



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

**Solicitation**

NUMBER
VOIP13

PAGE
1

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

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

SHIP TO

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

DATE PRINTED
12/17/2012

BID OPENING DATE: 01/09/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
THIS ADDENDUM IS ISSUED TO AMEND THE ORIGINAL SOLICITATION (VOIP13) PER THE ATTACHED.						
0001	1	LS		725-57-01-001		
VOICE OVER INTERNET PROTOCOL (VOIP)						
***** THIS IS THE END OF RFQ VOIP13 ***** TOTAL: _____						

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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

**SOLICITATION NUMBER: VOIP13****Addendum Number: 1**

---

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

To provide revisions to the specifications per the attached, to answer all technical questions submitted in accordance with the provisions of the original solicitation, and to provide a copy of the mandatory pre-bid attendee list.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

## VOIP TRUNKING SOLUTIONS DESCRIPTION

Specification Number	Description
VOIPTRK-1	<p>VoIP Trunking: The State of West Virginia is interested in IP-based voice trunks for a number of applications. They include:</p> <ul style="list-style-type: none"> <li>Trunking for Hosted VoIP Solutions.</li> <li>Route diversity of voice traffic for disaster recovery / business continuity</li> <li>Ability to use excess IP bandwidth to carry voice traffic, potentially reducing overall costs</li> <li>As primary carrier access for in/out calls for some customer groups.</li> <li>Overflow/redundancy for voice traffic from traditional voice trunks</li> </ul>
<b>Vendor's response:</b>	
VOIPTRK-2	<p>Connection points: Specify available locations/connection points on your network where VoIP traffic could be routed to the public switched telephone network. Include a description of your ability to provide SIP trunks from an alternate connection point from your traditional voice trunks, offering The State of West Virginia a diverse path for voice traffic.</p>
<b>Vendor's response:</b>	
VOIPTRK-3	<p>Please provide information about your VoIP trunking services call routing capabilities to handle local, toll, or any combinations of those services along with the ability to provide inbound local toll/toll free calling.</p>
<b>Vendor's response:</b>	
VOIPTRK-4	<p>Trunk capacity: Specify your available options for SIP trunk capacity, including the minimum required service, and the number of simultaneous calls that can be supported for each option using standard compression formats (including no compression.)</p>
<b>Vendor's response:</b>	
VOIPTRK-5	<p>Please provide a list of your access options for your VoIP trunking services and detail around Quality of Service controls and security.</p>
<b>Vendor's response:</b>	

**VOIPTRK-6** Specify what brands/models of VoIP switches, call control systems, etc. are certified and/or tested for interoperability with your VoIP trunking services.

**Vendor's response:**

**VOIPTRK-7** Additional required equipment: Provide a current listing and description of any additional equipment or devices required for The State of West Virginia to utilize your VoIP trunking services on SIP enabled (or using a gateway to support non-SIP enabled) Private Branch Exchange (PBX) or soft switch devices. For each, specify if The State of West Virginia is responsible for providing, or if the vendor includes it as part of the offering. If additional cost is involved, include this in the Cost section. The State understands that this list will change over time and requires that this list be updated annually.

**Vendor's response:**

**VOIPTRK-8** Vendor should state the ability to port existing telephone numbers on The State of West Virginia's existing POTS, Centrex, and/or PRI circuits to your VoIP trunking services. Include details regarding your number porting process as part of the installation/transition process, including any restrictions on number porting (e.g., ability to port numbers individually versus in contiguous blocks). As described previously, The State of West Virginia will need to retain existing published Centrex numbers. If The State of West Virginia elects to install VoIP trunking at one or more locations to migrate existing DIDs, the vendor must provide the ability to port existing DIDs over to their service.

**Vendor's response:**

**VOIPTRK-9** Installation period: Describe the typical installation period for new VoIP trunking services.

**Vendor's response:**

**VOIPTRK-10** Identify your capability to selectively block calls to specified services (e.g., 411) on individual or groups of circuits at the request of The State of West Virginia.

**Vendor's response:**

**VOIPTRK-11** Provide a copy of the applicable service level agreement (SLA) or comparable document for proposed VoIP trunking services.

