



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

Solicitation

NUMBER
WWV13002

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
PAUL REYNOLDS 304-558-0468

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

WORKFORCE WEST VIRGINIA
 OFFICE OF ADMIN. SUPPORT-5302

 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 304-558-2631

DATE PRINTED
04/30/2013

BID OPENING DATE: 05/09/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM #01		
				THIS ADDENDUM IS CREATED TO:		
				ANSWER VENDOR QUESTIONS		
				REMOVE SECTION 6.1.B: ORAL PRESENTATION FROM RFP		
				BID OPENING DATE REMAINS:		
				MAY 09, 2013 AT 1:30 P.M.		
0001		YR		920-56		
				IWR/IWR INTERACTIVE VOICE AND WEB RESPONSE SYSTEMS		
***** THIS IS THE END OF RFQ WWV13002 ***** 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: WWV13002
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as WWV13002 ("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 Bid Documents Corrections

Description of Modification to Solicitation: To add Attachment G

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

1. To Answer Vendor questions
 2. To add Attachment G. "Screens"
 3. Pre-bid Attendee list
 4. To Remove:
Oral Presentation from bid requirements
-

5. The addendum acknowledgement is attached. This document should be signed and returned with your bid. Failure to sign and return may result in disqualification.

WWW 13002
TECHNICAL QUESTIONS & ANSWERS

Q1. Is the phone system at the time of the install going to be Toshiba or Communications Manager?

A1. The WorkForce West Virginia unemployment insurance program states that the phone system at the time of installation will be Toshiba.

Q2. If the Toshiba system is to remain in place, what are the connectivity options between the phone system and the new IVR/IWR system?

A2. WorkForce is currently using a central office connection from the IVR to the CIX. Calls ring into the IVR and are transferred from the IVR to a number on the CIX. If the IVR would support analog connections, it could allow for direct transfer to the PBX.

Q3. If a Communications Manager is to be used instead of the Toshiba phone system, will it be an expansion of the existing cluster or a new cluster?

A3. See response to Q 1.

Q4. The RFP states the files are exported from the main frame via text files. Is the database on the main frame ODBC compliant? Are text files the only option?

A4. Mainframe data is stored in VSAM file-based storage. It is not a relational database and ODBC is not available. For large data transfers, text files transferred electronically on a scheduled basis are used currently and this is the only option that WorkForce West Virginia is willing to entertain at this time.

Q5. Can a topology diagram of the how the main frame, Toshiba phone system, and existing IVR/IWR systems are connected be provided? Can this also include the number and types of PSTN access in place currently?

A5. Although a diagram of the current system is not available, existing IVR system personnel describe the process as such: "The IVR/IWR simply receives data via FTP from the mainframe and this is used to provide an initial data set. Modified data is sent back to the mainframe via FTP where it is processed in a batch environment. PSTN access is standard and accesses a phone board in the IVR server. This provides public access for customers using a telephone."

Q6. The data is pulled from the main frame to the IVR/IWR system and then pushed back to the main frame. Does this upload of information have to occur in batch at night?

A6. Yes. Data in the ABPS system is refreshed on a nightly basis and is only available for transfer after nightly processing has been completed.

Q7. Will the systems run in parallel for a testing phase or will the cutover be a hot cut? If the systems are to be run in parallel for a time period, who is responsible for items such as the additional equipment on the phone system and ensuring the database does not get out of sync?

A7. WorkForce West Virginia does not plan to run parallel systems during the implementation of the new IVR/IWR system. During the test phase of the new system, test data will be used which can be entered in the new IVR/IWR system and transferred for testing on the mainframe benefit system. It is the intent of WorkForce West Virginia to implement this new IVR/IWR system on days with low volume, such as a Thursday or Friday. If there is a major problem with the system, the agency would revert back to the old IVR/IWR system while the new system's problems are being corrected. If no problems exist, then the new system would continue to operate.

Q8. Will the winning vendor be responsible for coding any HTML files?

A8. Yes

Q9. It is our understanding that currently there are 96 available incoming lines for the IVR system. Workforce WV wants the capability to expand to 240 lines. However, there are currently 5 T1 connections from the IVR system to the Toshiba phone system yielding a total of 120 concurrent calls. How will the Toshiba phone system be expanded to accommodate the additional 120 calls (i.e. more T1s, etc.)?

