



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

Header 1

List View

- General Information
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1079636

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000041026

Legal Name: NuWave Communications, Inc.

Alias/DBA: NuWave Communications, Inc.

Total Bid: \$2,640.00

Response Date: 08/04/2022

Response Time: 10:31

Responded By User ID: Nuwave2

First Name: Rick

Last Name: Giacchi

Email: rick@nuwave.com

Phone: 7324920177

SO Doc Code: CRFQ

SO Dept: 1400

SO Doc ID: AGR2300000003

Published Date: 7/28/22

Close Date: 8/9/22

Close Time: 13:30

Status: Closed

Solicitation Description: MICROSOFT OPERATOR CONNECT FOR TEAMS

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1079636  
**Solicitation Description:** MICROSOFT OPERATOR CONNECT FOR TEAMS  
**Proc Type:** Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2022-08-09 13:30	SR 1400 ESR08042200000000519	1

**VENDOR**  
 VS0000041026  
 NuWave Communications, Inc.

**Solicitation Number:** CRFQ 1400 AGR2300000003  
**Total Bid:** 2640                      **Response Date:** 2022-08-04                      **Response Time:** 10:31:20  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Crystal G Husted  
 (304) 558-2402  
 crystal.g.husted@wv.gov

<b>Vendor Signature X</b>	<b>FEIN#</b>	<b>DATE</b>
-------------------------------	--------------	-------------

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Microsoft Operator Connect for TEAMS				2640.00

Comm Code	Manufacturer	Specification	Model #
43230000			

**Commodity Line Comments:** Max amount of \$ 900 Maximum for setup of Auto Attendant  
Amount dependent on how complex of an Auto Attendant set up is required.  
Simple set up will be less

**Extended Description:**  
PRICING TO BE INCLUDED ON ATTACHED EXHIBIT A PRICING PAGE

# Cover Page

Fax To: 304-558-3970

From: Rick Giacchi

FAX: 469-712-2860

Tel: 732-290-4660

Email: [rick.giacchi@nuwave.com](mailto:rick.giacchi@nuwave.com)

VENDOR NAME: NuWave Communications, Inc.

BUYER: Crystal Husted

SOLICITATION NO.: CRFQ AGR2300000003

BID OPENING DATE: August 9, 2022

BID OPENING TIME: 1:30 PM ET

FAX NUMBER: 304-558-3970

## Response to Solicitation

CRFQ 1400 AGR2300000003 - Close Date: 2022-08-09

Microsoft Operator Connect for Teams

## NuWave Communications, Inc.

8275 S. Eastern Ave., Suite 200

Las Vegas, Nevada 89123-2545

EIN: 26-0245926

DUNN: 80-787-6458

Main: (888) 368-9283

Contact: Rick Giacchi

[Rick.giacchi@nuwave.com](mailto:Rick.giacchi@nuwave.com)

732-290-4660

## Company Information

NUWAVE Communications is a global communications service provider with a continuing mission to sustain mutually valuable relationships with our customers, employees, and communities. Through NUWAVE's iPILOT Platform, users can manage and deploy an entire global voice infrastructure with on-demand scaling and one button business continuity options in minutes, not months.

NuWave having over 20+ years' experience covers all of your voice enabled Teams Operator Connect capabilities

## Enabling Government

Being one of the leaders in the field of voice services, NuWave provides comprehensive business solutions to all the industry verticals. Where we all depend upon a good government, NuWave believes in supporting the Government with the best services that enable them to serve most efficiently to the nation. We are a trusted solutions provider for advanced and cost-effective communication solutions which can help the Government to meet their standards.

With the growing population and global issues like terrorism and natural calamities, governments are increasingly turning towards harnessing the latest

technologies. We provide a robust suite of communication services and products which meet the national and global standards and which are 100% reliable.

