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WV Purchasing Division

VENDOR: T-Mobile  
CRFP AGO2401  
opening Date 9-5-23  
Buyer Toby Welch

Opened to Determine Contents

**SOLICITATION NO.: CRFP AGO2400000001**  
**Cloud Based Telephony System**

**May 12, 2023**

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**T T-MOBILE  
FOR GOVERNMENT**



# Transmittal Letter

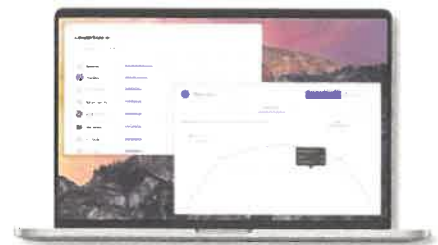
September 5, 2023

Toby L. Welch  
2019 Washington Street, East  
Charleston, WV 25305  
Email: [Toby.L.Welch@wv.gov](mailto:Toby.L.Welch@wv.gov)

Dear Mr. Welch,

As a provider of wireless voice and data service, we understand your desire to control costs while achieving the best-in-class telephony. We have changed the wireless industry with our **Un-carrier** approach and will provide you with a suite of products and services that are unrivaled by our competition. T-Mobile is incorporated in the state of Delaware.

Our workforce mobility solution, powered by Dialpad, can help you simplify your tech stack and build better relationships with the citizens of the city. By combining calling, messaging, conferencing, coaching and analytics into one tool, you'll move toward peak productivity.



## Features

- Unlimited Calling/SMS/MMS within the US and Canada
- Enterprise messaging – IM (Dialpad to Dialpad), presence (status indicator), SMS/MMS, Group MMS
- Call forwarding, call waiting, call parking
- In-call controls – switch devices seamlessly mid-call, and transfer, hold, mute, record, add caller
- Voicemail – Personal VM greeting, transcribed, searchable, able to forward to email
- Direct DID's or Extensions
- Customized Routing
- Custom ring durations within a department
- Dedicated business number to use from your preferred mobile devices
  - AI-powered Voice Intelligence
  - High quality voice/business phone number
  - Enterprise messaging+
  - Cloud integrations
  - HD video calling
  - Virtual fax

- Incoming calls features
  - RTAs and transcriptions
  - Simultaneous ring
  - Always-on-top UI
  - Instant access to call controls from any screen
  - Native integrations
  - Text from your desktop

As a cornerstone to the State of West Virginia and T-Mobile partnership, harmonizing quality and service levels will be paramount to a successful long-term relationship. With the dedication of our employees, the performance of our network, and value of our plans, we empower your organization to get the product it needs, at the price it wants, with award-winning Customer Service.

We look forward to implementing viable solutions so your needs can be met for the best value possible. Your main point of contact is:

Jared Pritham  
Account Executive, State Government VA & WV  
Dialpad: (804) 256-2139  
Cell: 804-585-6888  
[Jared.Pritham1@T-Mobile.com](mailto:Jared.Pritham1@T-Mobile.com)

Respectfully submitted,  
Sincerely,

DocuSigned by:



8F686CC9343743C...  
David Bezzant, VP-T-Mobile for Government  
602-512-5006  
[David.Bezzant@T-Mobile.com](mailto:David.Bezzant@T-Mobile.com)

**T-Mobile**

12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006  
[www.t-mobile.com](http://www.t-mobile.com)

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# Proposal Overview

## Company Profile/Demonstration of Prior Work

### Why T-Mobile?

#### Unconventional thinking is better for business

We are changing wireless for good, leading the evolution of business wireless with our **unconventional thinking**—turning every challenge into an opportunity.

High tech solutions require superfast speeds, ultra-low latency, high availability, and high bandwidth to finally unlock their full utility at scale. Our fresh perspective on 5G can help you deploy technologies like the internet of things (IoT), artificial intelligence (AI), and extended reality (XR) in ways that support your business goals and solve the customer and employee challenges you face every day.



Our persistent focus on customer experience and network development has paid off, and the results speak for themselves.

- We logged our 11<sup>th</sup>-consecutive [J.D. Power](#) first place finish among Mobile Network Operators for customer care.
- We built America's largest and fastest 5G network to deliver coverage and performance at the speed of business.

We're the partner to put solutions into action for your business today.

<b>Name of Parent Company</b>	Deutsche Telekom
<b>Full Company Name and Address</b>	T-Mobile USA, Inc. 12920 SE 38 <sup>th</sup> Street Bellevue, WA 98006 (King County)
<b>Number of Employees</b>	approximately 71,000+
<b>Year company established</b>	1994
<b>Years in Business</b>	T-Mobile US for over 28 years (est. 1994)
<b>Incorporation State</b>	Delaware
<b>Office Locations (Branches)</b>	There are 55 operations buildings in the US, not including retail stores and call centers. T-Mobile customers (which include Metro PCS) are served by over 15,000 locations, comprised of approximately 2,000 corporately owned stores and approximately 13,000 3rd party locations operated by wireless dealers. This includes strategic alliances with retail business partners for presence in national chains throughout the country.  Contact Julie Nelson at <a href="mailto:Julie.Nelson110@T-Mobile.com">Julie.Nelson110@T-Mobile.com</a> for copies, if necessary.

**Countries other than the US or Canada in which we operate (has an office, sells product or conducts any business)**

Argentina, Australia, Austria, Belgium, Brazil, Switzerland, China, Hong Kong, Colombia, Germany, Denmark, France, United Kingdom, India, Italy, Japan, Republic of Korea, Mexico, Malaysia, Netherlands, New Zealand, Philippines, Russian Federation, Singapore, Sweden, Thailand, Taiwan

### **About Dialpad**

Dialpad is the global leader in AI communications for business, transforming how the world works together. Dialpad customers benefit from truly unified business communications platform, including a cloud business phone system, text and team messaging, AI powered video meetings, and the most advanced customer engagement platform—AI Contact Center, all in one beautiful app. More than 7,000 innovative brands and millions of people use Dialpad to connect their teams from the biggest brands like Xero, Netflix, T-Mobile, Twitter, Uber, and We Work.



# Technical Summary

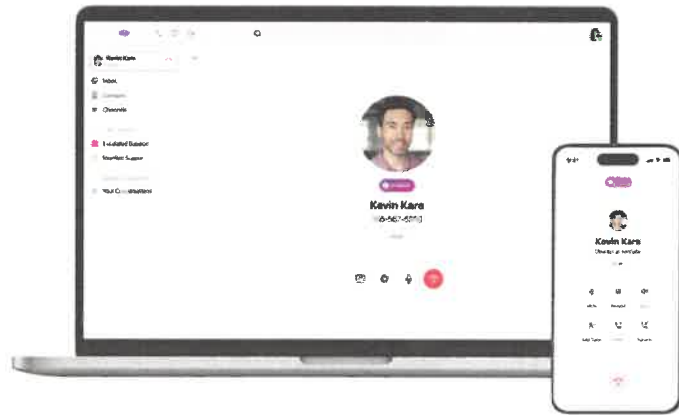
## Dialpad Ai Voice

### Create productive employee communications with cloud calling.

Whether migrating to the cloud or trying to keep up with a growing workforce, **Dialpad Ai Voice** offers a business communication solution that deploys in minutes. Dialpad Ai Voice Enterprise Licenses provide a maximum 25 Operators/Agents per Department/Group. We bring this AI-powered, cloud-based solution together with our 5G connectivity to provide your teams with business calling, messaging, and conferencing from virtually any device, almost anywhere.

