



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

Request for Quotation

RFQ NUMBER
 DRS070007

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 KRISTA FERRELL
 304-558-2596

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DIV OF REHABILITATION SERVICES
 DISABILITY DETERMINATION SECT.
 1206 QUARRIER ST, SUITE 200
 2ND FLOOR MASON BLDG.
 CHARLESTON, WV
 25301 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/22/2006				

BID OPENING DATE: 07/26/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		725-56		
TELEPHONE SYSTEMS (2-60 STATIONS) REQUEST FOR QUOTATION THE WEST VIRGINIA PURCHASING DIVISION ON BEHALF OF THE AGENCY, THE WEST VIRGINIA DIVISION OF REHABILITATION SERVICE'S DISABILITY DETERMINATION SECTION, IS SOLICITING BIDS TO PROVIDE EQUIPMENT, INSTALLATION, TRAINING, AND MAINTENANCE OF A NEW PHONE SYSTEM TO REPLACE THE EXISTING SYSTEM AT THE DISABILITY DETERMINATIONS SECTIONS'S LOCATION AT 500 QUARRIER STREET, SUITE 500, CHARLESTON, WV. A MANDATORY PRE-BID MEETING WILL BE HELD ON AT THE DISABILITY DETERMINATION OFFICE AT 500 QUARRIER STREET IN CHARLESTON, WV ON JULY 10, 2006 AT 10:00 AM. THIS IS A SECURE BUILDING. PLEASE ALLOW TIME TO GO THRU SECURITY UPON YOUR ARRIVAL. ANY VENDOR FAILING TO ATTEND THE MANDATORY PRE-BID MEETING WILL BE DISQUALIFIED FROM BIDDING ON THIS PROJECT. SPECIFICATION PER THE ATTACHED PAGES. THE TERM FOR MAINTENANCE SHALL BE ESTABLISHED BY CHANGE ORDER UPON RECEIPT, INSTALLATION, AND ACCEPTANCE OF THE PHONE SYSTEM BY THE AGENCY. MAINTENANCE FOR YEARS 3, 4, AND 5 SHALL BE ADDED BY CHANGE ORDER ON THE ANNIVERSARY DATE ESTABLISHED FOR ACCEPTANCE.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
 2. The State may accept or reject in part, or in whole, any bid.
 3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
 4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required registration fee. (Effective June 8, 2006, the fee will change from \$45.00 to \$125.00 pursuant to House Bill 4031.)
 5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
 6. Payment may only be made after the delivery and acceptance of goods or services.
 7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
 8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
 9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
 10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
 11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
 12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
 13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
 14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
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INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **DUPLICATE BIDS:** All quotations must be delivered by the bidder to the respective offices listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

ORIGINAL SIGNED BID TO:

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

DUPLICATE BID TO:

State Auditor's Office
Bid Observer
Building 1 Room W114
1900 Kanawha Boulevard, East
Charleston, WV 25305-0230

NOTICE: Beginning June 8, 2006, there is no need to submit a duplicate bid to the State Auditor's Office pursuant to House Bill 4031.



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06/22/2006				

BID OPENING DATE: 07/26/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
	EXHIBIT 5					
	<p>NOTICE TO PROCEED: THIS CONTRACT IS TO BE PERFORMED WITHIN 30 CALENDAR DAYS AFTER THE NOTICE TO PROCEED IS RECEIVED. UNLESS OTHERWISE SPECIFIED, THE FULLY EXECUTED PURCHASE ORDER WILL BE CONSIDERED NOTICE TO PROCEED.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE MATERIALS OR WORKMANSHIP SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HERE IN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>REV. 1/2005</p> <p style="text-align: center;">NOTICE</p> <p>AN ORIGINAL, SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>BID MUST CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p>					

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BID OPENING DATE: 07/26/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
	SEALED BID					
	BUYER:			21		
	REQ. NO.:			DRS070007		
	BID OPENING DATE:			07/26/2006		
	BID OPENING TIME:			1:30 PM		
	PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:					

	PLEASE PRINT OR TYPE NAME OF PERSON TO CONTACT CONCERNING THIS QUOTE:					

	***** THIS IS THE END OF RFQ DRS070007 ***** TOTAL:					

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CHARLESTON DISABILITY DETERMINATION SECTION TELECOMMUNICATIONS RFQ

ALL TELECOMMUNICATIONS AND VOICE PROCESSING COMPONENTS MUST BE FROM A SINGLE MANUFACTURER.

