



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
 LDPHONE08

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 JO ANN ADKINS
 304-558-8802

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

ALL STATE AGENCIES
 AND POLITICAL SUBDIVISIONS
 VARIOUS LOCALES AS INDICATED
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/18/2007				
BID OPENING DATE: 08/30/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
*****ADDENDUM NO. 1*****						
1. BID OPENING DATE HAS BEEN MOVED TO 8/30/2007.						
2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
PLEASE NOTE THE FOLLOWING ATTACHMENTS:						
1. QUESTIONS AND ANSWERS. (5 PAGES)						
2. USAGE IN MINUTES - SPREADSHEET (1 PAGE)						
3. LDPHONE08 SPECIFICATIONS REVISED DATED 7/18/2007 (11 PAGES)						
4. ADDENDUM ACKNOWLEDGEMENT (1 PAGE)						
*****END OF ADDENDUM NO. 1*****						

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.

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

LDPHONE08 Questions and Answers

1. Please clarify item 2 (a) under Implementation/Conversion that the 60 calendar days start with the receipt of the list from the State of WV.

RESPONSE: The first sentence of Item #1 under Implementation/Conversion is to be deleted and replaced with the following new sentences. "Implementation/Conversion shall begin no later than ten (10) working days after the vendor has received the list of information from the State."

2. The Liquidated Damages listed in Implementation/Conversion poses an unfair advantage for the incumbent, so we are asking it be removed.

RESPONSE: Item #3 under Implementation/Conversion is to be deleted and replaced with the following: "If the vendor fails to meet the required implementation/conversion time frames within 180 calendar days from the start of the Implementation/Conversion, the State has the option of withholding 10% of the invoiced charges for each month the time frames are not met. If after an additional 60 calendar days these time frames have still not been met the State reserves the right to rebid the services and any money that has been withheld will revert back to the State."

3. Please clarify question 3 under Billing and Payment.

RESPONSE: Item #3 under Billing and Payment is to be deleted and replaced with the following: "All credits, debits and adjustments for prior months' billing must be reflected on future invoices as part of the "Total Balance Due". For example, if the current billing month is October and a credit needs applied for services billed in August, the October invoice would show the previous (or unpaid balance) along with the credits, debits and/or adjustments plus the total current charges (see detailed sample below). These entries would equal the "Total Balance Due". All credits, debits and/or adjustments for prior months' billing must be applied no later than two (2) billing cycles from when the billing error was submitted to the vendor."

SAMPLE INVOICE

Prior Balance Due:	\$ 100.00
Adjustments	- 10.00
Current Charges:	<u>90.00</u>
Total Balance Due	\$180.00

4. Will one paper copy be acceptable with on-line print option availability allowing the State of WV to print as many copies as needed?

RESPONSE: Regarding Item #6 under Billing and Payment, the WV Office of Technology, as the billing entity for this contract, has to have 2 paper copies of the calling detail. One copy is provided to the user when we send them their statement of charges and the other copy is kept for our records for auditing purposes. To further clarify, the following sentence shall be added to this Item: "The paper copy for the calling detail must be separated by individual accounts as defined by the WVOT since this back-up must be included with the statement of charges for each specific user. Currently, we have approximately 2,500 distinct accounts (sub accounts) billing on our master account that we reallocate to the users along with the appropriate detailed back-up."

5. Please clarify the length of the contract. Exhibit 3 Life of Contract and Renewal on Page 2 of RFQ conflict with page 1 of the LDPHONE08-Specifications.

This contract is effective for three (3) years with the option to renew for two (2) one (1) year periods.

LDPHONE08 Questions and Answers

6. Will the State Provide the following Numbers:
- LD Outbound – Minutes of Use Intralata & Interlata – Dedicated & Switched
 - LD Inbound – Minutes of Use
 - Number of Toll Free Numbers
 - Calling Card – Minutes of Use
 - Number of calling card calls, Average number of calls.

RESPONSE: See attached spreadsheet. Note: Quantities listed are approximations only and are not be construed as “guaranteed”.