#### Dialpad Ai Voice features include:

- High quality voice/business phone number with simultaneous ring
- Always-on-top UI
- Instant access to call controls from any screen including record, mute, hold, transfer and add caller.
- Text from your desktop
- Voicemail powered by AI for searchability, transcriptions and the ability to forward to email.
- Enterprise messaging with productivity integrations
- Web-based admin platform



### Keep your conversations organized with Dialpad channels.

Your employees have many ways to communicate. Channels make it easy to consolidate messaging and take textual conversations into an always-on audio room. And when you need to find an exchange, your conversation history is fully searchable.



### Save time with Voice Intelligence and Dialpad Ai Meetings Business.

Ai-powered voice intelligence eliminates note taking and creates real-time transcriptions and post-call summaries with action items. Keep your meetings productive with no PINs or downloads.

HD video gives you reliable video every time and personalizing your experience with layout and background is almost as good as being in-person.

# Dialpad Ai Contact Center

## Make every conversation count

Per Addendum 2, Item 45 Contact Center is not required as part of this RFP. However, the following is provided for information purposes. Contact Center can be provided at an additional cost.

Provide smarter customer care with **Dialpad Ai Contact Center**. Dialpad Ai Contact Center Your company gains a single platform to engage and resolve customer questions from virtually anywhere, using CRM integrations, AI coaching, and analytics to empower your reps.

## Call monitoring and coaching

Managers can coach and monitor agent performance with features like **Listen In, Barge, and Take Over**. Additionally, Voice Intelligence technology displays how customers are feeling in real-time with sentiment analysis and live call transcription.

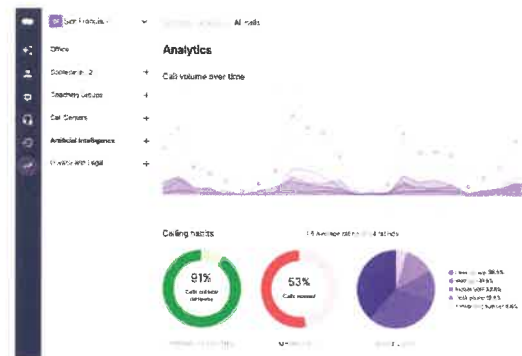
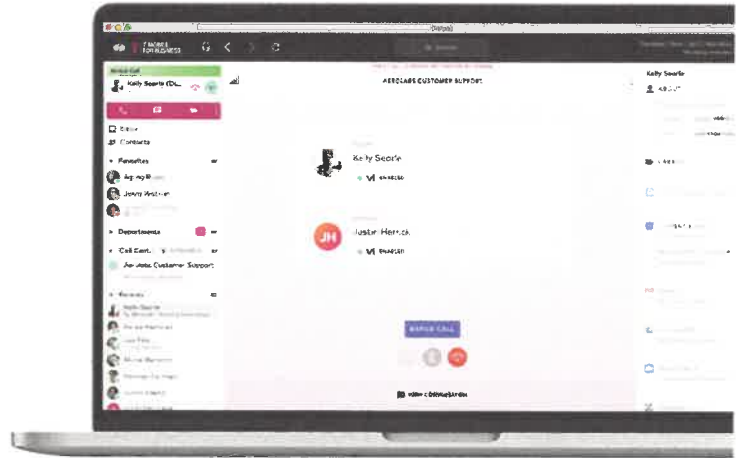
Help your agents with Real-Time-Assist (RTA), providing recommendations prompted by keywords being spoken on the call. These RTA cards inform agents with steps to follow for common questions that arise in customer calls as they happen.

## Native integrations

Connect phone support with your ticketing system or CRM to deliver a superior customer experience across the channels your customers use. Contact Center natively integrates with other cloud-based tools like Zendesk, Slack, Salesforce Service Cloud and ServiceNow.

## Dashboards and reporting

Keep managers aware of agent activity and performance with real-time dashboards, call volume and hold queue metrics, and customizable wallboards. Receive alerts when metrics or customer sentiment changes, including service level or wait times.





## 4.2.2. Mandatory Project Requirements

The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

### 4.2.2.1 Security

**4.2.2.1.a Vendor must answer all questions in attachment "A" in a clear, concise manner and allow this information to be disseminated to others on the Agency's RFP Committee.**

### **ATTACHMENT A**

#### **1. How do you protect against unauthorized access to the VoIP system and its data?**

Dialpad offers integrations for access management via Security Assertion Markup Language (SAML) and System for Cross-domain Identity Management (SCIM) from providers like Okta, Azure, Google Workspace, OneLogin, and more.

#### **2. What measures do you have in place to prevent hacking and other cyberattacks on the VoIP system?**

Please refer to the following link: [Measures We Take to Protect Your Data Security | Dialpad](#)

### **Demonstrated Compliance**

In order to protect user data, Dialpad is compliant with multiple security standards by implementing verified and trusted technical safeguards to protect your data from any unauthorized access.

Dialpad is SOC2 Type II compliant and undergoes annual third party audit and penetration testing. Dialpad has implemented controls that meet the objectives of the AICPA Trust Services Principles, as verified by a third-party audit. Moreover, Dialpad is a member of the Cloud Security Alliance (CSA) Security, Trust and Assurance Registry (STAR), and has published its CAIQ assessment results.

Dialpad offers integrations for access management via Security Assertion Markup Language (SAML) and System for Cross-domain Identity Management (SCIM) from providers like Okta, Azure, Google Workspace, OneLogin, and more.

### 3. What are your disaster recovery and business continuity plans in case of a cybersecurity incident?

Every aspect of the Dialpad system has been designed with redundancy in mind so that in the event of a failure, there's always an alternative to take its place.

Dialpad's unique Split-cloud Architecture connects customers to Dialpad over the open internet while maintaining the call quality that enterprise customers expect.



*Dialpad is hosted on the Google Cloud Platform, backed up by multiple data centers globally, and delivers a seamless experience to end users.*

Dialpad's 11 data centers are spread out globally between San Jose, Chicago, New Jersey, Dallas, Amsterdam, Hong Kong, Tokyo, São Paulo, Sydney, Johannesburg, and Osaka. All these data centers are interconnected and redundant using MPLS backbone and optimized for real-time communications.

