



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
ISCG0065

PAGE
1

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

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF ADMINISTRATION  
 IS&C - OPERATIONS MANAGER  
 1 DAVIS SQUARE

CHARLESTON, WV  
 25301 304-558-0855

DATE PRINTED 11/30/2006	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
	01/19/2007			BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-45		
<p>RFI: VOICE AND WEB CONFERENCING &amp; INSTANT MESSAGING</p> <p>REQUEST FOR QUOTATION</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS REQUESTING INFORMATIONS TO SET A STATE STANDARD FOR VOICE CONFERENCING, WEB CONFERENCING, AND INSTANT MESSAGING PER THE ATTACHED SPECIFICATION.</p> <p>NO AWARD WILL BE MADE FROM THIS REQUEST FOR INFORMATION. THE INFORMATION GATHERED WILL BE USED TO ASSIST THE OFFICE OF TECHNOLOGY IN DEVELOPING AND REQUEST FOR QUOTATION (RFQ) OR A REQUEST FOR PROPOSAL (RFP) WHICH WILL BE ISSUED AT A LATER.</p> <p>ALL INFORMATION GATHERED DURING THIS PROCESS, INCLUDING PRICING, WILL BE MADE AVAILABLE FOR PUBLIC ACCESS UPON THE AWARD OF THE RESULTING RFQ OR RFP.</p> <p>TECHNICAL QUESTIONS CONCERNING THIS RFI MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA PURCHASING DIVISION VIA EMAIL AT KFERRELL@WVADMIN.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR TECHNICAL QUESTIONS IS 12/28/2006. QUESTIONS REGARDING THE ACTUAL SUBMISSION OF A VENDOR'S BID MAY BE SUBMITTED AT ANY TIME PRIOR TO THE END DATE FOR THIS REQUEST AND IN ANY FORMAT.</p> <p>ALL TECHNICAL QUESTIONS RECEIVED (IF ANY) WILL BE</p>						

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 \$125.00 registration fee.
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. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office 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.

**SIGNED BID TO:**

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



State of West Virginia  
 Department of Administration  
 Purchasing Division  
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 IS&C - OPERATIONS MANAGER  
 1 DAVIS SQUARE  
  
 CHARLESTON, WV  
 25301 304-558-0855

DATE PRINTED 11/30/2006	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 01/19/2007		BID OPENING TIME		01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ANSWERED BY ADDENDUM AFTER THE 12/28/2006 DEADLINE.						
NOTICE						
A SIGNED COPY OF YOUR INFORMATION PACKET MUST BE SUBMITTED TO:						
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE INFORMATION PACKET SHOULD CONTAIN THE FOLLOWING ON THE FACE OF THE ENVELOPE.						
REQUEST FOR INFORMATION						
BUYER:				KF-21		
RFI. NO.:				ISCG0065		
RFI OPENING DATE:				1/19/2006		
RFI OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
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DEPARTMENT OF ADMINISTRATION  
 IS&C - OPERATIONS MANAGER  
 1 DAVIS SQUARE

CHARLESTON, WV  
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DATE PRINTED 11/30/2006	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 01/19/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
-----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
-----						
***** THIS IS THE END OF RFQ ISCG0065 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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**REQUEST FOR INFORMATION (RFI)**  
Office of Technology

004

**PART 1: GENERAL INFORMATION**

The State of West Virginia is evaluating various real time collaboration tools. The intent of the evaluation is to set a **state standard** for voice conferencing, web conferencing and instant messaging.

The State is requesting information, to be used in the evaluation, from vendors in Gartner's Leaders' Quadrant of the 2005 Magic Quadrant for Web Conferencing (WebEx Communications, Microsoft, and IBM) and the Leaders Quadrant of Gartner's 2006 Magic Quadrant for Unified Communications (Cisco, Microsoft, Siemens, Nortel, and Alcatel). As the State's initial requirements may be entry level to moderate the State will also request and review information from vendors in Gartner's 2005 'Niche Players' Quadrant for Web Conferencing (NetViewer, Citrix Systems, WebDialogs, and Arel Communications and Software).