7. Are all lines/service with Sprint today? If not who is the other provider.

RESPONSE: No. Not all services have been converted and certain entities within State government are exempt from statewide contracts (i.e. Higher Education, Elected Officials and the Legislative and Judiciary branches of government.

8. T-1s: What are the NPA/NXX of the T-1’s used in Clarksburg and Charleston? Qwest would also like to know how many T-1’s are required from each of those NPA/NXX’s supplied?

RESPONSE: See attached spreadsheet.

9. Please provide in detail what and how “advanced” features for toll free services work. These services listed are; call referral, caller transfer, and informational announcements?

RESPONSE: The WVOT cannot provide information on “how advanced features . . . work” but information as to the services we listed are described below:

Call Referral: This feature allows the toll free call to connect to the Customer’s CPE (Customer Premise Equipment). The toll free call is routed based on caller-entered digits (i.e. “Please Press 1 to hear about White Water Rafting”) or rotary default (i.e. “If you do not have a touch tone phone, please stay on the line . . .”)

Caller Transfer: This feature allows a caller to be transferred to another toll free number based on the digits entered (i.e. “Press 1 if you are interested in making reservations at Canaan Valley State Park.”) The caller would have dialed the 1-800-CALLWVA but when they press 1 they would be transferred to the 800# of Canaan Valley.

Informational Announcement: This feature offers a recorded voice message which may be used to assist in call routing. The message may be a menu of options, information prior to call termination, or information prior to connecting the call to the customer’s location.

10. Is it necessary to have the SPOC on site 3 days a week for a minimum of 180 days for the implementation? Typically cutovers can be converted within 4 to 6 weeks with the remaining satellite offices being cutover following the major cutover. Could language be included in the question to include a percentage of sites cutover to provide the vendor flexibility?

RESPONSE: Item #1 under Project Management is to be deleted and replaced with the following: “The vendor shall be required to designate a person as the single point of contact (hereinafter referred to as Project Manager) who is responsible for managing the implementation and conversion of the services. This person will need to be housed at, or near, the WVOT’s facility in Charleston, WV until 90% of all of the existing services have been converted.”

LDPHONE08 Questions and Answers

11. Can Minutes of Use be provided for the States Long Distance Usage?

RESPONSE: See attached spreadsheet. Note: Quantities listed are approximations only and are not be construed as “guaranteed”.

12. Can the State provide a breakdown of Intrastate, Interstate, and Calling Card minutes for both outbound and inbound calls?

RESPONSE: See attached spreadsheet. Note: Quantities listed are approximations only and are not be construed as “guaranteed”.

13. Can the bid opening be extended from the current opening date of 08-09-2007?

Bid opening has been extended to August 30, 2007.

14. Can the deadline of questions submitted be extended for the current time frame of July 9th, 2007?

Written questions shall be accepted until 8:30Am Monday, July 23, 2007.

15. Can the language in liquidated damages be changed. Current language is to open.

RESPONSE: Item #3 under Implementation/Conversion is to be deleted and replaced with the following: "If the vendor fails to meet the required implementation/conversion time frames within 180 calendar days from the start of the Implementation/Conversion, the State has the option of withholding 10% of the invoiced charges for each month the time frames are not met. If after an additional 60 calendar days these time frames have still not been met the State reserves the right to rebid the services and any money that has been withheld will revert back to the State."

16. The state has asked that the cost of the local channel be built into the cost per min. In order for the suppliers to be able to do that without making your pricing too high (to protect ourselves), we need to know both the quantity and the location (NPA-NXX) of every T1 that is anticipated to be installed under this contract. Since the State has indicated that they only have that information for the State locations, can the inclusiveness of the local channel pricing built into the CPM be only available to the State Agencies and Departments? All others (Counties, K-12, etc) would pay for the local channel plus cost per min?

RESPONSE: Items #4, 5 and 6 under Long Distance and Item #4 under Inbound Toll Free Calling that references dedicated facilities are referring to the facilities at the State’s switches in Charleston and Clarksburg. These are to be provided at no additional cost to the State. The NPA/NXX for these switches are identified on the spreadsheet that lists our T-1 locations.