Dialpad's data center infrastructure is designed to run at no more than 1/3rd peak capacity:

- One third of the total capacity is reserved for planned maintenance.
- Another third is reserved for unplanned events.
- The last third is reserved for impulse or steady bursts in traffic.

Data Center hardware is shared among all the Dialpad customers, while all their data is segmented from one another's and fully encrypted while at rest and in transit. If any of the Dialpad data centers fail, calls are routed to the next closest data center automatically, ensuring that the end user never experiences downtime because of a data center outage.

**15** We test failover paths approximately every 15 minutes for Session Border Controllers (SBC) and Telephony Engines (TE). We automate failover and redundancy testing daily. Edge controllers are tested weekly.

**10** Every machine is tested every 10 minutes for stability. Additionally, with a continuous weekly software lifecycle, every machine goes down and comes up weekly for a software push. Also, we always have personnel on-call 24/7 to respond immediately to any possible outage.

### 4. Do you perform regular security assessments and audits of your VoIP system?

Please refer to the following link [Dialpad Security: Secure Business Communications | Dialpad](#)

- SOC2 Type II—Compliant. Certification reports can be shared with NDA in place.
- HIPAA—Compliant with HIPAA and HITECH.
- GDPR—Can help meet GDPR compliance requirements. Customers can sign a Data Processing Agreement (DPA) that addresses GDPR and beyond.
- CSA CAIQ—Completed Consensus Assessment Initiative Questionnaire can be downloaded [here](#).
- ISO standards—Infrastructure and processes are annually certified against ISO 27001:2013, ISO 27017:2015, and ISO 27018:2019

## PCI compliance

If the Payment Card Industry Data Security Standard (PCI DSS) applies to your organization, Dialpad has two options to help maintain your Payment Card Industry (PCI) compliance.

- **Option 1**—Agents can pause their recordings to take payment data over a call
- **Option 2**—An API can programmatically stop/restart recordings for users based on actions taken in payment systems

### 5. Do you have a dedicated security team that monitors the VoIP system and responds to security incidents?

Dialpad addresses industry security events or alarms based on our incident management and breach response policy. We post relevant updates on our [website](#).

### 6. Do you have a dedicated security team that monitors the VoIP system and responds to security incidents?

Please refer to the following link: [Dialpad Security: Secure Business Communications | Dialpad](#)

Dialpad follows the NIST Guidelines for incident response. Per Dialpad's Terms of Service and contractual obligations, Dialpad will notify customers of any breach involving their data. Dialpad is committed to compliance with all applicable breach notification laws and regulations.

### 7. How do you ensure compliance with industry regulations such as GDPR, HIPAA, or PCI DSS?

Please refer to the following link [Dialpad Security: Secure Business Communications | Dialpad](#)

### 8. What are your policies and procedures for handling and securing sensitive customer data?

Please refer to the following link: [Measures We Take to Protect Your Data Security | Dialpad](#)

## Your Information is Your Information

Dialpad's data management empowers businesses to control what data they save, how it's used, and how long it's kept. Customer data is valuable and provides insight into what customers want, but you know not to keep data you don't need or for longer than you need it. You need to be able to collect data, perform analytics, and reliably delete it at the right time.

### Customizable Retention Policies for Data Minimization

Because each business has unique needs, one-size-fits-all retention policies don't work. Dialpad understands these demands and works with you to design and implement a [customized retention policy](#) that meets your specific legal and business needs.

So what does this mean? It means you have control to shape your data policies within Dialpad, business unit by business unit. Whether you want to archive data for later to declutter without deleting, remove just content, or scrub all personal information, you can do that. You can also determine how long you keep the data for. You choose when you want to delete the data, and it will be removed on that exact day - not a moment sooner or later.

A custom data retention policy can help meet your compliance obligations, minimize risk, and give you peace of mind in your business communications.

### Recording and Transcription Settings to Maximize Insights and Minimize Risk

Every Dialpad call, including voice and video, has access to [Dialpad's artificial intelligence \(Dialpad Ai\)](#). Vi provides automatic real-time transcriptions, analysis, and even call center agent training with custom moments. Dialpad provides equally powerful privacy tools to help your business use Vi with confidence.

We know that having a record of a call can be invaluable, but [call recording, notification, and consent can be tricky business](#). Dialpad helps by making [call recording and transcription configurable on each line](#),

inbound and outbound, including the option for automated notifications and even exception rules by jurisdiction. Sensitive information is protected with the ability to easily pause and resume recordings and transcriptions to omit sensitive or regulated data.

Dialpad's artificial intelligence APIs tightly coupled with your CRM API enables you to automatically **toggle either recording** and/or transcription when your agents open up a particular screen or field and start again when it's closed. Whether you're dealing with PCI, **HIPAA**, or other regulated data, this can help ensure you aren't storing sensitive information.

## **Your Information is Secure**

### **Secure Sign-on and Integrations**

Through the **App Marketplace**, Dialpad offers integrations for access management via SAML and SCIM from providers like Azure, **GSuite**, OneLogin, **Okta**, so you can centralize user management, from single sign-on capabilities to automated user provisioning.

#### **9. What authentication and access controls do you have in place to restrict access to the VoIP system?**

Dialpad offers integrations for access management via Security Assertion Markup Language (SAML) and System for Cross-domain Identity Management (SCIM) from providers like Okta, Azure, Google Workspace, OneLogin, and more.

Additionally, You can integrate your own MFA solutions with SAML and OAuth integrations.

#### **10. Can you provide evidence of your security certifications and compliance with industry standards?**

Yes, please refer to following link [Dialpad Security: Secure Business Communications | Dialpad](#)

##### **4.2.2.1.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 6 points)**

Please see T-Mobile's and DialPad's responses to Attachment A above.

##### **4.2.2.1.b Vendor must provide encryption capability for all communication**

###### **4.2.2.1.b.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed exceeds the mandatory requirement. (up to 4 points)**

Please refer to the following link: [Measures We Take to Protect Your Data Security | Dialpad](#)

### **Encrypted Calls**

Data transferred within the Dialpad application is encrypted with Transport Layer Security, the modern standard for web communications and the same security that protects you while you browse the web. Data at rest is secured in Google Cloud Platform, where it is encrypted with AES 256-bit or greater ciphers. When data is transferred during live phone calls and conferences, it's encrypted and authenticated using Secure Real-Time Transport Protocol (SRTP). See [our encryption page](#) for further information around our encryption practices.

[Dialpad Security: Secure Business Communications | Dialpad](#)

**4.2.2.1.c Any hardware that is part of the solution cannot be on the Federal ban list located on the Federal Communication Commission website at <https://www.fcc.gov/supplychain/coveredlist>.**

T-Mobile has read and understands.

#### **4.2.2.2 Third Party Integration**

##### **4.2.2.2.a Solution must integrate with Microsoft Outlook**

**4.2.2.2.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 5 points)**

Dialpad is natively integrated with Salesforce and Zendesk and can also integrate with various other platforms, though each integration is slightly different. For an exhaustive list of integrated platforms, please visit Dialpad's [website](#).