## NUWAVE & iPilot for Microsoft Teams

NUWAVE offers a cloud platform as a service (CPaaS) to support the entire Microsoft Teams Calling lifecycle including migration, deployment, capacity management, support, analytics, and integration. Through iPilot, Nuwave can offer automation and simplicity which allows you to be up and running with full calling capabilities in minutes, not months. It automates Operator Connect capabilities.

## NUWAVE - Offers an All-in-One Microsoft Teams Calling Plan:

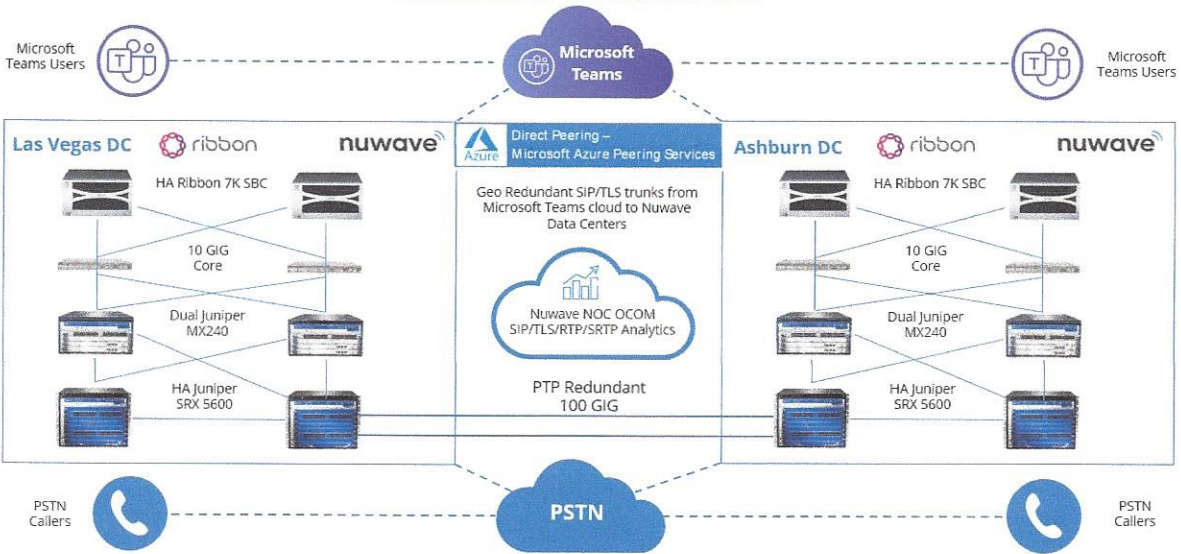
### Key features

- One phone number - per user
- Dynamic 911 included - per User
- 1000 Domestic minutes per user - Aggregated per account - US and CA
- iPilot Management platform - Included for Microsoft Teams Operator Connect
- 24/7 Support - Phone, Email, Web Chat, Teams
- Disaster Plan support
- Fraud Detection & Monitoring
- Carrier Grade Infrastructure.
- Complete Network Redundancy
- Optional
  - SMS Messaging
  - Fax Service