The following section will be added to the RFQ:

Dedicated User Facilities:

1. For users requiring dedicated facilities to support their inbound or outbound traffic, the vendor’s per minute cost must include the cost of the T-1, with a maximum of 30 T-1s at no additional cost. The vendor must provide the pricing for a T-1 when the maximum has been reached.

17. Please provide all monthly call volumes of for your minutes and whether they are dedicated or switched, Inbound/Outbound, Inter or Intra State, International. For International, please indicate volume by country being called.

LDPHONE08 Questions and Answers

RESPONSE: See attached spreadsheet. Note: Quantities listed are approximations only and are not be construed as “guaranteed”.

18. Please list all advance features used (a definition of each) and the quantity used on a monthly basis by the State.

RESPONSE: Below is the list of features that we have identified and, where available, quantities. This list is not to be considered all-inclusive. The vendor is to list their offerings on the “INBOUND TOLL FREE SERVICES MANDATORY PRICE QUOTE”.

Call Referral: This feature allows the toll free call to connect to the Customer’s CPE (Customer Premise Equipment). The toll free call is routed based on caller-entered digits (i.e. “Please Press 1 to hear about White Water Rafting”) or rotary default (i.e. “If you do not have a touch tone phone, please stay on the line . . .”)

Caller Transfer: This feature allows a caller to be transferred to another toll free number based on the digits entered (i.e. “Press 1 if you are interested in making reservations at Canaan Valley State Park.”) The caller would have dialed the 1-800-CALLWVA but when they press 1 they would be transferred to the 800# of Canaan Valley.

Informational Announcement: This feature offers a recorded voice message which may be used to assist in call routing. The message may be a menu of options, information prior to call termination, or information prior to connecting the call to the customer’s location.

Area Code Routing: This feature allows a customer to route calls to the same toll free number to a different terminating location (switched or dedicated) based on the originating area code of the caller. Quantity: 4

Area Code Selection: This feature allows a customer to allow or block calls to a toll free number based on the originating area code of the caller. Quantity: 42

Area Code/Exchange Routing: This feature allows a customer to (1) route calls to the same toll free number to different terminating locations (switched or dedicated) based on the originating area code (NPA) and exchange (NXX) of the caller and (2) allows a customer to block calls to a toll free number based on the originating area code (NPA) and exchange (NXX) of the caller. Quantity: 6

Day of Week Routing: This feature allows a customer to route calls to the same toll free number to different terminating locations (switched or dedicated) based on the day of the week. Quantity: 9

Time of Day Routing: This feature allows a customer to route calls to the same toll free number to different terminating locations (switched or dedicated) based on the time of the day. Days may be divided into 15 minute increments. Quantity: 13

19. Is the State asking for a replacement of the Centrex?

RESPONSE: No

ADDITIONAL CHANGE(S):

Under Long Distance, the following specification is added:

11. Call detail records must be provided in an electronic format as specified by the WVOT for all outbound long distance calls made outside of the switches. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call and cost per call.

Under Inbound Toll Free Calling, the following specification is added:

6. Call detail records must be provided in an electronic format as specified by the WVOT for all inbound toll free calls. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call, cost per call, and if the call was made from a payphone.

Usage in Minutes

		Inter	Intra	Canadian	International	Total
LD OUTBOUND						
	Dedicated	269,051	157,790	1,516	807	429,165
	Switched	102,434	556,242	286	136	659,097
LD INBOUND						
(444 TF #'s)	Dedicated	102,427	178,561	221	0	281,209
	Switched	310,528	1,035,430	339	0	1,346,298
Calling Cards						
(6702 Calls made)		5,036	27,951	19	69	33,075
(8032 Cards)						
Total Minutes		789,477	1,955,973	2,382	1,011	2,748,844

Countries called via International

Country	# Calls	Country	# Calls
AUSTRALIA	4	MALAWI	2
BRAZIL	15	MALI	1
CAMEROON	4	MEXICO	5
CHINA	1	NETHERLNDS	2
COSTA RICA	7	NIGERIA	3
ECUADOR	6	PROVIDNCLS	1
FINLAND	2	RELIANCEIN	11
FRANCE	4	RUSSIA	1
GERMANY	8	SCRBRGHTBG	1
GREECE	1	SPAIN	2
HONG KONG	2	SWEDEN	1
INDIA	15	TAIWAN	1
ITALY	11	TURKEY	3
JAPAN	17	UKRAINE	1
KINGSTON	13	UN ARAB EM	1
LINSTEAD	2	UNITEDKGDM	21