**Vendor's response:**

**VOIPTRK-12** Please provide information on your reporting capabilities.

**Vendor's response:**

**VOIPTRK-13** Please provide information related to optional services and technologies.

**Vendor's response:**

VOIP13  
TECHNICAL QUESTIONS

1. Q. VOIP-26 Describe how a technology refresh would be accomplished for duration of the contract pg37  
  
Vendor requests an expand definition and explanation of technology refresh.  
  
A. **Technology refresh refers to minor system updates and major upgrades. The vendor should explain the update and upgrade process and what may prompt these events. The vendor should provide a list of how many of each type would be provided over the life of the contract and any detailed plans /procedures WVOT or Agency will need to follow to achieve the given upgrade/update.**
  
2. Q. In SECTION FOUR: Project Specifications in item 4, pg 21-22  
  
It states in last sentence: Any Ethernet POE switches, remote routers, and phones required will be purchased by the state outside of this RFP on other contracts/bids.  
  
Respectfully request to clarify if that includes all equipment at Hosted VOIP site or is that the responsibility of awarded vendor?  
  
A. **All parts and devices needed at the hosted service provider location will be provided by the winning vendor.**
  
3. Q. What is the existing software version of the on-prem Contact Center Express the State wishes integrated with the Hosted VOIP platform? What server models are currently being utilized for this Contact Center Express?  
  
A. **The on premises Contact Center will be a new install. It should be licensed to handle inbound and outbound dialing campaigns.**
  
4. Q. There is a predictive dialing requirement in the RFP. Does the state already have an existing predictive dialing system? If so, please provide the manufacturer, model, software version and any other pertinent information. Is this a requirement for a potential future need? Please elaborate further on this requirement.  
  
A. **The state does not currently have a predictive dialing system. This is required for a future need. Example: A taxpayer owes taxes. The Tax department desires to start an outbound dial campaign to contact the taxpayer. Once the called party is reached, the call off is handed off to an agent along with a screen pop of the needed taxpayer information.**

5. Q. Item #11 on page 34 requests an “administrator”. Does the State desire a vendor provided administrator dedicated to the State or a portal by which a State employee can administer the system? Please clarify this requirement.
- A. **The state would like both. The WVOT would be the primary administrator but desires to reserve the option to utilize a vendor provided administrator in high volume or emergency cases.**
6. Q. Please describe the “administration” fee listed in section A.3 of the Cost Sheet.
- A. **The administration fee refers to how much the vendor charges for the administrator. The administrator does not have to be dedicated solely to the State of WV but must already have knowledge of the install to reduce time burden on our customers.**
7. Q. Attachment A: Section 2.2 Provide qualifications, resumes, and past experience for the people designated to be on the Services and Implementation teams. “Can we provide a **team profile of qualifications** of the department responsible for the implementation?” With an exact list of people be provided upon award.
- A. **Resumes, qualifications and past experience should be listed for each person individually.**
8. Q. General Terms and Conditions. Number 20. Interest. Does West Virginia Code §8-13-22d apply?
- §8-13-22d. Payment of legitimate uncontested invoices; interest on late payments; "Prompt Pay Act of 1995."**
- A. No, §8-13-22d does not apply to this solicitation.
9. Q. Page 39 between VOIPTRK-2 and VOIPTRK-3 there is a requirement that is not numbered
- A. **Corrected specifications attached.**
10. Q. VOIPTRK-6 is on page 39 and 40.
- A. **Corrected specifications attached.**

