

RECEIVED

2018 NOV 27 AM 10: 24

WV PURCHASING
DIVISION



Long Distance Phone Services

Solicitation Number: CRFQ 0212 SWC1900000008
(LDPHONE19)

West Virginia

Office of Technology

November 27, 2018

Granite Telecommunications, LLC

DUNS: 111777939

CAGE: 39NE4

Submitted to:

Mark Atkins,
Senior Buyer

Address:

2019 Washington Street East
Charleston
WV, 25305-0130

Fax:

(304) 558-4115

Email:

Mark.A.Atkins@wv.gov

Submitted by:

Jake Schroeder,
Proposal Specialist

Address:

100 Newport Avenue Extension
Quincy,
MA, 02171

Phone:

(866) 847-1500

Email:

govtproposals@granitenet.com

This document includes data that shall not be disclosed outside the Government or its representative, and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this document. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government or its representative shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this document if it is obtained from another source without restriction. The data subject to this restriction is contained in all pages.



Table of Contents

1. Cover Letter	1
2. Granite Overview	2
3. General Requirements	2
3.1 Long Distance Services	2
3.2 Toll-Free Services	2
3.3 T-1 Dedicated Facilities	3
3.4 Directory Assistance	3
3.5 Implementation/Conversation	3
3.6 Dedicated Support Team	4
3.7 Ordering, Billing & Payment	6
3.8 Training and Support.....	8
3.9 Security.....	10
3.10 Disentanglement	11
4. Ordering & Payment.....	11
5. Delivery	12
6. Vendor Default	12
7. Contract Manager	12

Long Distance Phone Services
Solicitation #: CRFQ 0212 SWC1900000008
11/27/2018 | 1:30 PM



1. **Cover Letter**

Granite ID: 18-GT-JS-1016

Attention: Mark Atkins

Subject: **Long Distance Phone Services**

Reference: Solicitation Number CRFQ 0212 SWC1900000008

Dear Mr. Atkins,

Granite Telecommunications, LLC ("Granite") is pleased to provide its response to Solicitation Number CRFQ 0212 SWC1900000008. Granite has the experience, capability, and resources necessary to provide the requested telecommunications services as a Competitive Local Exchange Carrier (CLEC). Within this response, Granite recognizes, understands, and clarifies that:

1. Our proposal and all subsequent conditions or undersigned offers will hold validity, within a period of ninety (90) calendar days from the date of evaluation. In order to verify the quoted prices for any and all items and/or services furnished.

If you have any questions or require additional information, please contact Jake Schroeder at 571-341-9083 or via email at Govtproposals@granitenet.com. We look forward to working with you.

Regards,

A handwritten signature in black ink that reads "Jake Schroeder". The signature is written in a cursive, slightly slanted style.

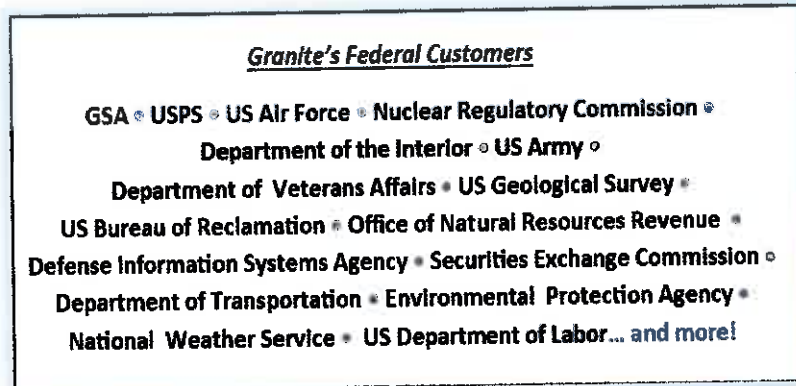
Jake Schroeder | Government Proposal Specialist



2. Granite Overview

Granite provides enterprise-wide telecommunications solutions using an industry-leading support platform, including dedicated program management and support teams, and a single, customizable invoice. For the past 16 years, Granite has been providing comprehensive telecommunications solutions to the largest multi-location

enterprises throughout the United States and Canada. Granite's customers include 86 of the Fortune 100 and 18 of the top 20 largest retailers in the United States. Presently, Granite provides services for over 11,000 commercial and government customers across more than 500,000 locations, including the United States Air Force (USAF), USPS, DISA, GSA, Walgreen's, and PNC Bank.