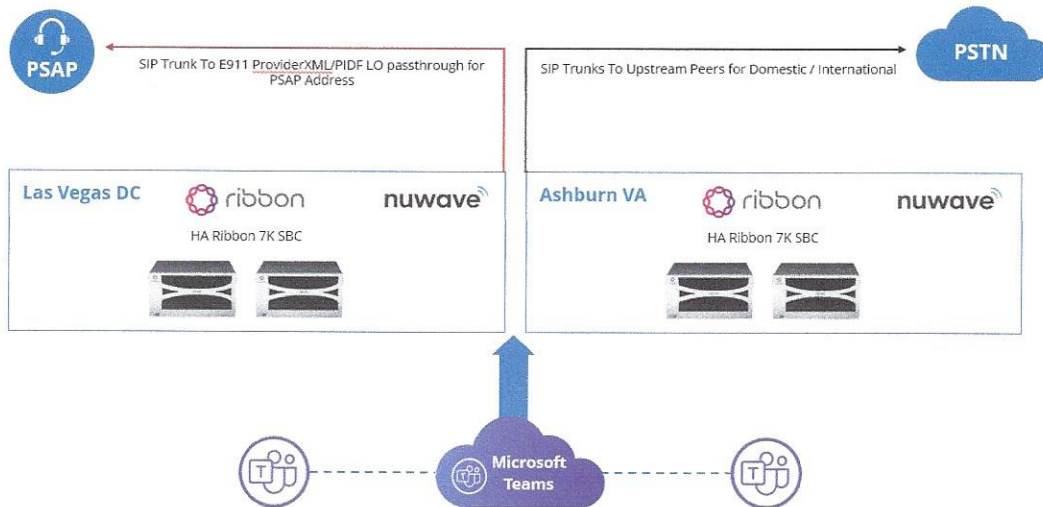
## NUWAVE – Network Design



# nuwave Teams Architecture



# E911 - Microsoft Teams Call Flow







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

State of West Virginia  
 Centralized Request for Quote  
 Info Technology

Proc Folder: 1079636

Doc Description: MICROSOFT OPERATOR CONNECT FOR TEAMS

Reason for Modification:

ADDENDUM 1  
 TO PROVIDE ANSWERS TO  
 VENDOR QUESTIONS

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2022-07-28	2022-08-09 13:30	CRFQ 1400 AGR2300000003	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Customer Code: *VS 00000 41026*

Vendor Name: *NUWAVE COMMUNICATIONS, INC*

Address: *8275*

Street: *EASTERN AVE*

City: *LAS VEGAS*

State: *NV*

Country: *USA*

Zip: *89123-2545*

Principal Contact: *RICK GIACCHI*

Vendor Contact Phone: *732-290-4660*

Extension:

**FOR INFORMATION CONTACT THE BUYER**

Crystal G Husted  
 (304) 558-2402  
 crystal.g.husted@wv.gov

Vendor  
 Signature X

FEIN# *26-0245926*

DATE *8/1/2022*

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

**ADDITIONAL INFORMATION**

THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA CONSERVATION AGENCY, IS SOLICITING BIDS TO ESTABLISH A CONTRACT FOR MICROSOFT OPERATOR CONNECT FOR TEAMS PER THE ATTACHED DOCUMENTS.

\*\*\*QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS\*\*\*

**INVOICE TO****SHIP TO**

AGRICULTURE  
DEPARTMENT OF  
ADMINISTRATIVE SERVICES

WEST VIRGINIA  
CONSERVATION AGENCY

WEST VIRGINIA  
CONSERVATION AGENCY

1900 KANAWHA BLVD E

255 GUS R DOUGLASS LN

CHARLESTON

WV

CHARLESTON

WV

US

US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Microsoft Operator Connect for TEAMS				

**Comm Code****Manufacturer****Specification****Model #**

43230000

**Extended Description:**

PRICING TO BE INCLUDED ON ATTACHED EXHIBIT A PRICING PAGE

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	VENDOR QUESTION DEADLINE	2022-07-28


	Document Phase	Document Description	Page
AGR2300000003	Final	MICROSOFT OPERATOR CONNECT FOR TEAMS	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

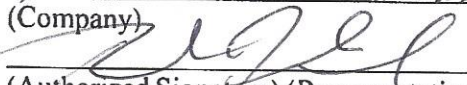


**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title)  MANAGING DIRECTOR  
(Printed Name and Title) RICK GIACCHI MANAGING DIRECTOR  
(Address) 8275 EASTERN AVE LAS VEGAS NV 89123-2545  
(Phone Number) / (Fax Number) 732-290-4660 Fax 469-712-2860  
(email address) RICK.GIACCHI@NUWAVE.COM

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

NUWAVE COMMUNICATIONS INC  
(Company)  
 MANAGING DIRECTOR  
(Authorized Signature) (Representative Name, Title)  
RICK GIACCHI MANAGING DIRECTOR 8/1/2022  
(Printed Name and Title of Authorized Representative) (Date)  
732-290-4660  
(Phone Number) (Fax Number)  
RICK.GIACCHI@NUWAVE.COM  
(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.: CRFQ AGR2300000003

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 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.