11. Q. Considering the size and scope of this RFP and the critical nature of the service provided as we overlap the holiday season when resources will certainly be strained to respond in such a short period of time we request an extension on the final due date.
- A. **WVOT would like to maintain the same schedule.**
12. Q. Page 22 - .4.1.11 Provide “web portal” and an administrator to make system adds, moves, and changes. Question: Will the web portal trigger the ordering of a new phone or the addition of a phone to the active database in the Call Managers?
- A. **The state will be ordering our own phones from a separate contract. The “web-portal” will be used by WVOT employees to make changes to the Call Manager database.**
13. Q. Page 22- .4.1.12 If hosted VoIP trunking is not available, the vendor will be responsible for specifying in proposal how Public Switched Telephone Network (PSTN) access will be supported for each site. Question: Will we be provided a list of sites to determine access based on local availability?
- A. **Sites will be determined by the agencies use of the contract. Therefore, this information is not currently available.**
14. Q. Page 23- .4.2.1 Trunking for Hosted VoIP solutions. Question: Please clarify.
- A. **Hosted centralized trunking solution for inbound and outbound dialing to the PSTN.**
15. Q. Page 23- .4.2.2 Route diversity of voice traffic for disaster recovery / business continuity. Question: Should the route diversity be from the phone system’s perspective or the carriers?
- A. **This should be provided by two (2) separate circuits from the State of WV to the winning vendor’s datacenter where the hosted systems will be housed. The circuits themselves should have route diversity. One circuit will terminate on the State’s end in Clarksburg and the other in Charleston.**
16. Q. Page 23- .4.2.4 as primary carrier access for in/out calls for some customer groups. Question: Please clarify.
- A. **By use of a SIP trunk, the vendor supplies for carrier access.**



17. Q. Page 23- .4.2.5 Overflow/redundancy for voice traffic from traditional voice trunks. Question: Please clarify.
- A. **Through use of additional SIP trunks or call routing to local site gateways, the winning vendor should be able to provide overflow/redundancy for callers inbound/outbound to the PSTN.**
18. Q. Could the State offer additional current statistics on voice traffic in Charleston, Morgantown, Clarksburg, Flatwoods and other hubs?
- A. **This traffic will be new, but at any given time the state currently has between 700-800 calls inbound, outbound and station-to-station on the Cisco Unified Communications Manager (CUCM) deployments.**
19. Q. Could the State provide a list of locations that are using SIP and the sites that must migrate to SIP?
- A. **This is not applicable as this contract is mainly for new sites wanting a VoIP deployment. Those sites will be determined by the agencies choosing to use the awarded contract.**
20. Q. Assuming the State would like a uniform environment, should the response include professional services to migrate existing handsets and H323 environments to SIP?
- A. **Yes, those should be included as migration/integration cost.**
21. Q. If not, will the State be completing this effort internally or via a subcontract?
- A. N/A
22. Q. Understanding that the formal pricing sheet calls for 500 users, can the State confirm that the potential total project could include as many as 10,000 endpoints?
- A. **The potential endpoint total could reach 10,000 users. However, we cannot guarantee this number.**
23. Q. In the pre-bid conference we understood the selected vendor will manage (s0me) existing voice servers (CallManager, Unity). Can the State provide a list of devices the selected vendor will manage?
- A. **The winning vendor will not manage any existing servers or other equipment, only the hosted equipment and migrated equipment. The winning vendor will need to**

integrate with the State's current CUCM and Microsoft Active Directory (AD) environments. Those versions are CUCM 7.1.5.32900-2 and Windows Server 2008. The vendor will also need to manage a new onsite Contact Center Express deployment (UCCX in the cloud is not yet supported by Cisco).

24. Q. OR is the State looking for a true cloud hosted service?

A. See question number 23.

25. Q. OR is the State looking for a hybrid environment?

A. See question number 23. The answer would be hybrid due to the UCCX deployment.

26. Q. IF the State desires a hybrid environment, can the State provide a list of all equipment models and software versions and quantities that the hosted service will connect through?

A. See question number 23. The UCCX will be new and paid for by the State of WV, but the specifications of the software will be determined by the vendor's version of the installed hosted CUCM.

27. Q. In the pre-bid conference we also understood the State will provide some equipment. Can the State list the items (models, software versions and release versions) provided by the state?

A. The state will provide all onsite equipment for the installs, i.e., phones and gateways. We currently have voice gateway models: Cisco 2821, Cisco 2900 series and Cisco 3945 series. All gateways run 12.4 or greater. All new deployments will receive Cisco 2900 and 3900 series based on SRST needs. Current phone models are Cisco 7900 series, 6900 series, 8900 Series handsets, and model 186/187 ATAs.

28. Q. What determines a "down day"?

A. A "down day" is defined as a system outage greater than eight hours within a 24-hour period that is not chargeable to the State.