TOTAL CALLS 169

**Note: THIS SAMPLE WAS PULLED FROM ONE MONTH USAGE
WITHIN THE LAST QUARTER

T-1 Current Listing

Quantity	NPA	NXX	
2	304	293	
1	304	340	
1	304	344	Charleston Egress Location
3	304	384	
4	304	442	
1	304	558	
6	304	696	
2	304	744	
1	304	788	
3	304	926	
1	304	622-627	Clarksburg Egress Location
TOTAL	25		

LDPHONE08 - SPECIFICATIONS

The Acquisitions and Contract Administration Section of the Purchasing Division is soliciting quotations from qualified vendors to establish a statewide contract to replace services currently provided by Sprint via Purchase Order LDPHONEA (copies of the Purchase Order is available via the Purchasing Division's website at <http://www.state.wv.us/admin/purchase/swc/LDPHONE.htm>). The services include traditional long distance (intrastate, interstate and international) and the necessary dedicated T-1s to handle the traffic, calling cards, inbound toll free calling and dedicated T-1s if applicable, and directory assistance. The State of West Virginia will not guarantee any minimum monthly service to be used under this contract. The contract is effective for three (3) years with the option to renew for two (2) additional one (1) year periods.

Current Environment

Operating Environment:

There is currently a consolidated backbone network that serves WV state government and educational institutions. Dedicated intralata facilities within the network are leased from Verizon. This network carries international switched facilities, all inbound calling functions, interlata connectivity (dedicated and switched), interstate connectivity (dedicated and switched) and toll free services (inbound and outbound).

Today, there are 31 Centrex nodes placed strategically throughout the State. The reason for the strategic placement of these nodes is/was to offer a wider area for local calling. In addition to routing the calls made through these Centrex nodes (ARS), these nodes also provide the local dial tone and telephone lines to the respective geographic areas. With regards to long distance, they are placed via either dedicated or switched at the same rate. Egress points for this traffic are located in Charleston, WV and Clarksburg, WV.

Examples:

1. An agency is connected/serviced through the Centrex node in Huntington, WV. When this agency wants to call Morgantown, WV, the call is processed at the Huntington node and via ARS, the call gets routed across the network (and the Lata crossing) and hops off at the Morgantown, WV node and results in a local call.
2. When this same agency (referenced above) wants to make a long distance interstate call, the call gets routed from the Huntington Centrex node to the Charleston egress, hops off on to the LD provider's network and completes the call.
3. When this same agency (referenced in # 1 above) wants to call another agency in the Bluefield LATA, the call is routed to the Charleston egress point, where it hops off onto the LD provider's network, stays on the LD provider's network to Bluefield, hops off at the correct Central Office and completes the call.
4. When an agency that is not connected/serviced through a Centrex node wants to make a call to any place other than its local calling area (intralata, interlata, interstate, etc.), the call gets switched at the CO by means of a LPIC/PIC code to the LD provider's network and the call is completed.

LDPHONE08 - SPECIFICATIONS

5. When an agency has a dedicated T-1 line for LD access, their telephone system acts as the ARS to route calls either across the LEC's lines or across the dedicated LD providers facilities.

Billing Environment:

Currently, all services offered under the LDPHONEA Contract that are managed by the WV Office of Technology (WVOT) are billed on one (1) master account with subaccounts, as defined by the State. The master account is an aggregate of all subaccounts, both usage and cost. The detailed information is provided at the subaccount level (i.e. call record detail, etc.). The WVOT is responsible for administering the services under this contract, allocating the charges to the respective customers and collecting their payment, and then rendering payment to the vendor via the master account invoice.

All moves, adds or changes to services offered under this contract and billed via the master account are managed via a Telecommunications Change Request (TCR) form. This TCR is required to be approved by the WVOT and submitted to the vendor for processing. Any charges incurred on the master account without an approved TCR are not considered valid and will not be paid.