A9. It is the intent of WorkForce West Virginia that the vendor's solution is capable of handling 240 incoming lines to allow for future expansion. Although the existing phone system may or may not be capable of handling this volume of calls, the vendor's system should be constructed with this volume in mind. At such time that the WorkForce West Virginia phone system is replaced or augmented, the vendor's system should have the capacity to accommodate a maximum of 240 lines.

Q10. Workforce WV states that 25 agents will be enough for Phase 1. Is the vendor expected to provide agent licenses above and beyond the 25 at no charge to the State?

A10. The 25 agent seats were actually listed in conjunction with Phase III on page 36 – Item 4.3.1. In addition, we noted on page 39 – Item 4.4.2 that the IVR/IWR training for Phase I should be for three (3) system administrators and up to twenty (20) users and that Phase III should be for twenty-five (25) agents and of those agents five (5) will be administrators.

Q11. How many of each type of agent license need to be proposed (ie Supervisory agent, standard agent)?

A11. Based upon information from the various sections that will be utilizing this system, each section wants an Administrator and one Back-up Administrator. Therefore, we will have three (3) Administrators in UC Benefit & Technical Support (Phase I); two (2) Administrators in our Compliance and Enforcement; two (2) in our Benefit Payment Control; and one (1) other general administrator (Phase III). All other agents will be standard users.

Q12. Are the HTML files for the IWR system to reside on the main frame or the IWR system?

A12. The HTML files for the IWR will reside on the IWR.

Q13. How are the main frame and IVR/IWR systems expected to communicate?

A13. WorkForce West Virginia expects that the primary communication method with the existing legacy mainframe systems would continue to use text files and FTP file transfers on a nightly basis, like the current system. However, some interactive query/response using CICS Web services may be required for limited functions.

Q14. Is the vendor responsible for ongoing backups to the IVR/IWR system?

A14. As described in section 4.4.8, the vendor should provide business continuity, data backup, and restoration capabilities for the proposed solution.

Q15. Would a cloud based solution be considered?

A15. As described in sections 4.4.6 and 4.4.9, the primary system should be physically located at the West Virginia Capitol Complex, but the secondary (disaster recovery) system could be a cloud based solution.

Q16. Is it permissible for a vendor who attended the pre-bid meeting & will be submitting the proposal to utilize a sub-contractor that was not at the pre-bid meeting?

A16. Yes, this is permissible.

Q17. Will the proposed solution make use of the existing database, or will it have a new database, and therefore require legacy data to be migrated?

A17. The proposed IVR/IWR solution should use a new, vendor designed database structure. Because most IVR/IWR data is refreshed nightly from ABPS and other mainframe systems, the vendor will not be required to perform any migration of legacy data from the existing IVR/IWR.

Q18. What is your Average length of Call?

A18. No statistics are available for this information; however we have provided a response based upon our knowledge of the system.

A call will average approximately 23 minutes once the individual has been connected to an interviewer if a New, Additional or Reopened Claim Application is being filed.

A call will average approximately 5 minutes for an individual filing a certification for a two week period of benefits.

Inquiries, such as office locations, hours or information on the most recent payment made would vary upon the information the individual selected to receive and would range from 2 to 8 minutes in length.

Q19. Is the Automated Benefits System (ABPS) capable of exchanging data through SOAP based Web Services?

A19. Although it is possible for the ABPS system to exchange data using a SOAP style

web service, most data exchanges will occur using daily transfers of batch processed text files. Because ABPS system data is only refreshed nightly, there are few functions that can benefit from interactive query/response capability.

Q20. Is the Automated Benefits System (ABPS) ADO or ODBC compliant running Oracle or SQL?

A20. No. The underlying data for the ABPS system is stored in a legacy VSAM file structure. It is not a relational database system.

Q21. Please tell us more about your ABPS platform.

A21. The ABPS platform is described beginning in Section Four: Project Specifications item 2 Background and Current Operating Environment thru page 27 of this RFP.

Q22. Are the mainframe integrations ADO or ODBC compliant running Oracle or SQL?

A22. See response to Q20.