NU WADE COMMUNICATIONS INC  
Company  
[Signature] MANAGING DIRECTOR  
Authorized Signature  
8/1/22  
Date

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

**REQUEST FOR QUOTATION  
CRFQ AGR230000003  
Microsoft Operator Connect for Teams**

---

**SPECIFICATIONS**

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Conservation Agency to establish a contract for Microsoft Operator Connect for Teams or equal.
  
2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
  - 2.1 **“Contract Services”** means Microsoft (MS) Operator Connect for Teams as more fully described in these specifications.
  - 2.2 **“Pricing Page”** means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.
  - 2.3 **“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 should provide with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia's or the Agency will have to agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.
  - 3.2. Vendor should include a copy of Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.
  
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 **MS Operator Connect for Teams or Equal**



**REQUEST FOR QUOTATION**  
**CRFQ AGR2300000003**  
**Microsoft Operator Connect for Teams**

---

- 4.1.1.1 Must include Domestic calling plan US 180 minutes per user monthly pooled minimum for Microsoft Operator Connect or equal.  
**Quantity of 40**
- 4.1.1.2 Must include unassigned DDI monthly for Microsoft Operator Connect or equal.  
**Quantity of 11**
- 4.1.1.3 Must include Full support contract monthly calling for Microsoft Operator Connect or equal.  
**Quantity of 40**
- 4.1.1.4 Must include Cloud Voice Setup for Microsoft Operator Connect or equal.  
**Quantity of 1**
- 4.1.1.5 Must include Support Setup for Microsoft Operator Connect or equal.  
**Quantity of 1**
- 4.1.1.6 Must include Technical Design for Microsoft Operator Connect or equal.  
**Quantity of 1**
- 4.1.1.7 Must include Project Design for Microsoft Operator Connect or equal.  
**Quantity of 1**
- 4.1.1.8 Must include Cloud Voice Connect Setup for Microsoft Operator Connect or equal  
**Quantity of 40**
- 4.1.1.9 Must include Advanced Call Flow Setups for Microsoft Operator Connect or equal  
**Quantity of 7**

**REQUEST FOR QUOTATION**  
**CRFQ AGR2300000003**  
**Microsoft Operator Connect for Teams**

---

- 4.1.1.10** Must include Port Phone Lines to carrier for Microsoft Operator Connect or equal.  
**Quantity of 51**
- 4.1.1.11** Must ***NOT*** require Direct Routing for Microsoft Operator Connect or equal.
- 4.1.1.12** Vendor must be Microsoft Operator Connect (or equal) Approved Operator.
- 4.1.1.13** Vendor must provide unrestricted access to all required manufacturer support resources, communities, tools, software updates, patches, and upgrades to ensure the equipment is operating effectively and efficiently

**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.

**5.2 Pricing Page:** Vendor should complete the Pricing Page by inputting the Unit Price for each Item and multiply by the Quantities to calculate the Extended Amount for each Year. The Total for each Year will be added together to calculate the Total Bid Amount. 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.

Vendor should type or electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: [crystal.g.hustead@wv.gov](mailto:crystal.g.hustead@wv.gov)

**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.

**REQUEST FOR QUOTATION**  
**CRFQ AGR2300000003**  
**Microsoft Operator Connect for Teams**

---

7. **PAYMENT:** Agency shall pay vendor as shown on the Pricing Pages, for all Contract Services 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.

