



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 2

List View

General Information | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 1079636

Procurement Type: Central Contract - Fixed Amt

Vendor ID:

Legal Name: Communication Square LLC

Alias/DBA: Communication Square LLC

Total Bid: \$45,277.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

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:

Total of Header Attachments: 2

Total of All Attachments: 2



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 ESR08052200000000541	1

VENDOR
 VS0000041090
 Communication Square LLC

Solicitation Number: CRFQ 1400 AGR2300000003

Total Bid: 45277

Response Date: 2022-08-05

Response Time: 08:18:48

Comments:

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X	FEIN#	DATE
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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				45277.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: The above given pricing is for 4 years.
Year 1 pricing- \$25,348.75
For details please see the Attachment- Communication Square's response (Excel file)

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

EXHIBIT A Pricing Page

CRFQ AGR2300000003
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 180 minutes per user monthly pooled minimum	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$0.25	\$2.75
3	Full support contract for MS Operator Connect Calling	40	\$100.00	\$4,000.00
4	Cloud Voice Setup	1	\$5,000.00	\$5,000.00
5	Support Setup	1	\$3,000.00	\$3,000.00
6	Technical Design	1	\$3,000.00	\$3,000.00
7	Project Design	1	\$2,000.00	\$2,000.00
8	Cloud Voice Connect Setup	40	\$100.00	\$4,000.00
9	Advanced Call Flow Setups	7	\$200.00	\$1,400.00
10	Port phone lines to carrier	51	\$6.00	\$306.00
			Year 1 Total	\$25,348.75
Year 2 Pricing (Optional Renewal 1)				
Item No.	Description	Quantity	Unit Price Year 2	Year 2 Extended Amount
1	Domestic calling plan US 180 minutes per user monthly pooled minimum	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$0.25	\$2.75
3	Full support contract for MS Operator Connect Calling	40	\$100.00	\$4,000.00
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
			Year 2 Total	\$6,642.75
Year 3 Pricing (Optional Renewal 2)				
Item No.	Description	Quantity	Unit Price Year 3	Year 3 Extended Amount
1	Domestic calling plan US 180 minutes per user monthly pooled minimum	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$0.25	\$2.75
3	Full support contract for MS Operator Connect Calling	40	\$100.00	\$4,000.00

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
			Year 3 Total	\$6,642.75
Year 4 Pricing (Optional Renewal 3)				
Item No.	Description	Quantity	Unit Price Year 4	Year 4 Extended Amount
1	Domestic calling plan US 180 minutes per user monthly pooled minimum	40	\$66.00	\$2,640.00
2	Unassigned DDI	11	\$0.25	\$2.75
3	Full support contract for MS Operator Connect Calling	40	\$100.00	\$4,000.00
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
			Year 4 Total	\$6,642.75
Total Bid Amount (Year 1+Year 2+Year 3+Year 4)				\$45,277.00



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			Reason for Modification: ADDENDUM 1 TO PROVIDE ANSWERS TO VENDOR QUESTIONS
Doc Description: MICROSOFT OPERATOR CONNECT FOR TEAMS			
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: VS0000041090
Vendor Name : Maham Asad
Address : 30 N Gould St
Street : Ste 2033
City : Sheridan
State : Wyoming **Country :** **Zip :** 82801
Principal Contact : Maham Asad
Vendor Contact Phone: 772 212 2422 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Crystal G Hustead
 (304) 558-2402
 crystal.g.hustead@wv.gov

Vendor Signature X *Maham Asad* **FEIN#** 352536011 **DATE** 08/09/2022

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

1900 KANAWHA BLVD E
CHARLESTON WV
US

WEST VIRGINIA
CONSERVATION AGENCY

WEST VIRGINIA
CONSERVATION AGENCY
255 GUS R DOUGLASS LN
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Microsoft Operator Connect for TEAMS	4 years			\$45,277

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

SOLICITATION NUMBER: CRFQ AGR2300000003

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as (“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
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

1. To provide answers to vendor questions

No other changes

Bid opening remains August 9, 2022 at 1:30 PM ET

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.

ATTACHMENT A

Attachment A is attached in a separate document.

CRFQ AGR2300000003
Addendum 1
Answers to Vendor Questions

Q1. We have a couple clarifying questions as much of the scope is somewhat unclear –

Q1. (a) lines 3 through 8 refer to several scopes of work, are you able to share any definition of scope for lines 3 through 8?

A1. (a) Lines 3 through 8 refer to a finalized turnkey setup of Microsoft Operator Connect. We as the service recipient have an IT department that will be intimately involved on directing setup of all Operator Connect policies such as call policies, call hold policies, call park, dial plans, voice routing and voicemail policies. Recipient is not looking to be completely hands off of the setup and requiring full project management by vendor; recipient is looking to work with the vendor to make sure the phone system provided meets all recipients needs

Q1. (b) Is the customer referring to a specific scope offered by Ingram or would the best way to define those scopes be to work with the customer directly?

A1. (b) This is a general open bid to act as a phone carrier to provide calling through Microsoft Operator Connect utilizing Microsoft G5 licenses already in use by service recipient. While we are not seeking specific offerings from the vendor, we as the service recipient are open to any management tools the vendor would offer that are included in the quotation provided.

Q1. (c) Where did those line items come from, or did the customer list those themselves? For example, the Support Contract, have SLA's/Inclusions/Exclusions been defined as a starting point/expectation or is this something we would work with the customer to design from scratch? (totally feasible, just looking to clarify if that's what is needed)

A1. (c) We as the service recipient have provided a general base line of SLA's/Inclusions/Exclusions. Each bid will be reviewed to make sure that minimum acceptable terms are provided by the vendor. As for design, the phone system policies are already created and do not be provided by the vendor. Vendor is responsible for implementing design specified by recipient.

Q2. Do you have an electron version of this RFP ?

A2. The solicitation is not an RFP, it is a Request for Quotation, contract will be awarded to the lowest bid meeting all mandatory specifications. The documents provided in WVOasis are the only available.

CRFQ AGR2300000003

Addendum 1

Answers to Vendor Questions

- Q3.** Do your individual electronic forms that would allow information to be added to the documents, instead of having to handwrite the requested information?
- A3.** An Excel pricing page has been provided in WVOasis to insert cost for each line item. Vendors may provide attachments with their bids, since the solicitation is a Request for Quotation, no editable documents are provided.
- Q4.** I am to assume the Microsoft Licensing for Operator Connect is not part of this RFP and is not required to be quoted.
- A4.** The solicitation is not a Request for Proposal. All items contained in the specifications and listed on the Excel pricing pages are to be quoted.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: AGR230000003

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.

Communication Square LLC

Company

Maham Asad

Authorized Signature

08/09/2022

Date

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

Revised 6/8/2012

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) Maham Asad
(Printed Name and Title) Marketing Officer
(Address) 7108 S Kanner, Stuart, FL, 34997
(Phone Number) / (Fax Number) 772 212 2422
(email address) maham.asad@communicationsquare.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.

Communication Square LLC
(Company) Maham Asad
(Authorized Signature) (Representative Name, Title)
Maham Asad, Marketing Officer
(Printed Name and Title of Authorized Representative) (Date)
772 212 2422
(Phone Number) (Fax Number)
maham.asad@communicationsquare.com
(Email Address)