3. General Requirements

Granite is fully prepared to provide the following solutions for the West Virginia Office of Technology's Long Distance Phone services contract. We have made the best effort to provide the West Virginia Office of Technology with services that go above and beyond the required capabilities.

3.1 Long Distance Services

Granite will provide a transparent implementation of Long Distance services for the West Virginia Office of Technology. Our implementation will not alter the preexisting dialing procedures as requested. Granite will monitor overflow switched traffic and report usage of dedicated facilities quarterly. Per minute charges will be billed on six (6) second increments subsequent to the initial eighteen (18) second minimum. Per minute charges will remain the same regardless of the call taking through on dedicated or switched facilities. Additionally, calling card services will be billed under the same per minute parameters. Granite will assume responsibility for connectivity charges and coordination efforts required to connect to the two egress points; these egress points will have switched overflow capabilities in addition to dedicated facilities.

3.2 Toll-Free Services

Granite will implement toll-free services with no change in present numbers unless otherwise approved by the West Virginia Office of Technology. Granite will assume responsibility for providing updates for all toll-free services that are being processed via "RespOrgs". Inbound toll-free calls will be completed by payphones and the local payphone provider will be allowed a fee for the recovery of its costs. All converted or dedicated facilities will include cots per minute. Granite will provide advanced features for the long distance services to include; CPE connection, numerical call transferring, a recorded voice message for call routing, call routing across termination locations, and call blocking.



3.3 T-1 Dedicated Facilities

Granite will be able to provide for the State, dedicated and switched T-1s to carry traffic via the egress points, at no additional cost. Granite will monitor the dedicated and switched facilities at each egress point and provide recommendations via a formal memo, for additional dedicated facilities necessary to maintain a P.01 grade of service.

3.4 Directory Assistance

Granite will also provide National Directory Assistance to support the 555-1212 area code.

3.5 Implementation/Conversation

The Dedicated Premier Account Team, led by Matt Forrest; will continue to work closely with the West Virginia Office of Technology to ensure a smooth conversion for each site to Granite's billing platform. Granite utilizes the underlying carriers' physical networks, therefore a hard cut-over is not required to convert the West Virginia Office of Technology's lines to Granite's platform. A complete inventory of the West Virginia Office of Technology's lines, features, and fees will be available on Granite's online account database, *Rock Reports*, upon completion of each account conversion order Granite can likely migrate any new POTS services within seven (7) business days of receipt of order.

Below is a list of the steps that will be taken to complete the conversion of sites to Granite's platform:

1. The State will identify those lines and sites to be converted by providing a list of Billing Telephone Numbers (BTNs), site addresses, and invoices together with a signed copy of Granite's Letter of Agency. Granite will then pull Customer Service Records (CSRs) in order to review.
2. Upon receipt of the information from the State, Granite will format and submit conversion "as is" orders to the underlying carrier. This will initiate a move of the carrier billing records from the carrier's retail program to Granite's wholesale platform. The lines will maintain their current telephone numbers and features. Granite will also ensure that the PIC or LPIC assignment is in place.
3. Granite will receive a real-time message from the serving telephone company confirming receipt of the orders within twenty-four to forty-eight hours of submitting the orders. Granite will provide the State with a list of all confirmation receipts and any rejections indicating the reason for rejection. Granite and the State will work to resolve any rejections.
4. Granite will receive an electronic confirmation of the conversion from the underlying carrier. In most cases, Granite will receive confirmation of all conversions within 48 hours, with more complex conversions being confirmed within six (6) days of submittal to the underlying carrier. Granite will provide the State with a list of all completed orders and date of conversion to the Granite platform on a monthly basis or as requested.
5. Granite will compare order acknowledgments and notification of conversion to assure completion of each order and follow up on any incomplete orders.



6. Granite will provide a complete inventory of lines, features and regulatory fees on a daily basis via email or through the online account portal *Rock Reports* upon completion of the account conversion order.
7. Granite will monitor the closing bill from the underlying carrier to assure the correct transfer date and accuracy of any closing charges or credits. Granite will work with the State and the previous provider to ensure that there is no double billing.
8. Granite will be responsible to maintain, update, install, disconnect, and bill the State's telephone services at those sites designated. Granite will be the single point of contact for changes, either additions or deletions, to the State's telephone services, outages, quality problems or other service issues at those designated sites.
9. Granite shall become the provider of local service. Granite will follow all federal and state regulations and approved tariffs in provisioning and providing such service.

