia

Quote # 000062
Version 1

Prepared for:

State of West Virginia

Mark Atkins
mark.a.atkins@wv.gov



TRIDENT

digital technologies

Monday, November 26, 2018

State of West Virginia
Mark Atkins
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130
mark.a.atkins@wv.gov

Dear Mark,

On behalf of everyone at Trident Digital Technologies, LLC. we want to thank you for allowing us the opportunity to provide you a quote for your Managed and Hosted Voice Solution and Services. Included in their respective Packages is the Technical and Pricing proposals.

As part of this Proposal Trident is also including the Women Owned Business Certification that is held by our Voice Partner VirtualTone/SKL Services, Inc. Trident Digital Technologies is a Gold Partner with VirtualTone/SKL Services, Inc. and is submitting this Bid response in reference to: **SOLICITATION NUMBER: CRFP 0212 SWC1900000001**

Trident Digital Technologies provides professional and proactive maintenance service and support for your Voice systems. As part of this quote that we are providing to the State of West Virginia, we will be utilizing our State of the art monitoring, remote management and ticketing system for all Legacy and Managed Voice systems at your location's and remote sites.

Trident Digital Technologies in affiliation with its VoIP partner VirtualTone offers an array of services which take full responsibility for the availability of all components of your critical Voice and call center systems. Our developed methodology combined with a professional team of experts in all disciplines is the definite answer and solution to this challenge.

We are committed to providing you with the highest level of customer satisfaction possible. If for any reason you have questions or comments, we are delighted to hear from you. Please reference your quote via email, mail or by phone Toll Free at 1-833-682-4545.

We will respond to your questions or comments about this quote for your proposed services as soon as possible. Thank you for the Opportunity to serve the State of West Virginia with Hosted and Managed Voice Services.



Stephen Cobb
President & COO
Trident Digital Technologies



Our Team

Corporate Overview

Trident Digital Technologies was founded on the spirit of innovation and out of the box thinking. So, that our client and their needs come first. Our mission is to develop long-lasting relationships with our clients, identify the challenges that they face, design solutions that resolve those challenges and supports their organization's goals and success.

The Trident Digital Technology team is comprised of professionals, who have a combination of more than 50 years experience in Information Technology, Professional A/V and Structured Cabling. At Trident Digital Technologies, we are dedicated to service our customers based on their needs and not a specific manufacturer.

Corporate Responsibility

We have a strong commitment to ethics as it is critical to our long-term success as a company. The message for each employee is clear: any success that is not achieved ethically or done right at first is no success at all. At Trident Digital Technologies, we hold ourselves to the highest ethical standards, and we will not tolerate anything less.

As a company we strive to conduct business ethically, honestly, in accordance with the company's values and Code of Business Conduct (COBC), and in full compliance with all laws and regulations.

At Trident Digital Technologies, we are about the needs of the client, and their budget...not about a box. Because we develop solutions that are outside of the box, and are easy to deploy and support, reducing the Total Cost of Ownership during the life cycle. We challenge you to find another company dedicated to developing solutions to your needs without completely emptying your pockets or costing more than is necessary during the life cycle of the project, or hardware.

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
CHARLESTON, WEST VIRGINIA 25305-0130

W. MICHAEL SH
DIRECTOR

October 12, 2018

Ski Services, Inc.
PO Box 906
Arlin, TX 77512

Mr. Gubert:

This is to notify you that your Small, Women-, and Minority-Owned Businesses (SWAM) Certification Application has been approved on the basis of your representations that the vendor named above meets the definition of a Small, Women-, and Minority-Owned Businesses as set forth in the *West Virginia Code of State Rules 148-22-1 et seq.* This certification becomes effective:

10/04/2018

And shall automatically expire without notice two years after the effective date unless revoked by the Purchasing Director or upon expiration pursuant to the *West Virginia Code of State Rules 148-22-8*. The type(s) of Small, Women-, and Minority-Owned Businesses (SWAM) Certification approved for your entity:

Women Owned Business

To maintain certification without lapse, a certified business shall apply to renew its certification at least 60 days prior to the end of the two-year certification period. Complete renewal instructions, recertification forms, and a list of all SWAM Certified entities are available online at www.state.wv.us/admin/purchase/VendorReg.html.

If you have questions, please contact the West Virginia Purchasing Division at 304-558-2305.

Sincerely,

Lu Anne Cottrill
Assisting Registration Coordinator

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0212 SWC1900000001

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 checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" 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 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.