Future Environment:

The State is currently using some VoIP technology and it is anticipated the use of this technology will increase in the future. The State plans to implement a Multi Protocol Label Switching (MPLS) core network and pursue IP trunking, both of which will facilitate the increase in VoIP technologies.

Mandatory Requirements

Each vendor will be required to meet the following specifications and provide pricing for the services listed on the mandatory Price Quote.

General Requirements:

1. A mandatory pre-bid conference shall be conducted on July 12, 2007 at 10:00a.m. Said conference will be hosted by the WVOT, One Davis Square, Charleston, West Virginia. Failure to participate in the mandatory pre-bid conference shall automatically result in disqualification. **Each vendor must have a representative physically present for the pre-bid.** No one person can represent more than one vendor. The Mandatory Pre-bid Conference is the opportunity for the Vendor to ask questions, voice concerns, and offer suggestions. Each Vendor should read the entire RFQ and come to the conference with a full understanding of what the State hopes to achieve with the RFQ, or the questions necessary to obtain clarification.
2. The State reserves the right to utilize inter-state agreements, such as the WSCA (Western States Contracting Alliance), GSA, or MiCTA, to purchase long distance services, outside of the terms and conditions of any contract resulting from an award of this RFQ, pursuant to West Virginia State Code, Section §5A-3-19.

Implementation/Conversion:

1. Implementation/Conversion shall begin no later than ten (10) working days after *the vendor has received the list of information from the State*. The vendor shall submit, as part of their response, the type of information and level of detail required from the WVOT for the implementation/conversion process. It is to be understood that, prior to award, the

LDPHONE08 - SPECIFICATIONS

- actual information/detail will be mutually agreed upon by both the vendor and the WVOT.
2. Implementation/Conversion of existing services shall be as per the following timeframes:
 - a. Outbound long distance (interexchange) services in place at the time of award must be converted to the new carrier no later than 60 calendar days ARO at no additional cost to the State. Dedicated outbound long distance services shall be converted within 45 calendar days after the aforementioned outbound long distance services are converted.
 - b. Calling cards must be converted to the new carrier no later than 45 calendar days ARO at no additional cost to the State.
 - c. Inbound toll free services, without dedicated T-1s and/or Advanced features, must be converted no later than 90 calendar days ARO at no additional cost to the State. All remaining toll free services must be converted no later than 45 days after the initial toll free services have been converted. Failure on the part of the vendor to convert existing services within the required timeframe will result in the State seeking liquidated damages.
 3. *If the vendor fails to meet the required implementation/conversion time frames within 180 calendar days from the start of implementation/Conversion, the State has the option of withholding 10% of the invoiced charges for each month the time frames are not met. IF after an additional 60 calendar days these time frames have still not been met the State reserves the right to rebid the services and any money that has been withheld will revert back to the State.*
 4. Prior to actually beginning the implementation/conversion process, an initial face-to-face meeting will be held at the WVOT facility for all key members of the vendor's project team and the WVOT staff. This meeting shall occur within five (5) working days of ARO.
 5. The vendor shall submit, as part of their response: (a) a detailed implementation plan that insures the smooth transition to the new service; (b) a sample of their billing – both paper copy and electronic version; and (c) an overview of your customer support and trouble resolution services. Be advised that the TCS&B Unit has limited resources to dedicate to this project so the State expects the vendor to assume all of the responsibilities required for implementation/conversion.

Project Management:

1. The vendor shall be required to designate *a person as the single point of contact (hereinafter referred to as Project Manager) who is responsible for managing the implementation and conversion of the services. This person will need to be housed at, or near, the WVOT's facility in Charleston, WV until 90% of all of the existing services have been converted.*
2. At a minimum, the Project Manager shall be onsite at least three (3) full business days each week (9AM-5PM, EST). WVOT will be responsible for providing network and internet connectivity for the Project Manager and applicable team members but all PC hardware, peripherals, etc. shall be the responsibility of the vendor. Additionally, any VPN access that may be needed by the Project Management team shall be the responsibility of the vendor. To meet this requirement, there will be no additional cost to the State, including, but not limited to: travel, lodging and meals. All costs shall be inclusive.
3. After the Project Manager is no longer required to be housed at or near the WVOT facility, the following shall be required for the life of the contract: The Project Manager shall serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc. The SPOC shall be available to the state staff via a nationwide toll free calling service. The Project Manager shall be responsible for ensuring appropriate vendor

LDPHONE08 - SPECIFICATIONS

personnel are available to provide overall account management and meet with the WVOT's facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the WVOT.