3.6 Dedicated Support Team

Comprised of Network and Security management professionals, Granite's in-house team will provide a wide range of support options for the County. Granite will provide the State with a Project Management, Network Operations, and Technical Program Management. Our personnel have overseen multiple large rollouts of telecommunication and data services for government customers at State, local, and Federal levels. Additionally, Granite has in-house Contracts and Account Management teams located in our Quincy, MA headquarters. The technical support teams work from our West Palm Beach, FL offices, but we utilize local implementation and repair services of the underlying carriers providing service to ensure that response for moves, additions, and changes to service are handled in a quick and efficient manner.

Upon award, the State will be assigned a dedicated Premier Account Manager and Program Manager selected from a roster of professionals according to their experience and availability to give the best service to the State. The following personnel resumes demonstrate Granite's deep technical qualifications.

PROJECT MANAGEMENT

Granite provides unsurpassed customer support through the Premier Account Management Program and Granite's Help Desk and Network Operations Center at no additional cost to the State. Melanie Harris will manage the State's account and be the dedicated point of contact for the State. Ms. Harris will assist with the procurement and management of services in a cost-effective manner, working with the State to analyze and recommend changes to service configurations by identifying unused lines, circuits, or features.

Upon contract award, Ms. Harris will coordinate with the State contact(s) to ensure a smooth service conversion for each site. Internally, the Premier Account Manager will work to manage the State installation and optimize implementation by minimizing the impact on the States' operations and resources.

Ms. Harris's Supervisor, Jack Campbell has the qualifications to assist his subordinates when necessary

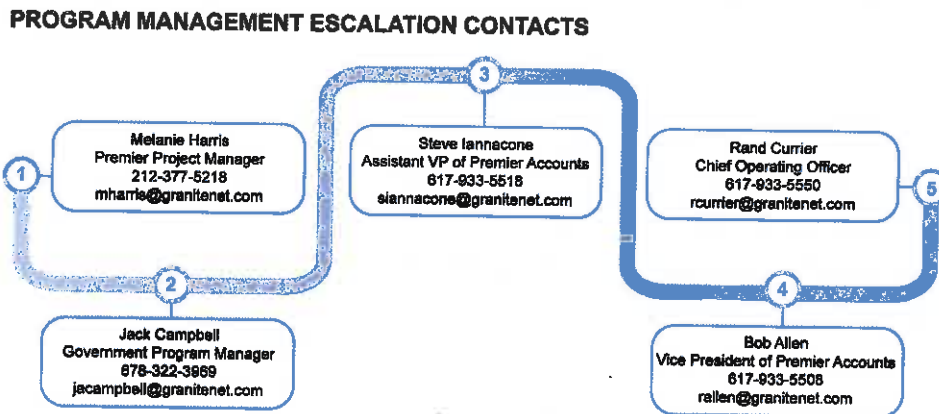


to ensure successful project implementation and customer satisfaction. He has successfully delivered high-quality service and product support to large, demanding clients for 11 years at Granite. Additionally, he brings the following experience to the team:

- **Operations Management:** Strong background playing an instrumental role in providing excellent customer service. Highly committed to communicating and ensuring compliance with policies/procedures.
- **Comprehensive Support:** Highly effective within fast-paced and high-pressure environments through expert prioritization of workload. Works with top-level operational teams (Strategic/Elite/Government) to provide expeditious resolution to high-visibility issues.
- **Additional Strengths:** Maintained top book of business within Premier department, including three (3) Fortune 500 companies, with monthly billing over \$4 million. Skilled in process improvements, reporting, project planning/leadership, and client relations management.

Granite offers the State consistency and assurance through our Premier Project Management model, by instilling a singular point of contact for the life cycle of the account. The State will also benefit from Granite’s matured business hierarchy which provides full escalation support in the unlikely event that the Premier Project Manager is unavailable or unable to satisfy the State’s needs. Please refer to the figure below to understand Granite’s Escalation Management Protocol for this program.

Figure 1: Granite’s Program Management Protocol



As displayed in Figure 2, any immediate support for the Premier Project Manager would come from the Government Program Manager, Mr. Jack Campbell.