Q23. Toshiba CIX PBX

- a. What is the current version of this system?
- b. Is the current Toshiba IP Enabled?
- c. Can it support any type of SIP Trunking service or can it be upgraded to support SIP?

A23. a. The current version is Rel 5.1
b. The software supports IP telephony features, but currently these features are not enabled.
c. Toshiba supports several SIP trunk services.

Q24. Please describe the current Voice Mail platform and is your plan to use it as part of the solution?

- a. What is the current model and version?

A24 The current voice mail is a Teleco Perfect Office Pro, version 4.0.8.

Q25. Cisco Call Manager – please describe the existing Cisco Call Manager System?

- a. Is the current Cisco Call Manager used as an ACD?
- b. How many agents are on the current ACD platform?
- c. What is the current model and version?
- d. Is the current version IP Enabled?
- e. Can it support SIP trunking service or can it be upgraded to support SIP?

A25. Refer to response for Q3.

Q26. Remote users/Work at Home agents – please describe your plans for how "work at home agents" will gain remote access to the network?

- a. Please describe how the current remote users access today?
- b. How will the remote users access the new solution remotely? For example, Will they use SSL/VPN connections over a broadband internet link?

A26. WorkForce West Virginia does not currently have users remotely accessing the existing IVR/IWR system. However, any remote connectivity that requires access to the private network would be handled with a VPN connection using an existing state solution. A vendor would not be expected to provide a separate remote connectivity option. If the proposed solution can offer a fully featured, SSL secured web interface for agents, this could be another option for remote users.

Q27. Page 20: A call breakdown is noted on the number of calls and the average per day. Is there an "average minutes per call" statistics available?

A27. Please see response to Q 18.

Q28. Page 20 - What is the total number of people (including past participants) accessing the system at any one point and time?

A28. WorkForce West Virginia does not have statistics on the maximum number of people using the system at one time. During a period of high workload, the system received 1,210 calls between 9:00 and 10:00 am on 3/21/2010. Since the system can handle a maximum of 96 calls at one time, we can assume this is the maximum total number of people accessing the IVR at one point and time. During this high workload period, some claimants had to call several times to access the system. The peak usage of our IWR system was 2,940 from 10:00 to 11:00 am on 10/23/2011.

Q29. Page 22, Question 3 – Describe the interface process, file formats.

A29. WorkForce West Virginia intends that the interface process and file formats will be very similar to those used with the existing system. The existing process is described at a high level in the second paragraph of Section 2, Background and Current Operating Environment, but generally consists of text files that are exchanged on a daily basis through an electronic FTP process.

Q30. Page 29 - Section 4.1.2 – Describe inactivity timeout periods.

A30. Currently, the existing IVR system has a pre-set period of time to begin inputting a response after each request for information; and if no response is received within this pre-set period, the session times out due to inactivity. When this occurs, the IVR plays a goodbye phrase and disconnects the caller. The new IVR may be built with a reasonable pre-set time that will accommodate most callers, for example 60 seconds question. However, WorkForce is requesting that the IVR system be built in such a manner that we would have the ability to change the pre-set inactivity timeout period without vendor assistance.

Q31. Page 29 - Section 4.1.2.f: Can you elaborate on/define this "inactivity" period?

A31. Currently, the existing IVR system has a pre-set period of time to begin inputting a response after each request for information; and if no response is received within this pre-set period, the session times out due to inactivity. When this occurs, the IVR plays a goodbye phrase and disconnects the caller. The new IVR may be built with a reasonable pre-set time that will accommodate most callers, for example 60 seconds question. However, WorkForce is requesting that the IVR system be built in such a

manner that we would have the ability to change the pre-set inactivity timeout period without vendor assistance.

Q32. Page 30 - Section 4.1.2.h – Describe process for continuing claims process after leaving a voice mail.

A32. The current IVR systems handling of the transfer of the call from the IVR server to the interviewer does not work in the most efficient manner. When a call is received from an outside line at the same time an IVR caller is being transferred to the interviewer, it can cause the IVR caller to be disconnected or redirected to a voice mail. The interviewer must then contact the claimant to complete the claim. The current IVR does not always store the information prior to being disconnected. If the information was stored by the IVR the interviewer can use that as a basis to complete the claims application. If the information was not stored the claims application is completed entirely.