Trident Digital Technologies, LLC

Company



Authorized Signature

Nov. 14. 2018

Date

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

SOLICITATION NUMBER: CRFP 0212 SWC1900000001

Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC1900000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Open a second Technical Question period until 11/01/2018 by 2:00pm EDT.
- ☒ Modify specifications of product or service being sought which include the following:
 - 1. Updated 4.2.1.1.3.2
 - 2. Added 4.2.2.2.16
 - 3. Addition of Bridge Operator Console to Cost Sheet
 - 4. Changed Cost Sheet to match 4.2.1.1.3.2
 - 5. Removal of USF Fees from Cost Sheet by adding 4.2.2.2.16
 - 6. Added Block of 20 DIDs to Cost Sheet
 - 7. Updated Appendix A
 - 8. Included Typical Branch Office Drawing for publication with TQs
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Attached revised Cost Sheets

Description of Modification to Solicitation:

1. To Publish revised specifications (rev. 10-24-2018).
2. To Publish revised Attachment_A Cost Sheet. (rev. 10-24-2018 Excel formatted).
3. To Publish revised Appendix_A document (rev. 10-24-2018).
4. To publish the Agency's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

SOLICITATION NUMBER: CRFP 0212 SWC1900000001
Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as CRFP 0212 SWC1900000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ [] Modify bid opening date and time
- ☐ [] Modify specifications of product or service being sought
- ☒ [X] Attachment of vendor questions and responses for round #2 (final round of questions permitted)
- ☐ [] Attachment of pre-bid sign-in sheet
- ☐ [] Correction of error
- ☒ [X] Publish revised Cost Sheets

Description of Modification to Solicitation:

1. To publish the Agency's response to the questions submitted by Vendors during the Technical Questioning second and final period.
2. To publish the Attachment A Cost Sheets (Revised 11-02-2018)

No other changes made.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

Proposal 1: Step 1 – $\$1,000,000 / \$1,000,000 = \text{Cost Score Percentage of } 1 (100\%)$
Step 2 – $1 \times 30 = \text{Total Cost Score of } 30$

Proposal 2: Step 1 – $\$1,000,000 / \$1,100,000 = \text{Cost Score Percentage of } 0.909091 (90.9091\%)$
Step 2 – $0.909091 \times 30 = \text{Total Cost Score of } 27.27273$

6.8. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Trident Digital Technologies, LLC
(Company)


Stephen Cobb, President and COO
(Representative Name, Title)



(469) 563-2838 ext 2002/Fax: (972) 213-1012
(Contact Phone/Fax Number)

November 26, 2018
(Date)

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.



(Name, Title) President and COO

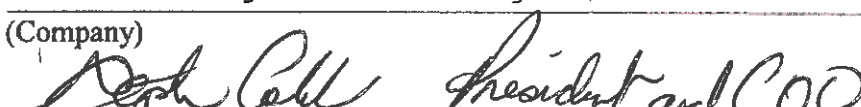
Stephen Cobb, President and COO
(Printed Name and Title)

3532 Euclid Drive Grand Prairie, TX 75052
(Address)

(469) 563-2838 / (972) 213-1012
(Phone Number) / (Fax Number)

scobb@tridentdt.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.

Trident Digital Technologies, LLC
(Company)


(Authorized Signature) (Representative Name, Title)

Stephen Cobb, President and COO
(Printed Name and Title of Authorized Representative)

November 26, 2018
(Date)

(469) 563-2838 and (972) 213-1012
(Phone Number) (Fax Number)

6.8. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Tridat Digital Technologies, LLC
(Company)

Don Bell, President and CEO
(Representative Name, Title)

(469) 563-2838 x2002 / (972) 213-1012
(Contact Phone/Fax Number)

Nov. 26, 2018
(Date)



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Mark Atkins
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ATTACHMENT_A Cost Sheets (Revised 11-16-2018)
CRFQ 0212 SWC190000001
Hosted Voice Services
4.2.1.1.1) Managed Voice Services - Support of State's Legacy IP Environment

	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Management and Support of Legacy IPT Environment, per end user	\$ 79.00	10000		\$ 790,000.00	\$ 9,480,000.00

