West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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.

wvOASIS

Jump to: PRCUID [↑] [Go]   🏠 Home   🔧 Personalize   Ⓐ Accessibility   ❓ App Help   📝 About   ⏻

Welcome, Alisha S Pettit | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0323 | ID: ESR03142400000004967 | Ver.: 1 | Function: New | Phase: Final | [▼] | Modified by batch , 04/02/2024

Header 📎 1   ▣ ▭

[☰ List View]

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

Procurement Folder: 1388009

Procurement Type: Central Master Agreement

Vendor ID: VS0000036450 [↑]

Legal Name: NETTEL LLC

Alias/DBA: JASON HALL

Total Bid: $4,765.62

Response Date: 03/14/2024 [📅]

Response Time: 14:24

Responded By User ID: Nettel83 [↑]

First Name: Jason

Last Name: Hall

Email: jhall.nettel@gmail.com

Phone: 304-481-5998

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2400000007

Published Date: 3/25/24

Close Date: 4/2/24

Close Time: 13:30

Status: Closed

Solicitation Description: Virtual Call Center

Total of Header Attachments: 1

Total of All Attachments: 1

Proc Folder:	1388009
Solicitation Description:	Virtual Call Center
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-04-02 13:30	SR 0323 ESR03142400000004967	1

VENDOR
VS0000036450
NETTEL LLC

Solicitation Number:	CRFQ 0323 WWV2400000007				
Total Bid:	4765.61999999999890860635787	**Response Date:**	2024-03-14	**Response Time:**	14:24:51
Comments:					

FOR INFORMATION CONTACT THE BUYER
Brandon L Barr
304-558-2652
brandon.l.barr@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

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	AWS Services				27.99

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

AWS Services
These are estimates, actual costs will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Cloud Assured Managed Services				4709.64

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

Cloud Assured Managed Services
These are estimates, actual costs will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Transfer and Setup Costs	1.00000	LS	27.990000	27.99

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

Transfer and Setup Cost
One-Time Fee

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Professional Service Hours (PM)	0.00000	HOUR	27.990000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

Professional Service Hours (PM)
These are estimates, actual cost will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Professional Service Hours (Junior Developer)	0.00000	HOUR	27.990000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

Professional Service Hours (Junior Developer)
These are estimates, actual cost will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Professional Service Hours (Senior Developer)	0.00000	HOUR	27.990000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

Professional Service Hours (Senior Developer)
These are estimates, actual cost will be based on consumption

Prepared for:

Workforce WV
Workforce WV
workforcecharleston@wv.gov
1-800-252-JOBS
5707 Maccorkle Ave SE
Charleston, WV
25304-2816, United States

Confidential Service Proposal for Intermedia Unite®

ALL YOUR BUSINESS COMMUNICATIONS –
INTEGRATED, EFFICIENT, AND RELIABLE

Provided by:

Nettel Communications
jhall.nettel@gmail.com
13044815998

Intermedia Unite

Intermedia Unite is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative.

It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.

PHONE SYSTEM

CONTACT CENTER

VIDEO CONFERENCING

TEAM CHAT AND SMS

INTERMEDIA UNITE®

MOBILE

DESKTOP

BACKUP AND COLLABORATION

PRESENCE INDICATOR

FAX

INTERMEDIA UNITE INCLUDES

- Includes 90+ enterprise-grade calling features

- Free local and long distance calling to the US, Canada and Puerto Rico

- Intermedia's pre-programmed, plug and play desk phones makes installation easy

- Flat, per-user rates, with no annual contract required

- The Intermedia Unite Mobile App makes any smart phone an essential collaboration tool

- The Intermedia Unite Desktop App integrates with company directory, showing employee availability and enabling click-to-call

- Changes to system settings, devices, or users can be performed by phone administrators online

- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

- J.D. Power-certified 24/7 support

Benefits to Your Business

INCREASED PRODUCTIVITY

Intermedia Unite makes a more productive workforce.