You can also find available integrations on the [Dialpad App Marketplace](#).

In addition, T-Mobile has several individuals with Microsoft Certifications that are able assist with Microsoft integrations at no additional cost to the customer.

#### **4.2.2.3 Agency Support (8 points)**

**4.2.2.3.a Customer Support must be available 24/7 /365 with live person response time guaranteed within 24 hours for a low priority level inquiry, 12 hours for a medium priority level inquiry and 30 minutes for a high priority level inquiry. (Please see defined events categorized as HIGH, MEDIUM and LOW in the "definition" section of this RFP, Attachment B)**

**4.2.2.3.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 6 points)**

Our Dialpad support can simplify your technical problem-solving needs at your convenience, 24 hours a day, 7 days a week and 365 days a year. Our T-Mobile for Business Dialpad Technical Support can be reached by calling **833-979-4446**.

Also, the [Dialpad Help Center](#) contains in-depth articles which provide support information and details. If you reach out to the Dialpad support team on the website, they will route you back to our dedicated Technical Support team. T-Mobile also provides Help Desk to Help Desk technical support to your IT organization and Dialpad administrators.

Support is included at no additional cost

#### **4.2.2.4 Training (9 points)**

**4.2.2.4.a Agency requires training to Agency IT staff on all aspects of administrator roles PRIOR to live deployment of solution and prefers the training to be In-person.**

Admin training is provided for all deployments via Live Video. On site training can be provided at an additional cost to customer dependent upon agreed upon scope of work.

**4.2.2.4.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. ( up to 2 points)**

Please see T-Mobile's and DialPad's responses to Attachment A above.

**4.2.2.4.b Agency prefers group training to all end users PRIOR to live deployment of solution and prefers this training be in person. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. (up to 3 points)**

On site training can be provided at an additional cost to customer dependent upon agreed upon scope of work. Our deployment team has had great success offering group end user training via live video at no additional cost to the customer.

In addition, Admin training is provided for all deployments via Live Video.

**4.2.2.4.b.1 Also, the Agency prefers training materials to be available for new end users throughout the contract period. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. (up to 2 points)**

T-Mobile has read, understands and will comply.

**4.2.2.4.c Vendor must provide one-on-one training to all end users as part of the solution deployment at Agency's request.**

Our deployment team has had great success offering group end user training via live video at no additional cost to the customer. On site training can be provided at an additional cost to customer dependent upon agreed upon scope of work.

**4.2.2.4.d Agency prefers remote training be available at the request of the Agency throughout the contract period. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds**

Remote training is available upon request.

**4.2.2.6 Vendor References (3 points)**

**4.2.2.6.a Agency prefers at least five references and contact information of clients that the proposed cloud based telephony solution has been deployed.**

We are unable to provide references due to pending approval from our customers to share their information in a public bid. We can provide references before contract award upon approval of the customers selected.

**4.2.2.6.b Agency prefers all five references to have end users of 200 or more. For each reference provide the number of end users. ( up to 3 points)**

We are unable to provide references due to pending approval from our customers to share their information in a public bid. We can provide references before contract award upon approval of the customers selected.

**4.2.2.7 Granular Control (see additional terms and definitions in attachment B of this RFP)**

**4.2.2.7.a Vendor's solution must possess the below mandatory features:**

- Voice Calls
- Voicemail
- Call Forwarding
- Call Waiting
- Call Hold
- Call Park
- Call Analytics
- Ring Groups
- Conference Calling
- Do Not Disturb



- **Number Porting (Transfer our existing phone number to the VoIP system. Must include our 558 numbers, 681 numbers and 1-800 numbers in mass)**
- **Mobile Integration**
- **Desktop Integration**
- **Security Features**
- **Quality of Service (QoS)**
- **Call Lists**
- **Call Transfer**
- **Caller ID**
- **Import/Export of Directories**
- **Phone Book**
- **Re-dial**
- **E911 Service (service must be able to accommodate more than one physical address)**
- **Softphone**

Dialpad is a business communication tool that acts as a productivity app, a real-time coach, and a customer experience solution—all from a platform that syncs in real-time, works across all your devices, and is supported both locally and internationally. The following features are available with the Dialpad Ai Voice Enterprise License:

#### **Basics**

Dedicated phone number  
 Local and toll-free numbers (toll-free add fee)  
 Unlimited calling in US and CAN \*  
 Unlimited inbound and outbound \*  
 SMS, MMS, and group texting in US and CAN \*  
 HD video calling  
 Mobile, softphones and/or deskphone supported  
 Caller ID and history  
 Call forwarding  
 Call controls (transfer, hold, mute, etc.)  
 Holiday hours  
 Transferring calls outside of Dialpad  
 Multiple offices  
 Call waiting  
 Personalized voicemail greeting  
 Call park  
 Teams integration  
 Manual call recording  
 Auto call recording  
 Presence status  
 Fax add-on (Added charge )  
 Extension dialing

*\*Additional charges may apply*

#### **Conferencing**

Number of Participants: 150  
 Number of conferences: Unlimited  
 Meeting duration: 5 hours  
 Screen and document sharing  
 Unlimited call and video recording  
 HD quality audio

- Mobile apps
- Custom call-in number (US and CAN)
- Analytics
- Dial to add guests to call
- Upload custom hold music
- Team management portal
- Google Workspace and Microsoft 365 calendar integration
- Automated post-meeting summaries
- Single sign-on
- Personal meeting ID
- Join by desktop and mobile browser (no downloads)
- Custom action items

### **Call Routing**

- System greeting
- Custom ring durations
- Round robin/fixed order/longest idle routing
- Simultaneous ring
- Hold queues by Department
- Number of calls in queue by Department: 50
- Customizable hold music
- Open and closed business hour routing
- Dial by name directory

### **Monitoring and reporting**

- Historical analytics
- API reporting
- Call lists
- Admin API

### **Dialpad Ai–User**

- Real-time and post-call meeting transcription
- Snippets
- Shareable post-call summaries
- Action items
- Manual notes
- Auto call/transcript logging (Salesforce and ServiceCloud)
- Automatic syncing to Salesforce
- SMS logging in Salesforce
- Speech coaching

### **Reliability and security**

- Single sign-on
- SCIM provisioning
- Global datacenters/global connectivity
- Failover numbers
- Built on GCP

### **Collaboration**

- Group chat
- Internal chat

### **App support**

Android  
Chrome  
iOS  
Mac  
Web-based admin portal  
Windows

### **Integrations**

Dialpad Everywhere  
Google Workspace  
HubSpot  
Microsoft 365  
Okta  
OneLogin  
Salesforce1  
Salesforce Sales Cloud  
Salesforce Service Cloud  
ServiceNow  
Slack  
Zapier

### **Support**

Phone Support 24/7/365

#### **4.2.2.7.b Vendor should list all features their solution possesses from the below preferred features list (up to 3 points)**

- **Video Calls**
- **Microsoft Active Directory Integration**
- **Instant Messaging**
- **Fax over IP**
- **Music on Hold**
- **Paging via System Phones**
- **Blacklist Calls from Specific Numbers**
- **Call Pick-up/Call Pick-off**
- **Click-to-Dial**

Please see response for 4.2.2.7.a for a list of features

#### **4.2.2.7.c Vendor should list all available features and indicate if they can be disabled or granular control can be provided. (up to 5 points)**

This is considered proprietary information and will be disclosed during deployment.

