



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  
**ISCK0009**

PAGE  
**1**

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

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

SHIP TO

DEPARTMENT OF ADMINISTRATION  
 IS&C - CHIEF FINANCIAL OFFICER  
 1 DAVIS SQUARE  
 CHARLESTON, WV  
 25301 304-558-5472

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/17/2009				
BID OPENING DATE: 10/06/2009		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UCP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
THIS ADDENDUM IS ISSUED TO:						
1.) PROVIDE A COPY OF THE MANDATORY PRE-BID ATTENDEE LIST AND						
2.) ANSWER ALL TECHNICAL QUESTIONS SUBMITTED PRIOR TO THE DEADLINE FOR TECHNICAL QUESTIONS.						
BID OPENING DATE REMAINS: 10/06/2009						
BID OPENING TIME REMAINS: 1:30 PM						
***** END ADDENDUM NO. 1 *****						
0001	1	LS		725-84		
REQUEST FOR PROPOSAL FOR TELECOMMUNICATIONS FOR WV						

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 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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, the State may deem this contract null and void, and terminate such contract 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 Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

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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 case 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

1. In regards to question 3.2.8.1 in reference to the Gartner Report. Since the most recent Gartner Report was recently released on June 22, 2009, making the 2008 report out-of-date, was it the State's intent to use the most recent industry research material by referring to the 2009 report?

Answer: We cannot use the 2009 report because vendors appearing on the 2009 report and not on the 2008 report would have already missed the mandatory pre-bid meeting on September 10, 2009.

2. In regards to section 3.2.9 it states that the vendor has a Project Manager on site for 3 days each week, for the duration of the project. These TEM projects normally take between 2 to 3 months, so this will be expensive. Industry standards are usually for the vendor to be on site for the initial launch and then have regularly scheduled meetings via web/conference call. Is this acceptable or will the State of West Virginia accept the costs of travel and payroll of a vendor employee temporarily assigned to you for 3 months, which would be included in the price quote?

For Sections 3.2.9.1 and 3.2.9.2, after review and discussion with the Agency team, the RFP has been amended, as follows:

- 3.2.9.1 The vendor shall assign an Implementation Team to be dedicated during the conversion and implementation of the system. This team shall be headed by one person designated as the Project Manager. The vendor's implementation team shall be on-site during the implementation of the project as deemed necessary by the Agency.
- 3.2.9.2 The vendor shall have the Project Manager on-site for at least three business days of the first two weeks of the project. (9AM – 5PM, EST). The Project Manager shall be housed at, or near, the Agency's facility in Charleston, WV during this time. The Agency 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 Manager or the Implementation team shall be the responsibility of the vendor. The Project Manager will hold at a

minimum weekly status web/conference calls with the Agency or as often as the Agency deems necessary.

3. In regards to section 4.2.1.12.4 it states that each member of the project management team be dedicated to the WV State project exclusively, unless given written approval by you. Again, is this mandatory, and is the State of West Virginia willing to pay the salaries of these highly trained professionals for this temporary assignment?

The first note is that nothing in section 4 is considered a mandatory but is on an evaluation basis only.

For Sections 4.2.1.12.4, after review and discussion with the Agency team, the RFP has been amended as follows:

4.2.1.12.4. Each key member of the implementation team should be dedicated to the project and not be assigned to any other projects without written approval of the State. The vendor should describe which member of the team for which they have provided resumes are considered "key" implementation team members.

4.2.1.12.5 The Project Manager should: serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc.; be available to the State staff via a nationwide toll free calling service; and be responsible for ensuring appropriate vendor personnel are available to provide overall account management and meet with the Agency staff at their facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the Agency.

4. Please identify each of the carriers/vendors from which the State of WV is currently receiving invoices.

Verizon, Citizens (Frontier) Method One Long Distance

5. Please identify the breakdown of media (paper vs. electronic) for each of the vendors.

Verizon POTS (Paper), Verizon Dain (Cartridge Tapes), Verizon Data (Spreadsheets, Single View Portal, Paper), Citizens/Frontier (Paper), Method One (CD). Please see Section 4.2.1.2.5 regarding loading vendor information into proposed system.

6. Please identify the number of switch/PBX types and locations.

The information is currently not available.

7. Please identify the spend with each vendor.

Verizon \$10.1 million, Method One \$1.1 million, Frontier \$200,000.