Background/Location

To provide equipment, installation, training, and maintenance of a new phone system to replace the existing system for the Disability Determination Section located at 500 Quarrier Street, Suite 500, Charleston, WV.

General Requirements:

The vendor is responsible for the complete system installation and training of the agency personnel on the system. All services are to be provided at the customer site. The vendor must bid new equipment, no exceptions. The quote shall include all labor required to install and/or configure, program, test for operation of the equipment provided, and provide for training as specified. The purchase price of the telephone system must include installation, training, and a full two year maintenance warranty. The response time for a service call from the agency must be with a call back within 30 minutes of a major outage (central answering position out or more than 25% of stations out). Technician will be on site within three (3) hours for a major outage; response time of eight (8) hours to minor failure (stations other than answering positions).

System Requirements:

The system shall be installed to handle two (2) PRI circuits, one hundred forty-four (144) digital station ports and fourteen (14) analog ports for fax/modems. The system shall be expandable to 600 universal ports. Caller ID is required for all stations that receive incoming, internal, transferred or forwarded calls.

The proposed system shall be controlled by one central CPU. The networking of systems together is not an option. The system must support smart media/compact flash storage with stored program control design. The system programming must be able to be accessed remotely with access to the phone system, call accounting and voice processing system through dial-up modem.

The telephone system must support simultaneous voice and data transmission over the same IP network. This includes VoIP trunk applications and IP telephone remote user applications that support employees working off-site or at home with the same feature/function capabilities as if they were locally connected extensions in the telephone system. This technology must be fully integrated into the installed system. A third party add on unit is not acceptable.

In addition to the above requirements, the system shall include the following: 6 party Conferencing, a minimum of 30 station and 800 system Speed Dial, 16 Group Paging through phones, External Paging, Account Codes for toll calling, Multiple Directory Numbers, Auto Off-Hook Selection, Ringing Line Preference, Digital PAD, Multiple MOH Interfaces, Two Color LEDs, Full Feature Prompting Soft-Key Integration with system and voice-mail, Enhanced 911 capabilities, Ring Down, Auto Night Service Activation, system-wide and station Call Forward External/ Internal.

Station Requirements:

One (1) digital station shall be a Central Answering Position with 20 programmable keys and DSS/BLF for all other extensions. Twenty (20) digital stations shall have a minimum of 20 programmable keys. One hundred fifteen (115) digital stations shall have a minimum of 10 programmable keys. Several stations may be wall mounted. Nine (9) stations will require headsets. Ten (10) additional headsets are needed as a supply for future use.

All digital stations shall consist of the following features: programmable buttons for Intercom, Multiple Directory Numbers, BLF's, lines and features. Fixed buttons for Hold, Message Light, Conference/Transfer, Speed Dial, Redial, Volume Control for handset, ringer and speaker. The stations shall also have speakerphone and the ability to disable the speakerphone function. (Most of the stations will need the speakerphone function disabled). LCD display (day date, time, call duration) minimum of 2 lines 24 characters with Multiple Level Feature Menus.

Five (5) Cordless phones shall have 900 MHZ digital spread spectrum technology and be capable of using the same port as a digital station, mimicking the extension number or in a stand-alone scenario. Four programmable buttons are required for features and multiple line access.

Hold, Message LED, Conference/Transfer, a LCD, and caller ID are required. The phone must be headset compatible with three ring modes including a vibration mode.

Three (3) Conference phones shall be full duplex stations with the ability to add external microphones and have Caller ID. Two (2) of the conference phones must have external microphones.