#### **4.2.2.7.d Desk telephone model or models that are the recommended solution must include the following features:**

- **Must be comparable to current desk telephones Agency utilizes (Cisco IP Model 7945)**
- **Support audio for handset, headset and speakerphone**
- **Physical button that allows access to voicemail**
- **Physical button will allow access to missed, received or placed calls**
- **Speakerphone, mute and headset buttons**
- **Volume control for decibel-level adjustments for speaker phone, handset, headset and ringer.**

Dialpad supports multiple platforms, including smartphones (Android and iOS), desktops (Windows, MAC), tablets (Windows, MAC, Google), desk phones, room phones, and headsets. The following section describes more detail about recommends desk phones, room phones, and headsets for Dialpad.

#### **Recommended desk phones**

Dialpad supports several models of phones, including those from Obihai, Polycom, and Yealink. Dialpad regularly updates its supported phones; find the detailed list [here](#).

#### **Recommended headsets**

Several headsets are compatible with Dialpad (including AirPods). However, for the best possible experience, Dialpad recommends pairing with Plantronics or Jabra headsets, listed [here](#).

Desksets and Headphones may be ordered through our Partner using the following link:

<https://t-mobile.network-value.com/collections>

#### **4.2.2.7.e Conference Telephones**

**Conference telephone model or models that are the recommended solution must have expandable microphone capabilities.**

##### **Recommended room phones**

Generally, Dialpad recommends using Polycom Trio or Soundstation IP room phones. Review the complete list at the bottom of the [Supported Desk and Room Phones](#) page.

Desksets and Headphones may be ordered through our Partner using the following link:

<https://t-mobile.network-value.com/collections>

#### **4.2.2.8 IP Routing/ Filtering Device (3 points)**

##### **4.2.2.8.a Vendor must not require any servers to be on site.**

T-Mobile has read, understands and will comply.

#### **4.2.2.9 Solution Platform Access (3 Points)**

##### **4.2.2.9.a Vendor must provide Agency direct access to solution platform engineers for inquiry purposes and solution modification requests.**

**4.2.2.9.a.1 Please describe how Vendor will comply with this preference and include any areas where the proposed solution exceeds the mandatory requirement. (up to 3 points)**

**4.2.2.9.a.2 Please describe the level of customization Vendor can provide to tailor features within the solution. (up to 4 points)**

T-Mobile provides 24/7/365 access to support for Dialpad.

## **4.3. Qualifications and Experience:**

**Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.**

**4.3.1. Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.**

**4.3.1.1. Please provide any experience you have regarding deployment of your recommended solution to government entities (local, State or Federal). (2 points)**

Regarding references - We are unable to provide references due to pending approval from our customers to share their information in a public bid. We can provide references before contract award upon approval of the customers selected.

**4.3.1.2. Please provide the most recent copy of your SOC 2 (Service Organization Control Type 2) compliance report, if you have one. (1 Point)**

SOC2® Type II

Dialpad is SOC2® Type II compliant. We've performed a third-party audit to certify that we've implemented controls that operate effectively to meet the objectives of the AICPA Trust Services Principles.

**4.3.1.3. Vendor should provide Information and documentation demonstrating Vendor's ability to implement the proposed solution including, but not limited to: ( up to 4 points)**

- Copies of any staff certifications or degrees applicable to this project.
- Proposed staffing plans.
- Descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, what the project goals and objectives where and how they were).
- Any other information that Vendor deems relevant to the items identified as desirable or mandatory in this RFP.

Our HR privacy policies prohibit us from supplying resumes, certifications and degree information of our personnel. We include a description of their current job responsibilities at T-Mobile in the Account Team chart.

## **4.4. Oral Presentations: (3 points)**

The Agency is requesting oral presentations of all Vendors participating in the RFP process. Points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

**Materials and Information Requested at Oral Presentation:**

**4.4.1. Please provide a printout, prior to your presentation, of any information that will be discussed during your presentation.**

T-Mobile has read, understands and will comply.

**4.4.2. Please allow 15-20 minutes for Committee questions. 4.4.3. During the presentation, demonstration of any telephone models that meet mandatory requirements that you propose as part of the solution. (up to 2 points)**

T-Mobile has read, understands and will comply.

**4.4.4. Please provide very specific reason(s) why you believe your solution is superior to other solutions that may be presented. (up to 3 points)**

T-Mobile has read, understands and will comply.

## 4.5 Attendant Console/ Hunt Group

**4.5.1 Hunt Group should be able to be divided into divisions. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. ( up to 2 points)**

T-Mobile has read, understands and will comply.

**4.5.2 Automated attendant/voice menus should accommodate up to 300 numbers. (1 point)**

T-Mobile has read, understands and will comply.

**4.5.3 Contact Center should accommodate 400 end users. (1 point)**

T-Mobile has read, understands and will comply.

## 4.6 Warranty

**4.6.1 If telephones are purchased instead of leased then Vendor must provide a warranty for telephones for the duration of the contract.**

### Defective Items

Specific to devices ordered from Network Value (<https://t-mobile.network-value.com/collections>)

An RMA may be submitted for any items that is DOA or fails within 30 calendar days from purchase. We will repair or replace the item according to its specific manufacturer's guidelines. Replacement of failed items will be shipped via Ground Shipping delivery.

Customers are responsible for all return shipping costs, including that for defective merchandise. Packages that arrive COD or Postage Due will be refused.

- All products must be received in new, resalable condition. The condition of the product will be determined at Network-Value, Inc.'s discretion.
- All non-defective items are subjected to a minimum 20% restocking fee. A larger restocking fee may apply if returned merchandise is not resalable.

## 4.7 Project Timeline

**4.7.1 Vendor must be able to complete project within 60 days from award of contract.**

T-Mobile will assign a dedicated team to your deployment. This team uses a GANT chart to track and manage your deployment. It is possible to complete deployment within 60 days dependent upon multiple variables.

**4.7.2 Vendor should describe how they will meet the 60 day completion. Description should include the following (up to 4 points)**

- IT Administrative Staff training
- Receipt and distribution of telephones
- Installation of telephones with Agency IT staff as deemed necessary
- All staff training
- Porting of current telephone numbers
- Going live with project



## Dialpad standard deployment overview

The Dialpad deployment process through T-Mobile is designed to be simple and quick, while meeting your needs. Our standard deployment is completed over the course of three phases:

1. **Phase 1:** Information gather
2. **Phase 2:** Setup and configuration
3. **Phase 3:** Complete deployment

### Phase 1 - Information gather: Pre-port set up

A CloudSI Deployment Manager will contact you via email and phone during this phase to gather required information. During these discussions, they will:

- Identify and gather the information necessary to ensure a productive setup and configuration meeting
- Schedule live setup and configuration meeting

Accurate data will ensure a smooth transition to your new Dialpad solution.