4. The Project Manager shall be responsible for ensuring all vendor staff supporting the State's account will be advised of the contract, the terms and conditions, operational requirements, etc. This shall be required if, or when, the vendor assigns/reassigns new staff to the State's account. The Project Manager will be required to ensure all of the information necessary to effectively support our account is conveyed during any vendor staff transition.
5. The Project Manager may appoint a designee to serve in his place as SPOC for specific functions (i.e. new services). If the Project Manager does such, the WVOT shall be notified, in writing, of this appointment. At a minimum, the Project Manager must provide the employee's name, all contact information (telephone number, email, etc.), escalation personnel, and the area(s) of responsibility.
6. The WVOT reserves the right to request a new Project Manager if the WVOT notifies the vendor of project defects, milestones not being met, etc. and the vendor fails to correct the issues within a mutually agreeable time frame.

Billing and Payment:

1. After implementation/conversion, any additions, changes or disconnects of services must not be acted upon by the vendor without an approved Telecommunications Change Request (TCR) from the WVOT. If necessary, the vendor shall initiate internal processes to prevent any services being established without a TCR. Any charges incurred by the State that is the result of the vendor initiating service without a TCR, a TCR not completed accurately, or a TCR being incomplete, the WVOT reserves the right to refuse payment.
2. All charges incurred by any State agency required to submit a TCR for services offered under this contract must be billed via a master account from the vendor. For any charges that failed to bill on the master account, the WVOT reserves the right to refuse payment.
3. *All credits, debits and adjustments for prior months' billing must be reflected on future invoices as part of the "Total Balance Due". For example, if the current billing month is October and a credit needs applied for services billed in August, the October invoice would show the previous (or unpaid balance) along with the credits, debits and/or adjustments plus the total current charges (see detailed sample below). These entries would equal the "Total Balance Due". All credit, debits and/or adjustments for prior months' billing must be applied no later than two (2) billing cycles from when the billing error was submitted to the vendor.*

SAMPLE INVOICE

<i>Prior Balance Due:</i>	<i>\$100.00</i>
<i>Adjustments:</i>	<i>- 10.00</i>
<i>Current Charges:</i>	<u><i>90.00</i></u>
 <i>Total Balance Due</i>	 <i>\$180.00</i>

4. The vendor shall be required to comply with the terms of Senate Bill 700 and the Legislative Rules with regards to billing and payment. See

LDPHONE08 - SPECIFICATIONS

<http://www.legis.state.wv.us/legishp.html> for a copy of the Senate Bill and <http://www.wvsos.org/adlaw/proposed/161-02%20er.pdf> for the Legislative rules (must have Adobe to access the rules).

5. The vendor will submit a single master account bill to the WVOT each month for all state entities. This master account bill must be submitted to the State's WVOT Telecommunications Customer Service and Billing (TCS&B) Unit to ensure compliance with contract terms. All charges must be at the designated subaccount level.
6. The single master bill shall be in the form of both a paper copy and an electronic copy at no additional cost to the State. For the monthly billing, the WVOT will require two (2) copies of the paper copy of the bill and a minimum of one (1), with a maximum of up to ten (10), copies of the electronic version of the bill at no additional cost to the State. *The paper copy for the calling detail must be separated by individual accounts as defined by the WVOT since this back-up must be included with the statement of charges for each specific user. Currently, we have approximately 2,500 distinct accounts (sub accounts) billing on our master account that will reallocate to the users along with the appropriate detailed back-up.*
7. The vendor's billing must include a listing all dedicated facilities, etc. that are required to support the services of this contract even though they are at a zero charge. This will ensure a complete and accurate inventory of all services at all times that the State must maintain in order to be ensured of effective services.