Granite proposes to utilize one of our Premier Project Managers on staff, Ms. Melanie Harris, to serve as the main point of contact for the State throughout the life of the program. Ms. Harris’s Contact Information is listed in the table below:

Name:	Melanie Harris
Email Address:	MHarris@granitenet.com



Phone Number:

212-377-5218

The experience and qualifications she possesses to satisfy this role and the State's needs are substantiated in the resume document below:

MELANIE HARRIS

Experience Summary

Ms. Harris has a strong seven-year background with Granite and is proven to be successful at managing and growing individuals into leaders and growth representatives. Her charismatic and high-powered personality makes it easy for her to motivate and get results from a wide range of people. She has excellent computers skills—proficient in Linux, UNIX, Windows, and Microsoft Office Suite—and is an effective communicator and problem solver.

Relevant Experience

Granite Telecommunications, LLC

2010 – Present

Supervisor of Premier Accounts

- Assisting employees with maintaining and managing Granite's Premier accounts.
- Providing 24 x 7 availability to support premiers and Government customers
- Conducting weekly 1-on-1 meetings with staff
- Negotiating pricing issues and credits with customers
- Performing quarterly reviews for staff

Granite Telecommunications, LLC

2007 – 2010

Contract Specialist, Staff

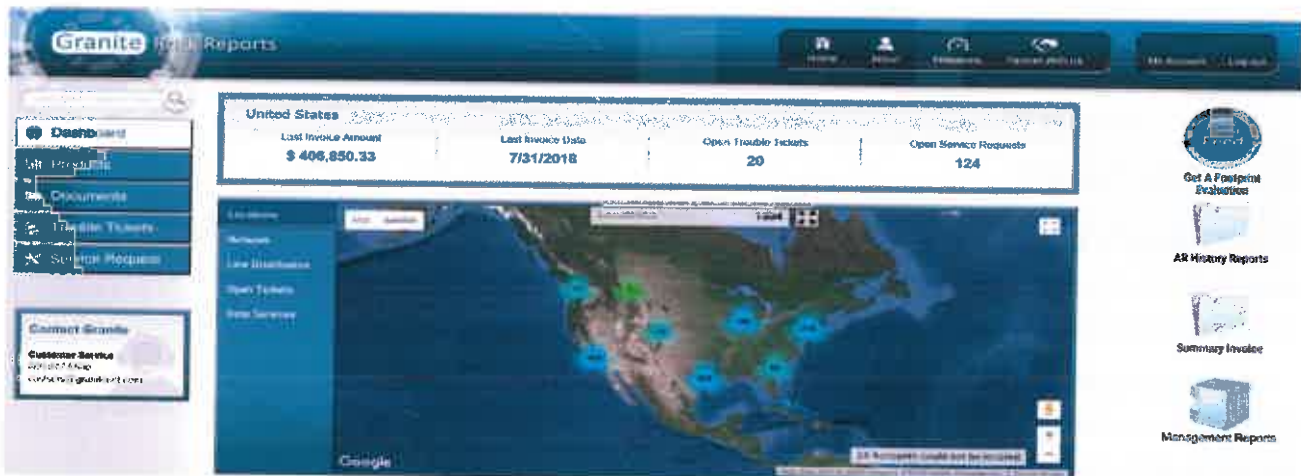
- Managed and maintained some of Granite's Largest Premier accounts including the United States Postal Service, Camden Development, and BP
- Areas of responsibility for each account included but are not limited to maintenance of phone lines, outages, billing, reporting, etc.
- Provided 24 x 7 support for all accounts
- Conducted weekly or bi-weekly meetings with assigned accounts
- Minute each customer call/appointment and follow up on all actions
- Communicate directly with customers, sales and customer service staff

3.7 Ordering, Billing & Payment

Granite will utilize the State's established Telecommunications Change Request (TCR) Form. All services will be disconnected by the due date expressed on the TCRs submitted for disconnection. No services will be billed by Granite until they're confirmed as functional by the State, nor will billing occur after a due date for disconnection.