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration
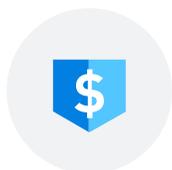
LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees*
- 90+ enterprise-grade calling features INCLUDED in the service
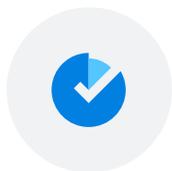
HIGH RELIABILITY

The Intermedia voice network is purpose-built for reliability.

- 99.999% financially-backed uptime SLA
- Proprietary Intermedia VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

SIMPLIFIED SCALING & MANAGEMENT

Unite scales according to the needs of any business.

- Mix and Match packages according to user needs: Essentials, Pro and Enterprise

- Order service according to the number of users; no guessing number of lines needed

- Ordering additional service is easy & can be done online; no technician or special expertise required

- Manage service and features using user-friendly HostPilot™ portal

- Scales to a large number of users per business

BUSINESS CONTINUITY

Never miss an important business call.

- Intermedia Unite automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

ENHANCED CUSTOMER EXPERIENCE

Contact Center delivers more responsive, informed, and positive customer experiences.

- Upgrade your Intermedia Contact Center plan to access even more features (like omni-channel support) at any time

- Plans for businesses of all sizes, industries, and levels of sophistication

The Business-Class Features You Deserve

90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording

- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting

- Receptionist Routing
- Music on Hold
- Spam Caller Protection
- ... And many more

VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)

CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired

TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest

WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

*Included with Pro and Enterprise packages only

COMPANY MESSAGING

- Enhances customer interaction by enabling the ability to send and receive text (SMS) and picture messages (MMS) to and from your main company number or toll-free phone number (SMS only)

- Easily create specific groups of one or more users to send and receive text messages all within the Unite desktop and mobile applications

- Improves communication efforts with customers by providing fast and customized text responses

CONTACT CENTER

- Smart queueing technology tells customers their position in line, plus wait time

- Deep analytics and reporting help you visualize gaps and improve performance

- Access to Advanced Hunt Groups included with Unite Pro and Enterprise

- Upgrade your contact center features to include omni-channel capabilities (SMS, chat, email) to connect with customers through their preferred modes of communication

Apps/Productivity Included with Intermedia Unite

INTERMEDIA UNITE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

Never miss important calls
Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere
Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.

INTERMEDIA UNITE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

Communicate your way
Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

One application for collaboration
One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

Stay connected on-the-go
With the Unite desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.
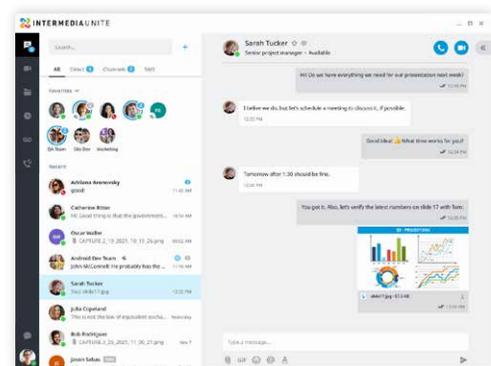
*Intermedia Unite Pro and Enterprise packages add SMS messaging to the Desktop App

ANYMEETING® VIDEO CONFERENCING

- HD video conferencing empowers teams with remote members to be more productive

- Screen sharing in real-time improves collaboration and speed of decision making

- Screen annotation can call out important points on a shared screen in during a meeting

- Includes a conference dial-in number, and custom URLs for meetings

SECURISYNC® FILE MANAGEMENT

- The most current version of files from any device for easy and secure file sharing

- Reduced downtime from ransomware and other types of data loss

- Integration with Windows file server, Exchange Email, Active Directory, Outlook, and Microsoft 365

- Full control over files, users, devices, and sharing activities

INTERMEDIA UNITE ARCHIVING

Captures, stores and provides powerful search across chats, SMS, phone calls, voicemails and more so you can quickly find information when it's needed.

Automated data capture
Integrates with Unite to automatically capture and retain data without administrative or user action.