### Phase 2 - Setup and configuration: Live meeting for call routing, admin training, and port requests

Working together with your deployment manager, you will configure your Dialpad solution to best meet your business needs during this phase by:

- Providing admin portal training
- Setting up user accounts, adjust office settings and call routing
- Initiating integrations such as Office 365 and Google Suite
- Training on Dialpad desktop and mobile applications
- Determining the most appropriate method of porting, as well as capture the information necessary to submit the port request(s)\*

### Phase 3 - Complete deployment: Post-port and call routing verification

While waiting for your ports, test your environment to make sure it is operating as designed and meeting your business needs.

After your users are invited/onboarded and your numbers ported, we will work with you to set up a user training session and ensure users understand how to use the power of Dialpad within your business.

Once we have augmented your environment to best meet your business needs, we will remain engaged to ensure a successful port.

## 4.8 Delivery and Return

**4.8.1 Shipment and Delivery:** Vendor shall ship the Contract Items after notice to proceed. Vendor shall deliver the Contract Items within twenty-one (21) working days after receiving notice to proceed. Contract Items must be delivered to Agency at State Capitol Building 1 Room E26 Charleston, WV25305.

**4.8.2 Late Delivery.** The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

**Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.**

**4.8.3 Delivery Payment/Risk of Loss: Vendor shall deliver the Contract Items F.0.8. destination to the Agency's location.**

T-Mobile has read and understands, and takes exception to this provision. The terms of the West Virginia-NASPO Agreement MA176 shall control.

**4.8.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.0.8. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.**

T-Mobile has read and understands, and takes exception to this provision. The terms of the West Virginia-NASPO Agreement MA176 shall control.

## **4.12 Remedies:**

**The following remedies shall be available to Agency upon default.**

**4.12.1 Cancellation of the Contract.**

T-Mobile has read and understands, and takes exception to this provision. The terms of the West Virginia-NASPO Agreement MA176 shall control.

**4.12.2 Cancellation of one or more release orders issued under this Contract.**

T-Mobile has read and understands, and takes exception to this provision. The terms of the West Virginia-NASPO Agreement MA176 shall control.

**4.12.3 Any other remedies available in law or equity.**

T-Mobile has read and understands, and takes exception to this provision. The terms of the West Virginia-NASPO Agreement MA176 shall control.

# ACCOUNT TEAM

## Meet your Account Team - Expert support available 24/7

Your account team's mission is to serve your organization and help address all your telecommunications needs. They have a direct stake in your success and will work to make certain you are always getting the most out of our relationship. They will work with your account administrators on a quarterly basis to help you analyze current plans and future mobile workforce needs.

**Jared Pritham | Head of VA/WV Government Account Executive | 804-585-6888 | [Jared.Pritham1@T-Mobile.com](mailto:Jared.Pritham1@T-Mobile.com)**

Your Head of State Partner will be your primary point of contact, and responsible for helping you drive the success for your business. Jared will provide ongoing high-quality customer support by recommending wireless solutions and consulting on the utilization of enhanced services and products to drive your productivity.

**Tami Arnette | State Account Manager | 757-506-0513 | [Tami.Arnette@T-Mobile.com](mailto:Tami.Arnette@T-Mobile.com)**

Additional point of contact and can perform the same functions as Head of State Partner.

**Kevin Farren | Senior Manager | 617-839-6874 | [Kevin.Farren@T-Mobile.com](mailto:Kevin.Farren@T-Mobile.com)**

We provide a dedicated Senior Manager who supports the Account Team to reach your telecommunication goals. Our management's ongoing support will ensure that relationships are in great standing and that all account projects are completed on time and within your expectations.

**Derek Doan | Director | 646-420-1108 | [Derek.Doan@T-Mobile.com](mailto:Derek.Doan@T-Mobile.com)**

Your sales Director is responsible for the overall relationship, including executive alignment, leading dedicated resources for customer projects, and customer satisfaction expectations. Your sales Director is also your direct point of escalation.

**David Bezzant | Vice President | 602-512-5006 | [David.Bezzant@T-Mobile.com](mailto:David.Bezzant@T-Mobile.com)**

Vice President for Government team. David heads T-Mobile's Federal, State, Local, County, and Education government team efforts. He is a fierce advocate for equality, and a key to architecting EmpowerED, & Project 10M where nearly 2.5M students have been connected to high-speed mobile internet. Additionally, T-Mobile's newly formed Hero's and Project 10M of which are valued at \$18.5 billion in combined value to police, fire, emergency responders and students over the next decade.

**Marilynn Schueller | Solutions Engineer | 704-498-8880 | [Marilynn.Schueller2@T-Mobile.com](mailto:Marilynn.Schueller2@T-Mobile.com)**

Your Solutions Engineer will provide technical sales support and consultation on integration and implementation of established T-Mobile products and services. Drew will architect wireless solutions utilizing the T-Mobile network that help you meet your business objectives.

**Belinda Townsend | Implementation Manager | 410-953-7541 | [Belinda.Townsend@T-Mobile.com](mailto:Belinda.Townsend@T-Mobile.com)**

Your Implementation Manager helps you successfully and efficiently manage the initial migration of new accounts and large-scale implementation of services. Jamie is available to consult with you to develop and execute an implementation plan. They'll also be the point person for training new users, coordinating internal resources and enabling a smooth transition to the Business Care team. Our priority is to ensure that your business experiences the best possible transition to T-Mobile with minimal impact to your day-to-day operations.

**Dejontae Colvin | Dedicated Expert – Care Lead | 423.380.7447 | [Dejontae.Colvin1@T-Mobilesupport.com](mailto:Dejontae.Colvin1@T-Mobilesupport.com)**

Your Dedicated Expert is on hand as a first line for invoice reviews, report requests, tech support, and other day to day requests.

**Jill Renshaw | Sr. IoT Account Executive | 646-845-0882 | [Jill.Renshaw@T-Mobile.com](mailto:Jill.Renshaw@T-Mobile.com)**

Collaborates with customer executives, strategic partners, and internal T-Mobile resources to develop IoT solutions.

# LEGAL TERMS

T-Mobile is offering Products and Services under its NASPO ValuePoint Master Agreement #MA176 with an effective date of 7/1/2019, as may be amended (“NASPO Master Agreement”), pursuant to the West Virginia-Participating Addendum (Contract No. CPHONE20C) between T-Mobile and the State of West Virginia (the “West Virginia Participating Addendum”). The NASPO ValuePoint Master Agreement and the West Virginia Participating Addendum are collectively referred to herein as the “West Virginia-NASPO Agreement MA176.” The West Virginia-NASPO Agreement MA176 provides customers with a wide array of Products and Services, a standard set of negotiated terms and conditions, and highly competitive rate plans. By signing and submitting a Purchase Order to T-Mobile, Purchasing Entities, such as Customer, may place orders with T-Mobile for Products and Services available under the West Virginia-NASPO Agreement MA176.