Training and Support:

1. The vendor shall provide hands-on training to the WVOT staff which shall include but not be limited to: how to read the paper invoice, define the billing line items, explain the detailed back-up that is provided, etc.
2. The vendor shall include in their pricing the cost of training up to five (5) WVOT personnel on the electronic billing platform. The WVOT prefers training that is held at a location where vendor personnel, that are trainers as part of their normal duties, conduct the training. The Office of Technology will accept training on-site at our location provided that it is at the same level that would be attained at the vendor location. The WVOT also will not accept web-based training or on-line training programs. Vendors shall include all costs related to this training including, but not limited to, all tuition and travel expenses for State and Vendor personnel.

Mandatory services:

Long Distance:

1. Per Minute Charges shall be based and billed on six (6) second increments after the initial eighteen (18) second increment.
2. Per Minute Charges for long distance calls shall be the same regardless if the call is made using switched or dedicated facilities.
3. All connectivity charges and coordination efforts required to connect to the 2 egress points will be the responsibility of the successful vendor.
4. Dedicated facilities (i.e. T-1s, PRIs, etc.) must be included in the cost per minute. The State shall not pay a separate charge for these facilities.
5. The vendor is responsible for monitoring the dedicated facilities and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. A summary of the analysis must be reported to the WVOT quarterly.

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6. The 2 egress points must have switched overflow capabilities in addition to the dedicated facilities.
7. Transition to the new service should be transparent to the station user. Dialing procedures must remain unchanged.
8. The vendor must be completely responsible for coordinating with the local exchange carriers in getting the LPIC/PIC code changed and placing a freeze on the changes for all existing outbound long distance services. This will be at no cost to the State. The WVOT realizes any current LPIC/PIC freeze will be the State's responsibility to lift until the new LPIC/PIC changes are made.
9. Vendor must provide international calling. Although the per minute rate proposed by the vendor for International calling will not be included as part of the cost evaluation it will be included as part of the purchase order.
10. Call detail records must be provided in an electronic format as specified by the WVOT for all calls made through the switches. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call and cost per call. Currently, Verizon's Centrex nodes support ISDN PRI connections with Q931 signaling. The vendor, however, will not be responsible for providing this level of call detail information in those cases where Verizon's facilities are unable to hand off that detail to the long distance carrier. Currently, those Centrex nodes are: New Martinsburg, Moundsville, Farmington, Elkins, Buckhannon, Sutton, Weirton, and Rowlesburg. If, in the future, Verizon upgrades these facilities the long distance carrier will be responsible for providing this detailed data.

Calling Cards:

1. The vendor will be responsible for issuing approximately 8,000 replacement cards.

Inbound Toll Free Calling:

1. Based on FCC 800 portability regulations, no change in the present toll free numbers shall be acceptable.
2. All converted and/or new dedicated facilities (i.e. T-1s, PRIs, etc.) must be included in the cost per minute. The State shall not pay a separate charge for these facilities.
3. The vendor must provide "advanced" features for supporting inbound toll free services. This shall include, but not be limited to: call referral, caller transfer, informational announcements,
4. The vendor is responsible for monitoring the dedicated facilities and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. A summary of the analysis must be reported to the WVOT quarterly.
5. The vendor is responsible for providing weekly updates for all toll free services that are being processed via a "Responsible Organization Change Authorization" (Resporg) form.

Directory Assistance:

1. The vendor shall provide Dial "00" Operator Assistance and interstate Directory Assistance.
2. In the event Operator services fail or overflow, the vendor shall have alternate routing to other facilities or another IXC operator and such alternate routing shall be transparent to the end user.