Granite has developed, owns, and operates a proprietary customer support system called, *Rock Reports* specifically designed to be user-friendly with our customers' needs in mind. The *Rock Reports* dashboard helps you see your most important data upfront, while also allowing you to easily navigate to other great features, such as:

- **Products** – View your complete inventory by line item to include usage, charges, and discounts in a simplified and exportable format.
- **Documents** – An easy to use invoice management system that can be summarized at a high-level or broken down by management or financial reporting needs. Want a different view? Granite will customize your billing free of charge.
- **Trouble Tickets** – Generate a trouble ticket online that is immediately directed to your Premier Account Manager and Repair Team, who will begin working the issue immediately and keep you seamlessly informed during the resolution.



Granite can provide an itemized bill via mail on a monthly basis, per the State's request. The State will have access to all of its bills via the *Rock Reports* reporting platform included with Granite's service. Granite's bills will include the billing month, entity name, service location, circuit ID, service period, and surcharges and fees, as well as itemized costs. Granite can provide separate bills per contract or consolidate billing across the contracts, at the discretion of the customer. Our bills can also be exported from the *Rock Reports* platform via Excel files and will be available within 10 business days of the previous monthly billing cycle. The following figure (**Figure 1.**) demonstrates the level of detail Granite applies to its itemized bills.



Taxes and Surcharges

FEDERAL	
SS7 Surcharge	\$0.01
FCC Regulatory Fee (Wireline)	\$0.00
Fed Universal Service Fund	\$0.00
Federal Excise Tax	\$0.51
Telecom Relay Surcharge	\$0.00
State	
Sales Tax NF	\$0.73
State Universal Service Fund	\$0.56
Telecom Relay Surcharge	\$0.04
County	
District Tax NF	\$0.03
E-911	\$0.70
Transit Tax NF	\$0.25
City	
Business and Occupation Tax	\$1.12
Sales Tax NF	\$0.92
Taxes and Surcharges	\$4.87

Figure 1. Granite’s Detailed Bill. While many providers bundle their fees into a single line item, Granites’ bills are broken out into meticulous detail such that each itemized charge for each location served is detailed, including all taxes, surcharges and fees.

3.8 Training and Support

Granite provides industry-leading customer support, including its established single point of contact “Premier” program management model and Helpdesk, in addition to our trained in-house customer service team that is available 24/7/365. Granite’s Premier program management model has been a keystone commercial practice for over a decade and seamlessly

Unlike most providers using off-shore call centers, Granite has a US-Based Call Center and no auto-attendant touch-tone menus. Your call will be answered by a telecom professional in under ten seconds. Call us at 866-847-5500 to verify this unmatched availability!

fits the requirements and expectations of the West Virginia Office of Technology. Granite’s Premier program is designed to do an analysis of a customer’s telecommunications solutions and to assign a dedicated Premier Account Manager to work with the customer on any matters for the duration of the contract. The premier account teams are customized to support the unique requirements of each customer. In addition, Granite provides transparent, proactive support rather than the reactive, out-of-touch support provided by most service providers. Similarly, Granite’s Helpdesk has been designed with the customer’s needs in mind. Unlike the arduous touch-tone menus, extended hold times, and off-shore



call centers of other carriers, a member of Granite’s college-educated customer service team based in Quincy, MA will answer the phone on average in less than eight (8) seconds. Representatives from the West Virginia Office of Technology are encouraged to call us at 866-847-5500 at any time to verify this unmatched availability. In the Table below, we have provided our Service Level Agreements for phone service in order for the state to compare against their problem/issue response times.