The State will evaluate information from vendors offering voice conferencing, web conferencing and instant messaging as a suite of products, a combination of one or more of the products or as single product offerings.

Cost will play an important part in the evaluating the products and in setting the **state standard**. As such, vendors are strongly encouraged to offer their **best pricing** for the different components of the vendor's real-time collaborative toolset when responding to this request for information.

Although an award cannot be made from an RFI, we plan to use the information we collect to assist us in developing an RFQ (Request for Quotation) or an RFP (Request for Proposal). All information provided during this RFI process, including pricing, shall be made available for public access upon award of the resulting RFQ or RFP.

Vendors responding to this request for information will be invited to provide a demonstration of their product(s). The product demonstrations will allow the state to assess the user friendliness and effectiveness of each product in meeting the state's needs.

The State of West Virginia desires to acquire a product(s) which allows participants in diverse locations to deliver and participate in virtual, on-line meetings, voice conferencing and instant messaging. Such product(s) will help to provide the opportunity to increase productivity, share information and reduce travel time and expense.

The Office of Technology will offer this service to all State agencies, as well as county and local municipalities, and any other official boards and commissions deemed eligible as legitimate, governmental entities.

**1.1 Inquiries:**

Additional information inquiries regarding specifications of this RFI must be submitted in writing to Krista Ferrell with the exception of questions regarding information submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.16. All inquiries of specification clarification must be addressed to Krista at [kferrell@wvadmin.gov](mailto:kferrell@wvadmin.gov).

**1.2 Oral Statements and Commitments:**

Vendor must clearly understand that any verbal representations made or assumed to be made during any oral discussions held between Vendor's representatives and any State personnel is **not** binding

**1.3 Economy of Preparation:**

Information should be prepared simply and economically, providing a straightforward, concise description of Vendor's abilities to satisfy the requirements of the RFI. Emphasis should be placed on completeness and clarity of content.

**1.4 Proposal Submission:**

Vendors must submit their response to this RFI before 5:00 p.m. EST on Friday, November 30, 2006. Vendors mailing information should allow sufficient time for mail delivery to ensure timely arrival.

**Please submit** one original copy with (5) convenience copies to:

Krista Ferrell, Senior Buyer  
State Purchasing Division  
2019 Washington Street, East  
P.O. Box 50130  
Charleston, WV 25305

**1.5 Incurring Costs:**

The State and any of its employees or officers shall not be held liable for any expenses incurred by any vendor responding to this RFI for expenses to prepare, deliver the proposal, or to attend any open discussion conferences or oral presentations.

**1.6 Risk of Disclosure:**

The only exemptions to disclosure of information are listed in West Virginia Code §29B-1-4. Primarily, only trade secrets as submitted by a bidder are the only exemption to public disclosure. The submission of any information to the State by a vendor puts the risk of disclosure on the vendor. The State will make a reasonable effort not to disclose information that is within the guidelines of §29B-1-4 and is

properly labeled "proprietary information not for public disclosure". The State does not guarantee non-disclosure of any information to the public.

1.7 **Schedule of Events**

- Release of the RFI.....11/30/06
- Vendor Information Due .....01/19/07
- Vendor Demonstration.....TBA

1.8 **Proposal Format:** Vendor should follow the RFI in responding to this RFI, e.g., Requirements (3.1, 3.2, and 3.2.1); Additional Requirements (3.2.2); and Training and References (3.2.3 and 3.2.4).

**PART 2 OPERATING ENVIRONMENT**

2.1 **Location:**

The Office of Technology, located at One Davis Square, in Charleston, West Virginia will be the central point-of-contact for this RFI. The majority of Real Time Collaboration participants will be located throughout the state. External business partners which may or may not be located within the state, need to be accommodated, within the scope of this project.

2.2 **Background:**

Currently, there is no state standard for real time collaboration.

2.2.1 The State's primary Operating System environment is Windows-based.

2.2.2 The two (2) predominant e-mail platforms in State government are Novell GroupWise and Microsoft Exchange. Future migrations to Exchange are expected.

**PART 3 FUNCTIONAL REQUIREMENTS**

3.1 The State of West Virginia desires to provide users with a solution for conducting on-line meetings for integrated, interactive and easy-to-use web conferencing, voice conferencing and instant messaging. This solution shall be able to support small meetings, or a high-volume web conferencing environment, in real-time.