29. Q. Can the State describe the proposed process for managing a service outage?

A. The winning vendor should provide 24/7 monitoring of the hosted solution. Any individual state agencies that report a service interruption will be instructed to call our Service Desk to report the outage. The WVOT will in turn conduct an initial assessment of the service interruption and contact the vendor if WVOT determines it to be an issue on the vendor's end.

30. Q. Can the State describe the expectation of how a service outage will be escalated?
- A. **The Office of Technology expects regular status updates from the dedicated account manager or representative during service outages. The dedicated account team representative should escalate internally to the appropriate parties for service outages of duration greater than two hours or upon WVOT escalation request. WVOT expects a status update from the dedicated account team representative every two hours until service outage is resolved.**
31. Q. Could the State provide a Network Diagram that would show at a minimum the devices and circuits to be included in the managed service/hosting offer?
- A. **Yes, see the attached network diagram.**
32. Q. Please provide details on existing network bandwidth and QoS (Quality of Service) methodology.
- A. **Bandwidth varies site to site. However, it can be assumed that any site that will use this contract will have at least a 10 Mbps/full duplex connection but up to 1 Gbps/full duplex connection back to the State's core network. The circuit size is determined by the needs of the site with voice as part of the consideration. We are currently using a "Class of Service" model, in which all voice is assigned a "Gold" class and guaranteed 25 percent bandwidth. The vendor will be responsible for working with WVOT to provide QoS for the interconnecting circuits between the State of WV and the hosted vendor's site.**
33. Q. If QoS is not established at this time, please provide guidance on the preferred methodology.
- A. **See answer in question 32.**
34. Q. Who will be responsible for QoS on the State's backbone?
- A. **The State of WV will be responsible for all backbone and site connections to the backbone, as such WVOT will be responsible for QoS.**
35. Q. Could the state provide additional detail on end-points and routers that the hosted VoIP service will support?
- A. **Same as the answer to question 27, "The state will provide all onsite equipment for the installs, i.e., phones and gateways. We currently have voice gateway Models: Cisco 2821, Cisco 2900 series and Cisco 3945 series. All gateways run 12.4 or**

greater. All new deployments will receive Cisco 2900 and 3900 series based on SRST needs. Current phone models are Cisco 7900 series, 6900 series, 8900 Series handsets, and model 186/187 ATAs.”

36. Q. Is the State responsible for the on premise PSTN? How will the demark points be defined?
- A. **Yes. We request that the site’s data rack be defined as the demark and as such ask the carrier to extend the connections to the data rack on install. If the site predates this policy, then we can request a change order to move the connection as close to the rack as possible.**
37. Q. We understand the current presence management solution is OCS; can the state provide the version/release? Is this uniform throughout the enterprise?
- A. **OCS 2007 R2. The version is uniform throughout the enterprise.**
38. Q. If yes, which release?
- A. **OCS 2007 R2**
39. Q. If no, please detail all OCS environments the selected vendor must integrate.
- A. **N/A**
40. Q. Is Active Directory Integration required for this solution?
- A. **Yes**
41. Q. Considering most of the work to respond must be accomplished over the Christmas Holiday, New Year’s and Hanukah period, is there any potential for an extension in the response date?
- A. **WVOT would like to maintain the same schedule.**
42. Q. RE: Paragraph 4.1 item 2, can the State further describe the requirements for the Predictive Dialer? In order to provide a Predictive Dialer or to deliver predictive dialing functionality normal engagements would include the following information:
- Call Patterns: Are the calls B2B (Business to Business) or B2C?
- B. **The state does not currently have a predictive dialing system. This is required for a future need. Example: A taxpayer owes taxes. The Tax department desires to start an outbound dial campaign to contact the taxpayer. Once the called party is**

reached, the call off is handed off to an agent along with a screen pop of the needed taxpayer information.

The call patterns could possible encompass both B2B and B2C. It will depend upon individual agency requirements.

43. Q. If Business to Consumer, is there a need to include DoNotCall rules. Please elaborate in detail on the Call Center's volumes, applications and objectives. For example:

How may concurrent seats should the Call Center be configured to support?