4.2.1.1.3.1) Hosted Voice Services Packages

	Cost Per Month Standard Security	Total Users	Cost Per Month High Security	Total Users	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Analog Line Package, per end user	\$ 45.00	250	\$ 45.00	250	\$ 22,500.00	\$ 270,000.00
Basic Package (Call control features), per end user	\$ 27.95	500	\$ 45.00	500	\$ 36,475.00	\$ 437,700.00
Enhanced Package (Basic Package plus Voice Mail), per end user	\$ 35.00	3750	\$ 47.00	3750	\$ 307,500.00	\$ 3,690,000.00
Premium Package (Enhanced Package plus Extension Mobility), per end user	\$ 40.00	500	\$ 49.00	500	\$ 44,500.00	\$ 534,000.00
Universal Service Fund Fee at Current Tariffed Rate	\$ 14.75	5000	\$ 14.98	5000	\$ 148,650.00	\$ 1,783,800.00
Total - Analog, Basic, Enhanced, Premium					\$ 6,715,500.00	

4.2.1.1.3.2) Phone Leasing/Month

	Cost Per Month	Total Phone Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Softphone Package	\$ 5.00	250		\$ 1,250.00	\$ 15,000.00
2-Line Phone	\$ 5.00	7200		\$ 36,000.00	\$ 432,000.00
5-Line Phone with sidecar capabilities	\$ 8.00	1000		\$ 8,000.00	\$ 96,000.00
Conference Phone	\$ 27.00	1000		\$ 27,000.00	\$ 324,000.00
Wireless Phone	\$ 8.00	500		\$ 4,000.00	\$ 48,000.00
ADA-Compliant Phone	\$ 8.00	50		\$ 400.00	\$ 4,800.00
Total - Softphone, 2-Line, 5-Line, Conference, Wireless, ADA-Compliant				\$ 919,800.00	

4.2.1.1.3.20) Bridge Operator Console

	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Standard	24	15		\$ 360.00	\$ 4,320.00
Advanced	49	1		\$ 49.00	\$ 588.00
Total - Bridge Operator Console				\$ 4,908.00	

4.2.1.1.3.7) Small Site Option Utilizing Public Networking

	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Small Site Option, per end user	48	100		\$ 4,800.00	\$ 57,600.00

4.2.1.1.3.19) Paging Service

	Cost Per Month	Total Sites		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Paging Service, per site	25	50		\$ 1,250.00	\$ 15,000.00

ATTACHMENT_A Cost Sheets (Revised 11-16-2018)
CRFQ 0212 SWC190000001
Hosted Voice Services
4.2.1.1.3.10) International Calling

	Cost Per Minute	Total Minutes		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Canada	0.03	100		\$ 3.00	\$ 36.00
Mexico	0.03	100		\$ 3.00	\$ 36.00
Jamaica	0.03	100		\$ 3.00	\$ 36.00
Total - International Calls	0.46	100		\$ 46.00	\$ 552.00
					\$ 624.00

4.2.1.1.3.15) Simultaneous Calls (Including unlimited local and long distance)

	Cost Per Month	Total Call Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
G.711 (Non-compressed)	\$ 40.00	500		\$ 20,000.00	\$ 240,000.00
G.729 (Compressed)	\$ 45.00	1500		\$ 67,500.00	\$ 810,000.00
Additional Simultaneous Calls G.711	\$ 40.00	100		\$ 4,000.00	\$ 48,000.00
Additional Simultaneous Calls G.729	\$ 45.00	100		\$ 4,500.00	\$ 54,000.00
Block of 20 DIDs	\$ 5.00	100		\$ 500.00	\$ 6,000.00
Total - Simultaneous Calls and DIDs					\$ 1,158,000.00

4.2.1.1.3.6) MPLS Connectivity to the Vendor's Hosted Solution (Including any associated charges)

	One-Time Cost	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C=A+[B*12])
100Mbps with 75% QOS	\$ 8,000.00	\$ 9,930.00	\$ 127,880.00
200Mbps with 75% QOS	\$ 8,000.00	\$ 11,815.00	\$ 149,780.00
300Mbps with 75% QOS	\$ 8,000.00	\$ 12,484.00	\$ 157,808.00
400Mbps with 75% QOS	\$ 8,000.00	\$ 12,960.00	\$ 163,520.00
500Mbps with 75% QOS	\$ 8,000.00	\$ 13,635.00	\$ 171,620.00
600Mbps with 75% QOS	\$ 8,000.00	\$ 14,364.00	\$ 180,368.00
700Mbps with 75% QOS	\$ 8,000.00	\$ 15,093.00	\$ 189,116.00
800Mbps with 75% QOS	\$ 8,000.00	\$ 15,822.00	\$ 197,864.00
900Mbps with 75% QOS	\$ 8,000.00	\$ 16,551.00	\$ 206,612.00
1Gbps with 75% QOS	\$ 8,000.00	\$ 17,280.00	\$ 215,360.00
			\$ 1,759,928.00