MACs (Moves, Adds, Changes)	Timeframe For E-Bonded LECs (i.e. Verizon, Qwest, ATT (SBC & BellSouth), CenturyLink)	Timeframe for ITOCs (i.e. Windstream (Valor & AllTel), CenturyTel, Frontier, Citizens, Cincinnati Bell, FairPoint, Hawaii Tel)
POTS		
New BTN/Additional Lines		
1-5 lines:	4-8 business days	10-15 business days
6-19 lines:	10-12 business days *Pending facilities*	10-20 business days
20+ lines:	Negotiable DD	Negotiable DD
Changes		
Add/delete features:	3-5 business days	5-7 business days
PIC/LPIC changes:	2-3 business days	5-7 business days
Disconnects:	2-3 business days	5-7 business days
Disconnects with RCFs:	3-5 business days	10-15 business days
DL changes:	3-5 business days	5-7 business days
BTN Changes	3-5 business days	7-10 business days
Hunting changes, 1-19 lines:	5-7 business days	7-10 business days
Hunting changes, 20+ lines:	Negotiable DD	Negotiable DD
Moves		
1-5 lines:	7-10 business days	10-15 business days
6-19 lines:	10-12 business days *Pending facilities*	10-20 business days
20+ lines:	Negotiable DD	Negotiable DD
Other Voice Services (i.e. centrex, trunks, ISDN, etc.)		
New BTN/Additional Lines		
1-5 lines:	10-12 business days	12-15 business days
6-19 lines:	12-15 business days *Pending facilities*	15-20 business days
20+ Lines:	Negotiable DD	Negotiable DD
Changes		
Add/delete features:	7-10 business days	10-15 business days
PIC/LPIC changes:	7-10 business days	10-15 business days
Disconnects:	7-10 business days	10-15 business days
Disconnects with RCFs:	7-10 business days	10-15 business days
DL changes:	7-10 business days	10-15 business days
Hunting changes, 1-19 lines:	7-10 business days	10-15 business days
Hunting changes, 20+ lines:	Negotiable DD	Negotiable DD
Moves		
1-5 lines:	10-12 business days	12-15 business days



6-19 lines:	12-15 business days *Pending facilities*	15-20 business days
20+ lines:	Negotiable DD	Negotiable DD

*Key: BS (Bell South), BTN (billing telephone number), DD (due date), PIC/LPIC (interstate and intrastate long distance provider code), POTS (plain old telephone service), RCFs (remote call forwards), VZ (Verizon). **** Only Verizon East performs Facility Checks.**

Granite’s Premier Account Representatives offer training via web demonstrations for our clients at no additional cost. These training demonstrations can include subjects such as introduction to the infrastructure, user demonstrations for updates to *Rock Reports*, etc.

3.9 Security

Granite’s approach to successfully protecting information is to meet and implement industry accepted security standards. The State will receive an agile partner who can transform as agency security requirements change and adapt to new cyber threats and attack vectors. Granite’s security team regularly adopts new security standards in order to keep pace with the changing times. By continually updating standards, the State will receive an effective and efficient security partner that will be proactive in responding to new security threats and weaknesses.

Any data transmission containing the State’s information and any Sensitive But Unclassified/ Personal Identifiable Information (SBU/PII) the State’s data that may be stored on Granite’s equipment or at a Granite location will be encrypted. Additionally, any modems connected to the State equipment, either for access to the systems or transmission of data, will be inventoried and specified in the contract (phone number, dial-back capability, etc.).

The government's information will be encrypted at all times during rest, transmission, and during data backups. Granite's billing software, *Rock Reports*, utilizes SSL encryption to authenticate users. User passwords are also encrypted to ensure a high level of security. A database containing customer information is encrypted using Transparent Data Encryption (TDE) with AES 256 bit keys. Furthermore, Granite's internal and external system activity and session timeouts are controlled and automated processes.

Any node established on Granite’s network or at Granites’ sites will fully adhere to all security requirements. Any Granite supplied hardware/software that is installed on the State’s network will also adhere to all the State’s vulnerability and risk scanning requirements. To further assist the State in protecting information, Granite will issue an alert to the State within 1 hour of our knowledge of a data breach or unauthorized access.

Granite understands that system modification deemed by the Government to be significant will require updates to any relevant security documentation and potential re-accreditation by the Government. Granite will work with the State’s security groups to ensure that equipment and systems under this service umbrella are following the State’s security guidelines. This effort also includes the development



of the applicable security documentation. Additionally, the State will receive an active security awareness partner in Granite. Our team will work to resolve newly identified security weaknesses identified by both government and civilian security groups including, but not to be limited to CERT, DHS, SANS Top 20, and FBI.

One example where Granite's approach to security has resulted in success is the EIS vehicle's Security Testing. Meeting these requirements enabled Granite to develop new security procedures and policies internally for its employees as well as to support government customers. The State will receive support from a company who invests in its revenue into toughening its security posture in order to better serve our government customers.

Granite has established and continues to establish certain policies, procedures, and practices to provide for the physical security of Granite's data centers and other sites where government information will be hosted, accessed, or maintained. These include, but are not limited to, the following:

- Integrated card reader security system
- Closed circuit TV throughout the facility
- Exterior security cameras
- Access control via keyed lock or access card
- Climate controls appropriate for the environment
- Smoke and fire alarm systems
- Water alarms, if appropriate
- All Granite networking closets must be physically secured from unauthorized access

The State can rest assured that Granite's seasoned team of professionals has also provided enterprise-wide voice service to the United States Postal Service (USPS).