Price Quote:

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1. The vendor must complete each Mandatory Price Quote per service. If the vendor's pricing algorithm results in a rounding on the vendor's billing, the vendor must clearly describe how the rounding impacts their proposed per minute costs. This must be incorporated into the pricing structure for evaluation purposes. Failure on the part of the vendor to include this information will result in the State denying and charges that exceed the per minute price quote.
2. The vendor must identify any regulatory costs that are separate from the per minute cost, such as UCC fees and how these costs are applied. For example, how and to what services does the UCC apply? Any tariff, etc. that impacts these fees should be listed for reference.
3. Costs identified that are in addition to the per minute charge (i.e. Universal Service Fund) and are government mandated charges must be identified separately on the "Other" Mandatory Price Quote.
4. Only those costs identified in the Mandatory Price Quotes will be considered legitimate charges. The WVOT reserves the right to refuse payment for all other fees/charges.
5. To the extent possible by law, the vendor shall extend to the State the lowest rates and charges for all services provided in response to this RFQ that it offers to any other customer similarly situated.

Evaluation:

1. The vendor with the lowest total cost based on the Cost Evaluation Price Quote will be considered the successful vendor.

**LDPHONE08 - SPECIFICATIONS
OUTBOUND LONG DISTANCE SERVICES
MANDATORY PRICE QUOTE**

Type of Service	Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees
IntraState/Intralata*	Initial 18 second increment		
Outbound Long Distance	6 second increment		
	Per minute		
Interstate Outbound Long Distance*	Initial 18 second increment		
	6 second increment		
	Per minute		

*Switched and Dedicated

**CALLING CARD SERVICES
MANDATORY PRICE QUOTE**

Type of Service	Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees
Calling Card Service	Initial 18 second increment		
	6 second increment		
	Per minute		

**LDPHONE08 - SPECIFICATIONS
"OTHER" - MANDATORY PRICE QUOTE**

This section is to include all charges that the vendor will bill, and as legally can be paid by the State, that are in addition to the costs identified in the Mandatory Price Sheets. The following descriptions have been listed since they are typical charges but the vendor is required to add any additional charges that would apply to the services being requested.

Description	Type of Service	Based on Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees
Universal Service Fund (USF)	Outbound Long Distance – Interstate ONLY			
USF Administrative Fee	Applies to USF charges only			
Payphone Surcharge for Inbound Toll Free	Inbound Toll Free			
Directory Assistance*	Outbound Long Distance			
National Directory Assistance*	Outbound Long Distance			

*The vendor is to indicate if there are any minimums/maximums associated with this service. For example, each BTN is granted a specific amount of directory assistance calls for free and then all subsequent calls are at a per call rate.

LDPHONE08 - SPECIFICATIONS

COST EVALUATION PRICE QUOTE

Vendor: _____

<u>Service Type</u>	<u>Originating Number</u>	<u>Destination Number</u>	<u>Length of Call (in minutes)</u>	<u>Charges (See Note Below)</u>	<u>Other Costs (Where applicable)</u>	<u>Total Cost</u>
Outbound Long Distance	304-749-7910	304-765-2919	.5			
Dedicated- Outbound Long Distance	304-733-4281	859-727-9183	5.9			
Outbound Long Distance	304-558-8153	304-822-3561	15.8			
Outbound Long Distance	304-358-2702	443-600-2712	.3			
Dedicated - Outbound Long Distance	304-765-2919	919-715-7000	.9			
Inbound Toll Free	304-339-2054	800-642-3021	1.0			
Inbound Toll Free	304-924-5587	800-642-3021	.7			
Inbound Toll Free	949-830-9838	800-642-3021	12.5			
Inbound Toll Free from Payphone	304-565-7413	800-642-3021	.3			
Inbound Toll Free	940-591-1200	800-642-3021	1.6			
Inbound Toll Free from a cell phone	304-541-5620 (placed from 740 Area Code-OH)	800-642-3021	.5			
Calling Card	WV	FL	.4			
Calling Card	WV	WV	.5			
Calling Card	WV	WV	11.3			
Directory Assistance	304-558-3456	411	N/A			
National Directory Assistance	304-924-5587	412-555-1212	N/A			
National Directory Assistance	304-442-3125	304-555-1212	N/A			
TOTAL COST						

*Charges must be based on the applicable unit cost as listed in the Mandatory Price Quote.

Vendor:	Spending Unit:
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Requisition No.: _____

ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

No. 1 _____

No. 2 _____

No. 3 _____

No. 4 _____

No. 5 _____

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.

Signature

Company

Date