The State is seeking the best solution, both in terms of functionality and cost-effectiveness, for its real time collaboration needs.

**Please provide a detailed response for each of the following items. Please respond in the same order and with the same numbering schema for ease of evaluation.**

### 3.1.1 Web Conferencing features may include:

- Application/document sharing
- Multiple Presenters/Locations
- Presentation Delivery
- Whiteboard
- File sharing
- File transfer
- Instant messaging
- Password secure
- Scheduling
- Reporting
- Voice Conferencing Capabilities

3.1.1.1 Application/Document Sharing – Please describe any capability for a participant to write directly into the presenter’s application or document, with the permission of the presenter.

3.1.1.2 Multiple Presenters/Locations – Please describe support for multiple presenters from multiple locations, with the ability to transfer the “leadership” role in mid-conference.

3.1.1.3 Presentation Delivery – Please describe any ability for all participants to see an online presentation (e.g. Microsoft PowerPoint, Word), which is under the control of the presenter.

3.1.1.4 Whiteboard – Please describe any ability that allows the presenter to draw, add text and highlight information, utilize overlay and use annotation tools, intended to be viewed by all participants, with the ability to save whiteboard information in standard PC formats.

3.1.1.5 File Sharing – Please describe how participants can exchange files during a web conferencing.

3.1.1.6 File Transfer – Please describe any capability that allows the presenter to send files to an individual or all participants during the meeting.

3.1.1.7 Instant Messaging – Please describe how any presenter or participant should be able to have “sidebar” conversations related to the content of the meeting. Vendor should describe what Instant messaging products are included in their solution. The vendor’s product should allow private, one to one messaging, as well as group chat functionality for three (3) or more participants.



3.1.1.8 Password Secure – Please describe the use of login identifications and passwords within product(s).

3.1.1.9 Scheduling – Please describe how web conferences are scheduled and cancelled.

3.1.1.10 Reporting – Please describe reporting mechanisms to allow State to report on presenters, participants and duration of the conference.

## **3.2 Technical/Support Information**

3.2.1 As defined in Section 3.1, please also describe, in detail, the **minimum** standards for the following:

3.2.1.1 Software Update Notification - Notification, in advance, of any changes to the minimum requirements. Vendor should include a “product roadmap” with their response to indicate current methodology for change management, as well as a link to view this document on-line.

3.2.1.2 Browser requirements (by product and version number).

3.2.1.3 Bandwidth requirements – Please describe how data is being routed for data conferencing. Please describe minimum requirements.

3.2.1.4 End-User Documentation – Please provide on-line end-user support documentation, covering, at a minimum; conference scheduling, the process for joining a meeting, the process for sharing documents, changing presenters and administrative support.

3.2.1.5 Technical Documentation – Please provide on-line technical and administrator support documentation, covering, at a minimum; conference scheduling, the process for joining a meeting, the process for sharing documents, changing presenters and administrator support.

3.2.1.6 Sales Support – Please provide a single point of contact for sales. Please include contact name, telephone number, e-mail address, and physical mailing address.

3.2.1.7 Maintenance and Support levels – Please describe all levels of support offerings. 24x7x365 Tier 2 support, via a toll-free number will be needed. Please describe, in detail, the escalation process for all support issues.

3.2.1.8 Licensing – Please explain all licensing requirements and options, including best offer pricing.

- 3.2.1.9 Please describe the hardware and software required for the State to host the real time collaboration product(s), including, but not limited to, server hardware requirements, and any O/S-specific requirements (product and version number).
- 3.2.1.10 It is the WVOT's intent to maintain an on-going test environment for the life of the product on our in-house system. Please describe any licensing and/or costs associated with this requirement.
- 3.2.1.11 Please describe the recommended deployment methodology to the desktop, if any, and the minimum requirements for browsers for web conferencing, data conferencing and/or instant messaging.