A. **There is no need to include DoNotCall rules at this time.**

**In terms of call center volumes:**

- **The initial contact center volumes could be approximately 150 and scale up to 300 seats.**
- **Applications should include automatic call distributor (ACD), interactive voice response (IVR), database dips and dumps, reporting, and predictive dialing.**

44. Q. Is this a three shift environment or just one?

A. **At this time it would be no more than 2 shifts; day and evening.**

45. Q. What are the busy hours?

A. **If this refers to the times when the Call Centers will be busiest, then 8-6 Monday-Friday.**

46. Q. Does the call center handle simultaneous (blended) inbound and outbound calls?

A. **Yes, it should be able to handle both.**

46. Q. If yes, is traffic to be monitored and managed by supervisors or should an automated algorithm be implemented?

A. **Automated based on agent availability.**

47. Q. Is recording required?

A. **Yes, and it must be HIPPA compliant.**

48. Q. If so, are PCI rules applicable?

A. **Yes, PCI rules are applicable and HIPPA compliance is required.**

49. Q. If yes, are screen shots required with the recording?

A. **No.**

50. Q. Is automated call-back functionality desired? If yes, please elaborate on how this functionality will be managed?

A. **Unknown at this time.**

51. Q. Are customer wrap-up surveys required?

A. **No.**

52. Q. Is this predictive dialer to be used for “emergency notification”? If yes, please define the State’s definition of the term.

A. **No, not at this time.**

53. Q. Please provide an inventory of existing hardware and software versions of the Call Manager(s), Contact Center (hardware, software and applications) and SRST-Survivable Remote Telephony Gateways devices?

A. **See question 23 for CUCM and question 26 for gateways and SRST devices. The rest are not applicable as the vendor will not provide integration with those devices.**

PRE-BID CONFERENCE  
SIGN IN SHEET

Request for Quotation Number:

VOIP13

Date:

12/4/2012

Project Description:

Statewide contract (open-end) Voice over Internet Protocol Services

PLEASE PRINT LEGIBLY. THIS INFORMATION IS ESSENTIAL TO CONTACT THE ATTENDEES IN A TIMELY MANNER. FAILURE TO DO SO MAY RESULT IN DELAYS IN YOUR COMPANY GETTING IMPORTANT BID INFORMATION.

Firm Name:	AT&T
Firm Address:	816 LEE Street Charleston WV 25301
Representative Attending:	DJ Sigman
Phone Number:	304 932 8194
Fax Number:	
Email Address:	ds8355@att.com

Firm Name:	Verizon
Firm Address:	4700 MacCorkle Ave SE Charleston, WV 25304
Representative Attending:	Rick Singleton
Phone Number:	304 296-2472
Fax Number:	304 284-0500
Email Address:	rick.l.singleton@verizon.com

Firm Name:	Alpha Technologies
Firm Address:	4003 Outlook DR Hurricane WV 25526
Representative Attending:	Eric Burgy
Phone Number:	304 721 8769
Fax Number:	
Email Address:	EBURGY@Alpha-Tech.US

Firm Name:	Verizon
Firm Address:	4700 MacCorkle Ave SE Charleston, WV 25304
Representative Attending:	Chris Blankenship
Phone Number:	304-540-3375
Fax Number:	
Email Address:	christopher.a.blankenship@one.verizon.com

Firm Name:	Verizon
Firm Address:	4700 MacCorkle Ave SE Chas WV 25304
Representative Attending:	Sandy Hawkins
Phone Number:	304 356-3395
Fax Number:	304 356-3590
Email Address:	sandra.k.hawkins@verizon.com

Firm Name:	Advanced Technical Solutions
Firm Address:	107 Erskine Lane Scott Depot, WV 25560
Representative Attending:	Michael Martin
Phone Number:	<del>304-201-3301</del> 304-757-6542 x342
Fax Number:	304-201-3301
Email Address:	mmartin@atsnetworking.com

PRE-BID CONFERENCE  
SIGN IN SHEET

Request for Quotation Number:

VOIP13

Date:

12/4/2012

Project Description:

Statewide contract (open-end) Voice over Internet Protocol Services

PLEASE PRINT LEGIBLY. THIS INFORMATION IS ESSENTIAL TO CONTACT THE ATTENDEES IN A TIMELY MANNER. FAILURE TO DO SO MAY RESULT IN DELAYS IN YOUR COMPANY GETTING IMPORTANT BID INFORMATION.