Accordingly, T-Mobile respectfully takes a blanket exception to all terms and conditions of the RFP that are not required by law, including, but not limited to Section 3 of the RFP, General Terms and Conditions. Instead, the terms of the West Virginia-NASPO Agreement MA176 will control. The terms and conditions in any Customer-generated order template will have no force or effect other than to denote quantity, the products or services purchased or leased, delivery destinations, requested delivery dates and any similar information mutually agreed to by the parties. Additionally, since T-Mobile is not a manufacturer of products, and certain products and services being offered are developed and owned by third parties, T-Mobile is required to pass through the third-party terms and conditions from our vendors via URL or click-through third party terms at point of sale or upon login to the third-party application. In addition, the Unified Communications Platform Addendum must be executed by the Customer in order to purchase the products and services being offered in response to this RFP and is included as part of T-Mobile’s response. The West Virginia-NASPO Agreement MA176 and the Unified Communications Platform Addendum are expressly incorporated into and form a part of T-Mobile’s proposal and any resulting contract between T-Mobile and the Customer.

To the extent T-Mobile has clarified or taken exception to an RFP term or proposed additional terms not addressed in the RFP, such comments have been included only after careful consideration of the RFP requirements, T-Mobile’s corporate policies, and applicable law. T-Mobile has made a good faith effort to respond to all RFP terms and requirements to the best of its ability and knowledge.

For Customer’s reference, T-Mobile is providing the website link to the NASPO Master Agreement and West Virginia-Participating Addendum: <https://www.naspovaluepoint.org/portfolio/wireless-voice-data-accessories-2019-2024/t-mobile-usa-inc/>

In the event of a conflict between the terms of any attachments or other documents incorporated herein, the conflict shall be resolved in the following order of precedence (from highest to lowest):

- a. The Unified Communications Platform Addendum;
- b. West Virginia-NASPO Agreement MA176;
- c. T-Mobile’s Response/Proposal;
- d. RFP; and
- e. Any additional terms and conditions mutually agreed by the parties to be applicable and incorporated into the resulting contract

## 8. INSURANCE:

T-Mobile has reviewed the following insurance requirements and will comply subject to the modifications noted below.

The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. ~~Thirty (30) days~~ prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, ~~or change in insurers~~. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award ~~regardless of whether that insurance requirement is listed in this section.~~

## **STANDARD GENERAL EXCEPTIONS TO BE INCLUDED (as applicable)**

### **Coverage**

Wireless services do not perform in precisely the same manner as non-wireless landline telephone services. Accordingly, T-Mobile does not guarantee coverage in any specific area at any specific time. Coverage shown on the coverage maps is a general prediction of outdoor coverage, and does not guarantee that coverage will be available at all covered geographic areas at all times. Wireless coverage is impacted by, among other things, terrain, weather, antenna location, system modification, foliage and man-made structures (such as buildings), and therefore cannot be predicted precisely at all times.

### **Technology evolution**

#### ***Technology Evolution***

- (1)** *In the normal course of technology evolution and enhancement, T-Mobile continually updates and upgrades its networks, Products and Services. In some instances, these efforts will result in the need to ultimately replace or discontinue certain offerings or technologies. In such event, T-Mobile will undertake such efforts in a customer-focused and commercially reasonable manner. Accordingly and notwithstanding anything in this Agreement to the contrary, T-Mobile reserves the right, in its sole discretion, after providing the notice set forth in subsection (2) below, to: (a) migrate Customer to a replacement technology; or (b) discontinue any Product, Service, network standard, or technology without either party being in breach of this Agreement or incurring early termination liability relating to the discontinuance of the affected Product, Service, network standard, or technology.*
- (2)** *If T-Mobile takes any action set forth in subsection (1) above, T-Mobile will provide advance notice reasonably designed to inform Customer (if affected) of such pending action. The form of T-Mobile's notice may include providing written notice to any address (a) listed in this Agreement for Customer, (b) T-Mobile uses for billing, or (c) set forth in an Order. Customer agrees that such notice is reasonable and sufficient notice of T-Mobile's pending action.*

### **Renewal**

*T-Mobile requires any extension or renewal of the contract term beyond the original contract period to be subject to the mutual, written agreement of the parties.*

# COMPLETED FORMS



**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.**

(Printed Name and Title) Michaela Clairmonte, Sr Manager, Contracts Negotiation

(Address) 12502 Sunrise Valley Dr., Reston VA 20191

(Phone Number) / (Fax Number) 703-433-8581

(Email address) Michaela.Clairmonte@T-Mobile.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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.*

T-Mobile USA, Inc.

DocuSigned by:  
(Company)

0F886C03137400  
**(Signature of Authorized Representative)**  
David Bezzant - VP, T-Mobile For Government

**(Printed Name and Title of Authorized Representative) (Date)**  
801-816-4434

**(Phone Number) (Fax Number)**  
David.Bezzant@T-Mobile.com

**(Email Address)**

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFP AGO24\*001**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

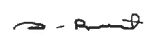
(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

T-Mobile USA, Inc.

---

DocuSigned by: **Company**  
  
\* 8F686CC9343743C

---

**Authorized Signature**

Date

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

Revised 6/8/2012

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.



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

State of West Virginia  
Centralized Request for Proposals  
Info Technology

Proc Folder: 1262796

Doc Description: Addendum No 1-CLOUD BASED TELEPHONY SYSTEM

Reason for Modification:

Addendum No 1 is issued to modify the bid opening date.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2023-08-08	2023-08-17 13:30	CRFP 1500 AGO2400000001	2

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Customer Code:

Vendor Name : T-Mobile USA, Inc.

Address : 12902

Street : SE 38th Street

City : Bellevue

State : WA

Country : USA

Zip : 98006

Principal Contact : Jared Pritham

Vendor Contact Phone: 804-585-6888

Extension:

**FOR INFORMATION CONTACT THE BUYER**

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

Vendor  
Signature X \*

DocuSigned by:

8F685CCP949743C...

FEIN# 91-1983600

DATE 9/5/23

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

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.

**ADDITIONAL INFORMATION**

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 8/10/23 to 8/17/23

--no other changes--

\*\*\*\* Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US	ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Cloud based Telephony service				

Comm Code	Manufacturer	Specification	Model #
43222800			

**Extended Description:**

Cloud Based Telephony System:

Vendors MUST fill out Cost Sheet included as an attachment.

**\*\*ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED\*\***

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2023-08-04



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

State of West Virginia  
Centralized Request for Proposals  
Info Technology

**Proc Folder:** 1262796

**Doc Description:** Addendum No 2-CLOUD BASED TELEPHONY SYSTEM

**Reason for Modification:**

Addendum No 2 is issued to publish questions and answers.