### **3.2.2 Additional Features**

- 3.2.2.1 Recording Capability – Please describe, in detail, offerings for recording and transmitting portions of conferences, including, but not limited to; additional bandwidth requirements, software modules, hardware capabilities, and archival requirements.
- 3.2.2.2 Scheduling Options – Please provide a detailed description of scheduling options available via e-mail integration. (See Section 2.3) Please describe all software packages product offerings will work with, if there are “auto- scheduling” features available, and/or if there is a proprietary e-mail interface module required for a more detailed scheduling capability. Any calendaring interfacing options available with GroupWise and Exchange should be described in detail.
- 3.2.2.3 Instant Messaging (IM) Integration – Please provide a detailed description of what Instant Messaging capabilities are available. Please describe all instant messaging packages vendor's product will integrate with, what additional IM features are available, including, but not limited to; initiation of data conferences “on the fly,” ability to locate other resources who are online, and what audio and/or data device types can be utilized.
- 3.2.2.4 Voice Conferencing – Please provide additional detail, describing Voice Conferencing capabilities including but not limited to audio-bridging (PBX) capabilities and system requirements, including any bandwidth issues which may arise from implementation.
- 3.2.2.5 Remote Assistance Ability – Please describe capability to allow the presenter to initiate application or desktop sharing on remote participant's desktop. Also allows one (1) participant to have complete control of another system. Function should require participant's acknowledgement of control transfer.
- 3.2.2.6 Polling/Survey Capabilities – Please describe capability to allow presenter to receive

feedback from the participants in real-time during a conference. The polls should be instantly displayed and/or tallied at the end of the session. The polling report must show how specific individuals voted, as well as the totals. Please describe ability to tally privately, with only the presenter having the capability to view the results.

- 3.2.2.7 Data Conferencing Management – Please describe how participants engage in private meetings, and the method for dissemination of passwords and user names.
- 3.2.2.8 Archiving – Please describe ability for data and interactive portions of the conference to be recorded for later viewing.
- 3.2.2.9 E-learning facilities – Please describe any specific functionality to support on-line training and learning scenarios, such as; participant testing, teacher monitoring of student desktops, and learning management systems integration.
- 3.2.2.10 User Authentication Integration – Please describe any integration capability with Microsoft Active Directory, LDAP, Novell’s E-Directory, or like products.
- 3.2.2.11 Application/Product Fail-Over – Please describe, in detail, how their product will fail-over in a clustered environment. (All responses to this requirement shall be based on WVOT’s use of an in-house supported solution.)
- 3.2.2.12 Peak Overflow – Please describe any service offering to provide additional support to the State, when usage requirements for any Event exceed the State’s contracted capacity.
- 3.2.2.13 External Participants – Please describe the method for including external participants in Events. Please include the options associated with the use of in-house, peak overflow or vendor solutions.
- 3.2.2.14 Hosted Fail-Over Service – Please describe any service vendor offers for use if the State’s in-house infrastructure experiences a service disruption or degradation. Please describe how this service works, how to trigger it and how long it would take to activate.
- 3.2.2.15 Security Options – Please describe what security options exist for their product.
- 3.2.2.16 Vendor Hosted Data Conferencing – Please describe any Web Conferencing hosted services that are offered and how they work. Please include detailed best pricing.
- 3.2.2.17 Secure Transmission – Please describe how transmissions are secured, using, at a minimum, SSL and encryption.

### **3.2.3 Training**

Please describe available training for support personnel, for up to five (5) people, including both on-line and classroom training environments, covering all facets of in-house product support; from end-user desktop environments, Web Conferencing Administrators, to server installation and support.

### **3.2.4 Vendor References**

3.2.4.1 Please provide three (3) Fortune 500 business references equal to the scale of the proposed agreement with the State of West Virginia. One (1) of these references should be with state or federal governmental entities.

3.2.4.2 Please provide contact name, phone number, e-mail and company address and corporate headquarter location for each reference.

3.2.4.3 Please provide similar references for any sub-contractors utilized under the terms and conditions of this agreement.

### **3.2.5 Vendor Demonstration**

Vendors should be prepared to offer a demonstration, at a time to be specified by the Office of Technology, featuring all of the functionality requested by the State. Vendor should further be prepared to answer any and all questions regarding their products, licensing, costs and support, including those of a highly technical nature.