Voice Processing/Call Coverage

The system shall include an integrated Microsoft Windows based voice processing system with Automated Attendant and Voice Mail. System integration must support Call Recording and Voice Mail Soft keys on the station LCD. The Automated Attendant shall allow a caller to input a first or last name to be connected to an extension. The Voice Mail shall include the ability for guest mailboxes, time and date stamp on receipt of messages, outcall notification, interface to light the message waiting lamp on the telephone sets, and a minimum of 7 personal greetings. The Voice Processing System shall be upgradeable to the following capabilities: Fax Server, Unified Messaging, Text-to-Speech, and Interactive Voice response. The Voice Processing System shall be installed with minimum of 16 ports and 300 hours of storage. It must be expandable to a maximum of 32 ports.

Call Accounting System:

Vendors must include a Call Accounting System that fully integrates with the quoted system. This system must allow various customizable reports that include, but not limited to, time, date, extension making call, duration and cost. System must allow monitoring calls per day by extension or department and provide trunk analysis. The Call Accounting System shall be Microsoft Windows based software and will reside on a PC supplied by the vendor (The PC will also be used for phone system administration). A printer must also be supplied by the vendor that will be used for reports, etc.

PC Specifications: Minimum Pentium 4 processor or equivalent. minimum 1 GB RAM, minimum 80 GB hard drive, CD/DVD RW combo drive, minimum 3.0 GHz/1MB l2 cache. Monitor will be flat panel color with a minimum screen size of 19 inches.

Printer specifications: The printer will be monochrome laser with a minimum of 25 ppm,

a minimum 300 mhz processor, minimum 32 MB RAM, and a minimum paper handling of 250 pages. The printer must be supported by a Microsoft Windows operating system.

UPS/Battery Back Up

The system shall include a power failure backup that will run the telephone system for a minimum of 4 hours in the event of a commercial power failure.

Surge Protection

The system must be installed with adequate protection for power spikes including lightening. All system electrical failures must be covered in the warranty or maintenance.

Qualifications:

The vendor shall have sold, serviced, and maintained the quoted product line for five years. Three vendor technicians must be certified on the proposed system. The vendor must provide three references of installations comparable in size of the quoted system. One must be a state agency. List agency or company name, contact information, system size and install date.

Vendors should include proof of five year's product line sales, service and maintenance and required references in their bid submission.

Training:

Training shall be provided by the successful vendor in a classroom setting with live stations for demonstration and hands-on learning. User guides are required for all quoted stations and features. The successful vendor shall have a representative on site for the first two week days after the cut over to assist in training and programming issues.

The successful vendor shall also include the training of a systems administrator which will include training on voice mail administration and the administration of the telephone system including adding features to extensions and moving extensions from one location to another active location.

System Installation / Cutover / Post Cutover Support

The vendor must provide a minimum of two certified technicians to perform the cutover over a weekend. The vendor must also be supported by manufacturer technical support during the cutover.

Warranty/Maintenance:

Standard warranty shall be a minimum of two (2) years on parts and labor inclusive of surge protection as specified above. Warranty shall become effective upon installation and acceptance of the system by the agency. The agency will add the actual effective dates to the Purchase Order when known via an approved Change Order to the Purchase Order.

Post warranty maintenance for years 3, 4, and 5 must be quoted separately and shall cover parts and labor inclusive of surge protection as specified above. The agency reserves the right to add the additional years' maintenance at the quoted price any time during the life of the contract.

Award

Award shall be based on the lowest bid vendor meeting specifications for the system as specified, inclusive of 2 year warranty, and additional 3 years maintenance.

Telephone system inclusive of 2 year warranty		\$ _____
(Vendors shall not quote the 2 year warranty as a separate item.)		
Additional Maintenance	Year 3	\$ _____
	Year 4	\$ _____
	Year 5	\$ _____
GRAND TOTAL FOR EVALUATION		\$ _____

RFQ No. _____

A F F I D A V I T

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

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

EXCEPTION:

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

LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: _____

Authorized Signature: _____ Date: _____