Firm Name:	<u>LUMOS NETWORKS</u>
Firm Address:	<u>1200 GREENBRIER ST.</u>
	<u>CHARLESTON, WV 25311</u>
Representative Attending:	<u>D. Klotz</u>
Phone Number:	<u>304-914-5354</u>
Fax Number:	<u>304-720-2121</u>
Email Address:	<u>SMARTJ@LUMOSNET.COM</u>

Firm Name:	<u>insight</u>
Firm Address:	<u>2 Easton Oval, suite 350</u>
	<u>Columbus, OH 43219</u>
Representative Attending:	<u>Adam Bower</u>
Phone Number:	<u>614 456 2119</u>
Fax Number:	<u>480 760 9603</u>
Email Address:	<u>adam.bower@insight.com</u>

Firm Name:	<u>(Juan Smarr) lumos NETWORKS</u>
Firm Address:	<u>1200 Greenbrier St</u>
	<u>Charleston WV 25311</u>
Representative Attending:	<u>Juan Smarr</u>
Phone Number:	<u>304-720-2191</u>
Fax Number:	<u>304 720-2221</u>
Email Address:	<u>smarrj@lumosnet.com</u>

Firm Name:	<u>Frontier Communications</u>
Firm Address:	<u>1500 MacCorkle Ave</u>
	<u>Charleston, WV 25396</u>
Representative Attending:	<u>R. Chad Stepp</u>
Phone Number:	<u>304-410-5659</u>
Fax Number:	
Email Address:	<u>chad.stepp@ftr.com</u>

Firm Name:	<u>Lumos Networks</u>
Firm Address:	<u>1200 Greenbrier St.</u>
	<u>Charleston, WV 25311</u>
Representative Attending:	<u>A.J. Ligas</u>
Phone Number:	<u>304-865-2538</u>
Fax Number:	<u>304-865-2539</u>
Email Address:	<u>LIGAS A@LUMOSNET.COM</u>

Firm Name:	<u>e Plus</u>
Firm Address:	<u>1116 Smith St</u>
	<u>Suite 412</u>
	<u>Charleston, WV 25301</u>
Representative Attending:	<u>Andi Herman / Rusty Risher</u>
Phone Number:	<u>3045504109</u> <u>304.747.8353</u>
Fax Number:	<u>304 340 4275</u>
Email Address:	<u>aherman@eplus.com</u> <u>rrisher@eplus.com</u>



PRE-BID CONFERENCE  
SIGN IN SHEET

Request for Quotation Number:

VOIP13

Date:

12/4/2012

Project Description:

Statewide Contract (open-end) Voice over Internet Protocol Services

PLEASE PRINT LEGIBLY. THIS INFORMATION IS ESSENTIAL TO CONTACT THE ATTENDEES IN A TIMELY MANNER. FAILURE TO DO SO MAY RESULT IN DELAYS IN YOUR COMPANY GETTING IMPORTANT BID INFORMATION.

Firm Name:	<u>Citynet</u>
Firm Address:	<u>233 Virginia Street E.</u>
	<u>Charleston, WV 25301</u>
Representative Attending:	<u>Chris Morris</u>
Phone Number:	<u>304-391-5266</u>
Fax Number:	<u>Chris.morris@citynet.net</u>
Email Address:	

Firm Name:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

**ATS**  
Advanced Technical Solutions, LLC  
Providing network solutions that work!



**Michael Martin**  
Account Manager

PO Box 149  
Scott Depot, WV 25560  
Phone 304.757.6542 x342  
Toll Free 1.877.479.5438  
Mobile 304.549.1889  
mmartin@ATSnetworking.com  
www.ATSnetworking.com