**Proc Type:** Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2023-08-10	2023-08-17 13:30	CRFP 1500 AGO2400000001	3

### BID RECEIVING LOCATION

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

### VENDOR

**Vendor Customer Code:**

**Vendor Name :** T-Mobile USA, Inc.

**Address :** 12920

**Street :** SE 38th Street

**City :** Bellevue

**State :** WA

**Country :** USA

**Zip :** 98006

**Principal Contact :** Jared Pritham

**Vendor Contact Phone:** 804-585-6888

**Extension:**

### FOR INFORMATION CONTACT THE BUYER

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

**Vendor Signature X \***

DocuSigned by:

8F585CC9343743C

**FEIN#** 91-1983600

**DATE** 9/5/23

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

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.

**ADDITIONAL INFORMATION**

Amendment No 2 is issued for the following reasons:

1) To publish a copy of vendor's questions with the Agency's responses.

--no other changes--

\*\*\*\* Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US	ATTORNEY GENERALS OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Cloud based Telephony service				

Item Code	Manufacturer	Specification	Model #
43222800			

**Extended Description:**

Cloud Based Telephony System:

Vendors MUST fill out Cost Sheet included as an attachment.

**\*\*ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED\*\***

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2023-08-04

	Document Phase	Document Description	Page
AGO2400000001	Final	Addendum No 2-CLOUD BASED TELEPHONY SYSTEM	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions





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

State of West Virginia  
Centralized Request for Proposals  
Info Technology

<b>Proc Folder:</b> 1262796	<b>Reason for Modification:</b> Addendum No 3 is issued to modify the bid opening date		
<b>Doc Description:</b> Addendum No 3-CLOUD BASED TELEPHONY SYSTEM			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-08-15	2023-08-24 13:30	CRFP 1500 AGO2400000001	4

### BID RECEIVING LOCATION

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

### VENDOR

Vendor Customer Code:

Vendor Name : T-Mobile USA, Inc.

Address : 12920

Street : SE 38th Street

City : Bellevue

State : WA

Country : USA

Zip : 98006

Principal Contact : Jared Pritham

Vendor Contact Phone: 804-585-6888

Extension:

### FOR INFORMATION CONTACT THE BUYER

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

DocuSigned by:

8F88FC09343743C

Vendor  
Signature X \*

FEIN# 91-1983600

DATE 9/5/23

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

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.

	Document Phase	Document Description	Page
AGO2400000001	Final	Addendum No 3-CLOUD BASED TELEPHONY SYSTEM	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



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

State of West Virginia  
 Centralized Request for Proposals  
 Info Technology

<b>Proc Folder:</b> 1262796		<b>Reason for Modification:</b>	
<b>Doc Description:</b> Addendum No 4-CLOUD BASED TELEPHONY SYSTEM		Addendum No 4 is issued to modify the bid opening date, to modify the specifications, to allow for a..... See Page 2 for complete info	
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-08-18	2023-09-05 13:30	CRFP 1500 AGO2400000001	5

<b>BID RECEIVING LOCATION</b>			
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US			

<b>VENDOR</b>			
<b>Vendor Customer Code:</b>			
<b>Vendor Name :</b> T-Mobile USA, Inc.			
<b>Address :</b> 12920			
<b>Street :</b> SE 38th Street			
<b>City :</b> Bellevue			
<b>State :</b> WA	<b>Country :</b> USA	<b>Zip :</b> 98006	
<b>Principal Contact :</b> Jared Pritham			
<b>Vendor Contact Phone:</b> 804-585-6888		<b>Extension:</b>	

<b>FOR INFORMATION CONTACT THE BUYER</b>	
Toby L Welch (304) 558-8802 toby.l.welch@wv.gov	

<b>Vendor Signature X *</b>	DocuSigned by: 	<b>FEIN#</b> 91-1983600	<b>DATE</b> 9/5/23
	8F686CC9343743C...		

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

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.

**Reason for Modification:**

Addendum No 4 is issued to modify the bid opening date, to modify the specifications, to allow for a second question period, and to publish a revised Pricing sheet.

**ADDITIONAL INFORMATION**

Addendum No 4 is issued for the following reasons:

- 1) To publish a copy of revised project specifications and bid documents (revised 08/18/23)
- 2) To publish a copy of Revised Exhibit C - Pricing Page (revised 08/18/23)
- 3) To schedule a second window of opportunity for vendors to submit questions 08/25/23 @ 3:00 p.m.)
- 4) To modify the bid opening date from 08/24/23 to 09/05/23

--no other changes--

\*\*\*\* Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US	ATTORNEY GENERALS OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Cloud based Telephony service				

Comm Code	Manufacturer	Specification	Model #
43222800			

**Extended Description:**

Cloud Based Telephony System:

Vendors MUST fill out Revised Cost Sheet dated 08/18/23 included as an attachment.

**\*\*ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED\*\***

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2023-08-04
2	Questions are due by 3:00 p.m.	2023-08-25



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

State of West Virginia  
Centralized Request for Proposals  
Info Technology

<b>Proc Folder:</b> 1262796	<b>Reason for Modification:</b> Addendum No 5 is issued to publish the questions and responses for the second question period.		
<b>Doc Description:</b> Addendum No 5-CLOUD BASED TELEPHONY SYSTEM			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-08-28	2023-09-05 13:30	CRFP 1500 AGO2400000001	6

### BID RECEIVING LOCATION

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

### VENDOR

**Vendor Customer Code:**

**Vendor Name :** T-Mobile USA, Inc.

**Address :** 12902

**Street :** SE 38th Street

**City :** Bellevue

**State :** WA

**Country :** USA

**Zip :** 98006

**Principal Contact :** Jared Pritham

**Vendor Contact Phone:** 804-585-6888

**Extension:**

### FOR INFORMATION CONTACT THE BUYER

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

**Vendor Signature X \***

DocuSigned by:

8F6866E9342743C...

**FEIN#**

91-1983600

**DATE**

9/5/23

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

\* T-Mobile has read, understands and will comply with the terms, conditions and requirements in the Solicitation, subject to the specific responses to Solicitation provisions as set forth in T-Mobile's proposal. T-Mobile is prepared to negotiate in good faith with Customer regarding its Solicitation responses.

**ADDITIONAL INFORMATION**

Amendment No 5 is issued for the following reasons:

1) To publish vendor's questions with their responses for the second question period.

--no other changes--

\*\*\*\* Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US	ATTORNEY GENERALS OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Cloud based Telephony service				

Comm Code	Manufacturer	Specification	Model #
43222800			

**Extended Description:**

Cloud Based Telephony System:

Vendors MUST fill out Revised Cost Sheet dated 08/18/23 included as an attachment.

**\*\*ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED\*\***

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2023-08-04
2	Questions are due by 3:00 p.m.	2023-08-25