**REQUEST FOR QUOTATION**  
**CRFQ AGR2300000003**  
**Microsoft Operator Connect for Teams**

---

**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.

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: Rick Giacchi  
Telephone Number: 732-290-4660  
Fax Number: 469-712-2860  
Email Address: Rick.GIACCHI@NUMONE.COM



CRFQ AGR230000003

**Nuwave Communications, Inc. Pricing - Teams Operator Connect**

Microsoft Operator Connect or Equal

Year 1 Pricing				
Item No.	Description	Quantity	Unit Price Year One	Year 1 Extended Amount
1	Domestic calling plan US 1000 minutes per user monthly pooled minutes	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$3.00	\$33.00
3	Full support contract for MS Operator Connect Calling	40	\$0.00	\$0.00
4	Cloud Voice Setup	1	\$0.00	\$0.00
5	Support Setup	1	\$0.00	\$0.00
6	Technical Design	1	\$0.00	\$0.00
7	Project Design	1	\$0.00	\$0.00
8	Cloud Voice Connect Setup	40	\$0.00	\$0.00
9	Advanced Call Flow Setups - One time Setup Charge (See Note below)	7	\$0.00	\$900.00
10	Port phone lines to carrier -	51	\$0.00	\$0.00
			<b>Year 1 Total</b>	<b>\$3,573.00</b>
<b>Note</b>	Item 1: Our calling plan 1000 minutes per user aggregated, includes US & CA			
<b>Note</b>	Item 9: Assuming 1 Auto attendant with 7 call groups			
Year 2 Pricing (Optional Renewal 1)				
Item No.	Description	Quantity	Unit Price Year 2	Year 2 Extended Amount
1	Domestic calling plan US 1000 minutes per user monthly pooled minutes	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$3.00	\$33.00
3	Full support contract for MS Operator Connect Calling	40	\$0.00	\$0.00
4	Cloud Voice Setup	1	\$0.00	\$0.00
5	Support Setup	1	\$0.00	\$0.00
6	Technical Design	1	\$0.00	\$0.00
7	Project Design	1	\$0.00	\$0.00
8	Cloud Voice Connect Setup	40	\$0.00	\$0.00
9	Advanced Call Flow Setups	7	\$0.00	\$0.00
10	Port phone lines to carrier	51	\$0.00	\$0.00
			<b>Year 2 Total</b>	<b>\$2,673.00</b>
Year 3 Pricing (Optional Renewal 2)				
Item No.	Description	Quantity	Unit Price Year 3	Year 3 Extended Amount
1	Domestic calling plan US 1000 minutes per user monthly pooled minutes	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$3.00	\$33.00
3	Full support contract for MS Operator Connect Calling	40	\$0.00	\$0.00
4	Cloud Voice Setup	1	\$0.00	\$0.00
5	Support Setup	1	\$0.00	\$0.00
6	Technical Design	1	\$0.00	\$0.00
7	Project Design	1	\$0.00	\$0.00
8	Cloud Voice Connect Setup	40	\$0.00	\$0.00
9	Advanced Call Flow Setups	7	\$0.00	\$0.00
10	Port phone lines to carrier	51	\$0.00	\$0.00
			<b>Year 3 Total</b>	<b>\$2,673.00</b>
Year 4 Pricing (Optional Renewal 3)				
Item No.	Description	Quantity	Unit Price Year 4	Year 4 Extended Amount
1	Domestic calling plan US 1000 minutes per user monthly pooled minutes	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$3.00	\$33.00
3	Full support contract for MS Operator Connect Calling	40	\$0.00	\$0.00
4	Cloud Voice Setup	1	\$0.00	\$0.00
5	Support Setup	1	\$0.00	\$0.00
6	Technical Design	1	\$0.00	\$0.00
7	Project Design	1	\$0.00	\$0.00
8	Cloud Voice Connect Setup	40	\$0.00	\$0.00
9	Advanced Call Flow Setups	7	\$0.00	\$0.00
10	Port phone lines to carrier	51	\$0.00	\$0.00
			<b>Year 4 Total</b>	<b>\$2,673.00</b>
<b>Total Bid Amount (Year 1+Year 2+Year 3+Year 4)</b>				<b>\$11,592.00</b>