**Rick Singleton**  
Sales Engineer

827 Fairmont Road  
Suite 205  
Morgantown, WV 26501  
Phone 304 296-2472  
Fax 304 284-0500

rick.l.singleton@verizonbusiness.com

**R C "Chad" Stepp**  
Enterprises Account Executive

1500 MacCorkle Ave  
Charleston, WV 25396  
Mobile: (304) 410.5659  
randy.stepp@ftr.com  
www.Frontier.com



ePlus Technology, inc.  
1116 Smith Street  
Suite 412  
Charleston, WV 25301

Direct: (304) 550-4109  
e-mail: aherman@eplus.com  
http://www.eplus.com  
NASDAQ: PLUS  
888/482-1122

**Andi Herman**  
Senior Account Executive



**Juan A. Smarr**  
Manager Vertical Markets  
smarrj@lumosnet.com

304.720.2191 office  
304.541.0384 mobile

1200 GREENBRIER ST, CHARLESTON, WV 25311



**A.J. Ligas**  
Networks Sales Engineer  
ligasa@lumosnet.com

304.865.2538 office  
304.865.2539 fax

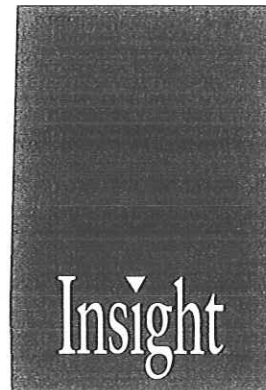
4420 ROSEMAR RD, UNIT 101, PARKERSBURG, WV 26101



**K. David Klotz**  
Sr. Director of Sales  
klotzd@lumosnet.com

304.414.5354 office  
717.278.9766 mobile  
304.720.2121 fax

1200 GREENBRIER ST, CHARLESTON, WV 25311



**Adam Bower**  
Solution Sales Executive  
Ohio Valley

2 Easton Oval, Suite 350  
Columbus, OH 43219

614.456.2119 | Direct  
314.753.1853 | Cell  
adam.bower@insight.com  
www.insight.com



**Chris Morris**, Vice-President  
Business Development and External Affairs  
chris.morris@citynet.net

233 Virginia Street East  
Charleston, WV 25301  
Phone: 304.391.5266  
Cell: 304.541.5893  
Toll Free: 800.903.8906  
Tech Support: 800.881.2638

1000  
www.citynet.net



**Sandy Hawkins**  
Senior Account Executive

4700 MacCorkle Ave., SE, 1st Floor  
Charleston, WV 25304  
Phone 304 356-3395  
Fax 304 356-3590  
Mobile 304 807-0207

sandra.k.hawkins@verizonbusiness.com

888/482-1122  
NASDAQ: PLUS  
http://www.eplus.com  
Andi Herman  
1116 Smith Street  
Charleston, WV 25301

1116 Smith Street  
Charleston, WV 25301  
ePlus Technology, Inc.

Rusty Risher  
Architect

+

a

e<sup>+</sup>

ePlus Technology, Inc.  
1116 Smith Street  
Suite 412  
Charleston, WV 25301

Direct: (304) 550-4109  
e-mail: [aherman@eplus.com](mailto:aherman@eplus.com)  
<http://www.eplus.com>  
NASDAQ: PLUS  
888/482-1122

Andi Herman  
Senior Account Executive

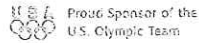


at&t

AT&T Operations, Inc.  
816 Lee Street  
1st Floor - Office 5  
Charleston, WV 25301

**DJ Sigman**  
Government Account Executive

M: 304.932.8194  
F: 847.326.3980  
[ds8355@att.com](mailto:ds8355@att.com)



Proud Sponsor of the  
U.S. Olympic Team

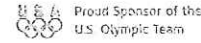


at&t

AT&T Operations, Inc.  
816 Lee Street  
1st Floor - Office 5  
Charleston, WV 25301

**DJ Sigman**  
Government Account Executive

M: 304.932.8194  
F: 847.326.3980  
[ds8355@att.com](mailto:ds8355@att.com)



Proud Sponsor of the  
U.S. Olympic Team

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: VOIP13**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**NOTE:** This addendum acknowledgement should be submitted with the bid to expedite document processing.  
 Revised 6/8/2012