4.2.1.1.4) Hosted Contact Center Services

	Cost Per Month Standard Security	Total Users Standard	Cost Per Month High Security	Total Users High	Total Monthly Cost Standard and High Security	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Agent	\$ 52.00	240	\$ 65.00	240	\$ 28,080.00	\$ 336,960.00
Supervisor	\$ 259.00	10	\$ 399.00	10	\$ 6,580.00	\$ 78,960.00
Total - Agents and Supervisors						\$ 415,920.00

ATTACHMENT_A Cost Sheets (Revised 11-16-2018)

CRFQ 0212 SWC190000001

Hosted Voice Services

		Total Sites Standard	One-Time Cost Per Site	Total Sites High	One-Time Cost Per Site	Total One-Time Costs
		(A)	(B)	(C)	(D)	(E=A*B+C*D)
Initial Implementation Services, One-Time Cost per site		10	\$ 3,000.00	10	\$ 6,000.00	\$ 90,000.00

4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings per GB/month	Cost Per GB/month	Total Storage		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Storage for Call Recordings per GB/month	\$ 15.00	100		\$ 1,500.00	\$ 18,000.00

C) Professional Services Fees

Custom Implementation Services and Fees

NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-

	\$/hr	Hours	Total
4.2.1.1.3.21, 4.2.1.1.4.4) Call Recording			
Position: Network Engineer	\$275.00	20	\$ 5,500.00
Position: Telephony Engineer	\$275.00	20	\$ 5,500.00
Position: Storage Engineer	\$275.00	20	\$ 5,500.00
Position: Trainer	\$225.00	8	\$ 1,800.00
4.2.1.1.3.19) Paging Integration			
Position: Project Manager	\$275.00	10	\$ 2,750.00
Position: Network Engineer	\$275.00	15	\$ 4,125.00
Position: Telephony Engineer	\$275.00	15	\$ 4,125.00
4.2.1.1.3.20) Operator Console Implementation			
Position: Project Manager	\$ 275.00	8	\$ 2,200.00
Position: Telephony Engineer	\$ 275.00	16	\$ 4,400.00
Position: Network Engineer	\$ 275.00	8	\$ 2,200.00
Position: Trainer	\$ 225.00	8	\$ 1,800.00
4.2.1.1.4.1) Integration to Agency-Specific Contact Center Applications			
Position: Project Manager	\$ 275.00	50	\$ 13,750.00
Position: Telephony Engineer	\$ 275.00	120	\$ 33,000.00
Position: Network Engineer	\$ 275.00	120	\$ 33,000.00
4.2.1.1.3.3) SRST Provisioning of Additional Lines			
Position: Telephony Engineer	\$ 275.00	40	\$ 11,000.00
Position: Project Manager	\$ 275.00	8	\$ 2,200.00
4.2.1.3.10) Training Services for Hosted Voice Services	\$/Student		
Position: Trainer for Hosted Voice Services	\$ 225.00	100	\$ 22,500.00
4.2.1.3.11) Training Services for Hosted Contact Center	\$/Student		
Position: Trainer for Hosted Contact Center	\$ 225.00	10	\$ 2,250.00
Professional Services Total			\$ 155,350.00

D. Total One Year Cost			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ 9,480,000.00
4.2.1.1.3.1) Hosted Voice Services Packages			\$ 6,715,500.00
4.2.1.1.3.2) Phone Leasing/Month			\$ 919,800.00
4.2.1.1.3.20) Bridge Operator Console			\$ 4,908.00
4.2.1.1.3.7) Small Site Option			\$ 57,600.00
4.2.1.1.3.19) Paging Service			\$ 15,000.00
4.2.1.1.3.11) International Calling			\$ 624.00
4.2.1.1.3.15) Simultaneous Calls			\$ 1,158,000.00
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ 1,759,928.00
4.2.1.1.4) Hosted Contact Center Services			\$ 505,920.00
4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings			\$ 18,000.00
Professional Services			\$ 155,350.00
D. Total Evaluation Cost = (Total One Year Costs + Total One-Time Costs)			\$ 20,790,630.00

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.