8. Can the State of WV provide the requirement documents and related Appendices in an electronic format to help with creating the response?

The RFP is available in a hard copy version only or download from the Purchasing Bulletin. No editable format will be made available.

9. Did you want 8 copies of cost and bid information as well as 8 copies of the response?

Yes, 8 of both the cost and bid information please.

10. Do you use Active Directory?

Yes we do please see section 4.2.1.1

11. Do you have an idea of the number of Administrative users needed to use the solution?

Please see 4.2.1.1

12. Can the State of WVA please lay out today's process and tools used for the following?

Gathering end-user requests for new services or changes to existing services (voice, data, mobile)

Users submit a telecommunications change request (TCR) form (paper) to the Agency for moves, add, deletes and changes which is reviewed for accuracy and billing purposes. This form is forwarded to the appropriate telecommunications vendor via email or fax.

Submitting Telco orders to the carriers

The TCR is forwarded to the appropriate telecommunications vendor via email or fax.

Tracking and updating an internal inventory

This is currently done manually. The TCR process described above in most cases does not provide an internal inventory.

Processing invoices (tracking, auditing, approving, paying)

Refer to Section 2.2 Background

Tying HR / Locations data to inventory and expenses

This information is currently not tracked or available.

13. What level is driving the budget approval and sponsoring the project?

The Chief Technology Officer and the CFO for the Office of Technology.

14. What does STATE OF WVA estimate as the potential savings for the project?

We do not have an estimate.

15. Can STATE OF WVA lay out the project timeline in more detail? Specifically, when do they expect the TEM application to go live?

Please see section 4.2.1.9 Installation, Implementation and Training.

16. Can you please list the current challenges associated with today's TEM process by user group, i.e., Billing, Procurement, and AP?

Erroneous vendor billings, Late Payments, Slow and incorrect TCR processes, and numerous manual processes.

17. What is the business impact of NOT having the requested TEM solution?

We would maintain the status quo.

18. How many Moves, Adds, Change, and Delete order do you process annually by service type?

An average of 2000 voice and long distance and 300 data yearly.

19. How many STATE OF WVA employees manage the current TEM process today and do you expect that number to remain the same after this solution is implemented?

Currently, we have five members, one for each service, Data, Pots, Dain, and Long Distance and one TCR processor. We are unsure how staffing levels may change.

20. For Section 4.2.1.16.1, after review and discussion with the Agency team, the RFP has been amended, as follows:

4.2.1.16.1. Oral evaluations will be held in two hour increments. Each vendor will be given 90 minutes to conduct their oral presentation including the demonstration of the system to the Agency and will be followed by a 30 minute question and answer period. The demonstration of the system should not be limited to flowcharts, PowerPoint slides or explanations of the system. The Agency requests that the vendor provide demonstration of actual components as listed in section 3.1 sourcing, inventory, cost allocation, invoice management, dispute management reporting and data analysis and ordering and provisioning. No vendor will be given more than two hours.

21. For Section 4.3, after review and discussion with the Agency team, the RFP has been amended, as follows:

A. Functionality of the System (Sections 4.2.1.1-4.2.1.8)	33 Points Possible
B. Installation, Implementation & Training (Section 4.2.1.9)	9 Points Possible
C. Service and Support (Section 4.2.1.10)	5 Points Possible
D. Vendor Experience and References (Section 4.2.1.11)	5 Points Possible
E. Oral Presentation (Section 4.2.1.16)	18 Points Possible
F. Cost	<u>30 Points Possible</u>
Total	100 Points Possible

Each cost proposal cost (Appendix D) will be scored by use of the following formula for all vendors who attained the minimum acceptable score:

Lowest price of all proposals

$$\frac{\text{Price of Proposal being evaluated}}{\text{Lowest price of all proposals}} \times 30 = \text{Price Score}$$