Fast, powerful contextual search
Indexes both content and metadata using dozens of properties for fast and easy searching.

Retention
Stores data for as long as the business case requires with retention options ranging up to 10 years.

Regulations and compliance
Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.

Security
Securely stores and encrypts data in transit and at rest with multi-factor authentication to protect access and limit export to authorized users.
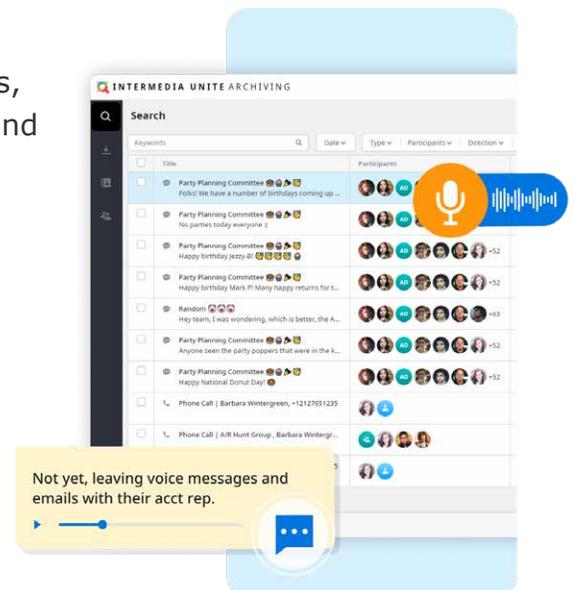
INTERMEDIA UNITE EXTEND

Intermedia Unite Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.

Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.

Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.

No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Integrations packages:

UNITE ESSENTIALS	Office 365	Outlook	INTERMEDIA UNITE CRM SCREEN POPS
	slack	G Suite	Microsoft Teams
UNITE PRO	ZOHO	sugarcrm	zendesk
UNITE ENTERPRISE	servicenow	Microsoft Dynamics 365	salesforce
		ORACLE NETSUITE	

Prepared for

Workforce WV
Workforce WV
workforcecharleston@wv.gov
1-800-252-JOBS
5707 Maccorkle Ave SE
Charleston, WV
25304-2816, United States

Provided by

Nettel Communications
jhall.nettel@gmail.com
13044815998

NETTEL COMMUNICATIONS
Better Service, Savings & Relationships

Summary of services

Description	Customer total One-time	Monthly
Services		
Unified Communications Services		$279.90
Equipment	$75.00	
Shipping	$13.82	
Subtotal excl. discount	$88.82	$279.90
Discount total	($75.00)	$0.00
Subtotal	**$13.82**	**$279.90**
Surcharges & Other fees		$44.70
Estimated taxes	$6.22	$107.47
TOTAL	**$20.04**	**$432.07**
	One-time	Monthly

Notes:
• Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
• Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
• Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
• Taxes and fees are based on service address and can differ by address.

Details

Main location 5707 Maccorkle Ave SE, Charleston, West Virginia 25304-2816

Customer total

Description	Quantity	Unit list price	Discount	Unit net price	One-time	Monthly
Unified Communications Services						
Unite Pro Includes Cloud PBX with advanced call center, unlimited local and long distance calling, connection to up to 5 devices, Chat, File Sharing (50 GB/user), AnyMeeting (100 web participants per meeting) and Business SMS. 1 license is required for each unified communications user in the organization.	10	$27.99		$27.99		$279.90
Equipment						
Polycom VVX150 An IP desk phone with mono-chrome display, superb sound quality and a wide range of business telephony features. Includes 2 physical line keys configurable for phone calls, presence or speed dial. Includes PSU and patch lead.	1	$75.00	100%	Free	Free	Free
Shipping						
200 New River Town Ctr, Beckley, West Virginia 25801-3525	—	—	—	—	$13.82	
Taxes & Fees						
Surcharges & Other fees	—	—	—	—		$44.70
Estimated taxes	—	—	—	—	$6.22	$107.47
Total - Main location					**$20.04**	**$432.07**