3.10 Disentanglement

Granite will be fully compliant in the disentangling of the contract, in the event the agreement expires or is terminated for any reason. Granite ensures that it will return all State data and documentation; transfer ownership of all leased equipment; allow access to all ticketing, ordering and billing system.

4. Ordering & Payment

As explained above, Granite's *Rock Reports* platform allows the customer to order form a complete list of our services and products. Granite is fully prepared to comply with the payment procedures of the State of West Virginia.

A request for new service can be easily submitted via Granite's customer web portal, *Rock Reports*. There, the State can track the status of the provisioning process as it advances through stages. Granite can also cancel an order in the *Rock Reports*, or by contacting their dedicated Service Manager. This online, real-time, web-portal/ordering system will provide the State with the ability to request new service, track the status of the provisioning process, cancel an order and provide the State with the



ability to communicate from our web portal, *Rock Reports*, with the assigned Premier Account Representative while viewing the order. Granite can populate the *Rock Reports* portal with the email addresses of all of our points of contact (Billing, Contracts, etc.) and their backups upon request by the State. Ultimately, the State will receive Service Order/Tracking/Cancellation submission process, available in a web portal that can perform the following functions:

- Place a service order
- Cancel a service order
- Track the status of the provisioning process and communicate with the assigned Premier Account Representative
- A minimum of one (1) email address for communications regarding service ordering, tracking, and cancellations
- Provide the State with a service order number at the time of the request

Granite provides this feature to its customers through its home-grown customer portal. Granite's IT team has spent countless hours customizing the portal to provide the most value possible to our customers. The dedication to investing in our own customer support systems sets Granite apart from its competitors. If you require further customization of your *Rock Reports* instance, Granite can provide specific enhancements at no additional charge. The only qualification here is being a Granite customer.

5. Delivery

As expressed previously, Granite can likely add one to five (1-5) new POTS lines within ten to twelve (10-12) business days of receipt of order. Granite cannot guarantee that emergency orders are delivered within five (5) working days, but will make the best effort to achieve this for the State. The State will receive written notification of any order delay. Also, any items ordered in error within 30 days, may be returned to the vendor without a restocking fee, if the products are in a resalable condition. Any items received by from the State in a non-resalable condition shall be lower than the customary stocking fee of 5%.

6. Vendor Default

Granite understands and acknowledges the State's parameters regarding vendor default as well as the remedies for such an occurrence on this program.

7. Contract Manager

The designated primary point of contact for the life of the contract is our Premier Account Representative, Melanie Harris, as described in the preceding sections. She will be available to the State during all normal business hours. She will provide the State with quarterly reports and annual summaries of quantities of items purchased and their total dollar value. In addition to the information provided below, her resume is included earlier in the proposal.

Contract Manager: **Melanie Harris**
Telephone Number: **212-377-5218**

Long Distance Phone Services
Solicitation #: CRFQ 0212 SWC1900000008
11/27/2018 | 1:30 PM



Fax Number: _____ **866-592-6861** _____
Email Address: _____ **MHarris@granitenet.com** _____

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 \$1 million 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, but does not include publicly traded companies listed on a national or international stock exchange.

"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.

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: Granite Telecommunications Address: 100 Newport Avenue Extension, Quincy MA, 02171

Name of Authorized Agent: Ran Currier Address: 100 Newport Avenue Extension, Quincy MA, 02171

Contract Number: SWC190000008 Contract Description: Long Distance Phone Service

Governmental agency awarding contract: West Virginia Office of Technology

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below. (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

Signature: [Handwritten Signature]

Date Signed: 11/27/2018

Notary Verification

State of Massachusetts, County of Norfolk:

I, Kim Anh Le, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 27th day of November, 2018

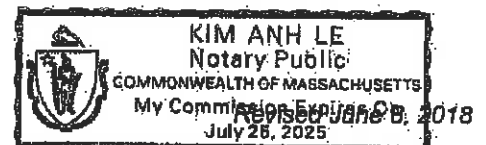
[Handwritten Signature]
Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____



STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract 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.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-20-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Granite Telecommunications

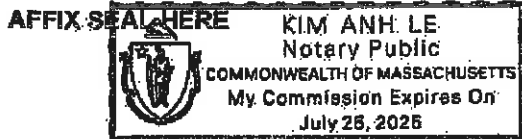
Authorized Signature: [Signature] Date: 11/27/2018

State of Massachusetts

County of Norfolk, to-wit:

Taken, subscribed, and sworn to before me this 27th day of November, 2018

My Commission expires July 25th, 2025



NOTARY PUBLIC [Signature]

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)

Matt Forrest, Premier Account Team Lead

(Printed Name and Title)

400 S. Australian Avenue, Suite 200, West Palm Beach FL, 33401

(Address)

(617) 837-5634 / (866) 592-6861

(Phone Number) / (Fax Number)

MForrest@granitenet.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.

Granite Telecommunications, LLC.

(Company)


(Authorized Signature) (Representative Name, Title)

Rand Currier

(Printed Name and Title of Authorized Representative)

11/27/2018

(Date)

(617) 933-5550 / (617) 328-0312

(Phone Number) (Fax Number)

**CRFQ 0212 SWC1900000008
(LDPHONE19)**

Solicitation Specification Reference	Service Type	Unit of Measure	Cost per unit*
3.1.1	Domestic Interstate	Initial 18 Seconds	\$ 0.0057
3.1.1	Domestic Interstate	6 Second Increment	\$ 0.0019
3.1.1	Domestic Interstate	Per minute	\$ 0.0190
3.1.1	Domestic Intrastate	Initial 18 Seconds	\$ 0.0057
3.1.1	Domestic Intrastate	6 Second Increment	\$ 0.0019
3.1.1	Domestic Intrastate	Per minute	\$ 0.0190
3.1.1	International - Canada	Initial 18 Seconds	\$ 0.0297
3.1.1	International - Canada	6 Second Increment	\$ 0.0099
3.1.1	International - Canada	Per minute	\$ 0.0990
3.1.1	Calling Card Service	Initial 18 Seconds	\$ 0.0207
3.1.1	Calling Card Service	6 Second Increment	\$ 0.0069
3.1.1	Calling Card Service	Per minute	\$ 0.0690
3.1.2	Toll Free Interstate	Initial 18 Seconds	\$ 0.0057
3.1.2	Toll Free Interstate	6 Second Increment	\$ 0.0019
3.1.2	Toll Free Interstate	Per minute	\$ 0.0190
3.1.2	Toll Free Intrastate	Initial 18 Seconds	\$ 0.0057
3.1.2	Toll Free Intrastate	6 Second Increment	\$ 0.0019
3.1.2	Toll Free Intrastate	Per minute	\$ 0.0190
3.1.2	Inbound Toll Free from Payphone (surcharge)	Per Call	\$ 1.0000
3.1.4	National Directory Assistance	Per Call	\$ 5.0000
	SUBTOTAL A: COST OF LONG DISTANCE, TOLL FREE and NATIONAL DIRECTORY ASSISTANCE		\$ 6.3416
INTERACTIVE TOLL FREE SERVICES			
Solicitation Specification Reference	Service Type	Unit of Measure	Cost per Unit*
3.1.2.3	Call Referral	Per Call	\$ 0.7000
3.1.2.3	Call Transfer	Per Call	\$ 0.7000
3.1.2.3	Informational Announcements	Per Call	\$ 0.7000
3.1.2.3	Area Code Routing	Per Call	\$ 0.7000
3.1.2.3	Area Code Selection	Per Call	\$ 0.7000
3.1.2.3	Area Code/Exchange Routing	Per Call	\$ 0.7000
3.1.2.3	Day of Week Routing	Per Call	\$ 0.7000
3.1.2.3	Time of Day Routing	Per Call	\$ 0.7000
	SUBTOTAL B: COST OF INTERACTIVE TOLL FREE SERVICES		\$ 5.6000
TOTAL: COST OF LONG DISTANCE, TOLL FREE AND NATIONAL DIRECTORY ASSISTANCE SERVICES			\$ 11.9416
* ALL BLANK CELLS of Exhibit_A Pricing Page must be completed by the vendor. If a Cost per Unit does not apply, please enter \$0.00 or N/A in the cell.			