Price of Proposal being evaluated



**SIGN IN SHEET**  
PLEASE PRINT

Request for Proposal No. ISCK0009

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Compeco</u>	<u>5120 Virginia Way, Bldg A</u>	PHONE <u>615-373-3636 x148</u>
Rep: <u>Randy Burns</u>	<u>Brentwood TN 37027</u>	TOLL FREE
Email Address: <u>rburns@compeco.com</u>		FAX <u>615-377-6965</u>
Company: <u>Verizon Business</u>	<u>1500 MacCorkle Avenue</u>	PHONE <u>304-344-6700</u>
Rep: <u>Sandy Hawkins</u>	<u>Charleston WV 25314</u>	TOLL FREE
Email Address: <u>Sandra.K.hawkins@verizonbusiness.com</u>		FAX <u>304-341-1464</u>
Company: <u>Anchor Point</u>	<u>46 Park Street</u>	PHONE <u>508-628-4520</u>
Rep: <u>Tony Gaetano</u>	<u>Framingham MA 01702</u>	TOLL FREE
Email Address: <u>Tgaetano@Anchorpoint.com</u>		FAX
Company: <u>TLTEK, LLC</u>	<u>1116 Smith Street</u>	PHONE <u>304-340-7070</u>
Rep: <u>Tim Taylor</u>	<u>Charleston WV 25301</u>	TOLL FREE
Email Address: <u>ttaylor@tltek.net</u>		FAX
Company: <u>PAETEC Communications</u>	<u>Josh Moscow</u>	PHONE <u>330-759-4682</u>
Rep: <u>Larry Seifert</u>	<u>295 Woodcliff Drive, Suite 225</u>	TOLL FREE
Email Address: <u>Lawrence.Seifert@PAETEC.com</u>	<u>Fairport NY 14450</u>	FAX <u>330-759-2615</u>

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FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Anchor Point Inc.</u>	<u>46 Park Street</u>	PHONE <u>508-628-4594</u>
Rep: <u>Shauna Heydecker</u>	<u>Framingham MA 01702-6652</u>	TOLL FREE
Email Address: <u>Sheydecker@anchorpoint.com</u>		FAX <u>508-628-4566</u>
Company: <u>PAETEC Communications</u>	<u>295 Woodcliff Drive, Suite 225</u>	PHONE <u>585-340-2983</u>
Rep: <u>Frankie Engelbert</u>	<u>Fairport NY 14450</u>	TOLL FREE
Email Address: <u>dawn.engelbert@PAETEC.com</u>		FAX <u>585-340-2910</u>
Company: <u>Telesoft Corporation</u>	<u>643 Chateleine Drive</u>	PHONE <u>585-787-8864</u>
Rep: <u>Shaun Carr</u>	<u>Webster NY 14580</u>	TOLL FREE
Email Address: <u>scarr@telesoft.com</u>		FAX <u>603-308-1300</u>
Company: <u>CSC</u>	<u>15245 Shady Grove Road</u>	PHONE <u>301-921-3256</u>
Rep: <u>Dianne R. Sagner</u>	<u>Rockville MD 20850</u>	TOLL FREE
Email Address: <u>dsagner@csc.com</u>		FAX <u>301-921-9870</u>
Company: <u>CSC</u>	<u>15245 Shady Grove Road</u>	PHONE <u>301-921-3463</u>
Rep: <u>Michael Schneider</u>	<u>Rockville MD 20850</u>	TOLL FREE
Email Address: <u>mschneider20@csc.com</u>		FAX <u>301-921-9870</u>

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FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Intec Billing Inc</u>	<u>2711 LBJ Freeway, Suite 512</u>	PHONE <u>972-850-1937</u>
Rep: <u>Fred Brott</u>	<u>Dallas TX 75234</u>	TOLL FREE
Email Address: <u>fred.brott@intecbilling.com</u>		FAX <u>972-484-0237</u>
Company: <u>Quickcomm Software Solutions</u>	<u>2 Park Avenue, 11th Floor</u>	PHONE <u>305-479-6776</u>
Rep: <u>Chris Evangelidi</u>	<u>New York NY 10016</u>	TOLL FREE
Email Address: <u>cevangelidi@quickcomm.com</u>		FAX <u>954-828-1670</u>
Company: <u>CSC</u>		PHONE <u>484-636-6313</u>
Rep: <u>Jerry Hoff</u>		TOLL FREE
Email Address: <u>ghoff2@csc.com</u>		FAX
Company: <u>Rivermine</u>		PHONE <u>703-880-6646</u>
Rep: <u>Christopher Corr</u>		TOLL FREE
Email Address: <u>christopher.corr@rivermine.com</u>		FAX
Company:		PHONE
Rep:		TOLL FREE
Email Address:		FAX