Q33. Page 30 - Section 4.1.3.c: Are the broadcast messages to be broadcast on the IWR website or via email?

A33. They will be broadcast on the IVR. The main frame does not store email addresses.

Q34. Page 31 - Section 4.1.5.e: Audit trails are required for all modifications to security entities, are audit trails required for all other system activities?

A34. No

Q35. Page 33 - Section 4.1.6.j: Is text-to-speech appropriate for the entire IVR system?

A35. Yes, English text-to-speech is appropriate for the entire IVR system. However, a voice recording option should also be included.

Q36. Page 35 – Section 4.2.10: Will someone be recording audio messages in Spanish or does text-to-speech need to be used in its place when the caller selects the Spanish language?

A36. It is not the intent of WorkForce West Virginia to record individual Spanish language audio prompts for the IVR or to write English-to-Spanish language translations for the IWR. A Spanish text-to-speech option that can read Spanish language prompts to callers would be desirable. Regardless, WorkForce West Virginia expects that the vendor should provide English-to-Spanish language translation for the IVR/IWR and Spanish audio prompts in the IVR using Spanish text-to-speech initially and throughout the maintenance phases of the system. As a result, goal 4.2.10 is amended to read as follows:

“The IVR/IWR should support the English and Spanish languages and give users the ability to choose spoken or written prompts in either language. The vendor should provide English to Spanish language translation services initially and throughout the maintenance phases of the project as well as Spanish text-to-speech capabilities.”

Q37. Page 36 - Section 4.3.2 – Describe components of CTI push info.

A37. The CTI push is referencing the need for this particular system to be designed so that various data elements are imported onto the screen when the call is transferred to an agent. Depending on whether the collection involves a claimant with an overpayment or an employer with taxes due, the actual data element fields that will be needed from the mainframe will differ.

The Compliance and Enforcement Unit will need at a minimum the Employer's Account Number, Name, Address, all of which currently resides on the Automated Employer Tax System (AETS) Mainframe System on the 03 Screen. This unit will also need the Subtotal Due for this Account on (Date) (\$Dollar Amount) which resides on the 14 screen of the AETS Mainframe System.

The Benefit Payment Control will need at a minimum the Claimant Name, Claimant Social Security Number, Outstanding Overpayment Amount, Overpayment Type (Fraud or NonFraud), Statue of Limitations Date, if debt has been referred to Treasury Offset Program for collection, history of prior payment plan, and history of attempts to contact via autodialer. The agent would need the ability to enter the following data fields noting the success of the call (answering machine, left message with adult, spoke to claimant phone number has been disconnected etc.) as well as a notation on the mainframe note system as to the overall outcome for example if claimant was actually spoken with was a payment plan established, is a payment forthcoming, etc. The system should provide an avenue for the agent to be able to set up a payment plan as well as collect information pertinent to the case to transfer to Automated Benefit Payment System on a nightly basis, thus, alleviating the agent from entering the data twice.

We envision the system being developed in a manner that will allow a file to be transferred from the mainframe to the autodialer each night; this file will be utilized the following day for calling campaigns and will contain the data fields that must be shown to an agent; additional data entered by the agent while on call will be collected and stored by the autodialer; the data collected will be transferred back to the mainframe at night and a new file will be pulled down.

Q38. Page 37 - Section 4.3.7 – Describe current business processes for which integration will be necessary?

A38. See response to Q37. The current environment is described in Section Four, item 2 of this RFP.

Q39. Page 37 - Section 4.3.10 – Describe voice-mail support for personal use.

A39. The intent of this requirement is to allow an agent to differentiate between voice mail messages received via the IVR system and those received from internal staff. For example, the agent could choose to playback IVR received messages or their personal voice mail message from co-workers. The IVR may store recorded messages separately from the traditional voice mail system to achieve this goal.

Q40. Page 40 - Section 4.4.4.d: Is WFWV looking for a different technology other than COBOL and CICS web-enabled screens?

A40. No not for the purpose of this RFP.

Q41. Page 43 – Section 5.5.3 - Does this include registered products used to create a complete solution?

A41. The vendor is expected to supply all source code developed for the purposes implementing the IVR/IWR system. Any third party products that are a part of the IVR/IWR solution will be licensed on behalf of WorkForce West Virginia and the licenses should be relinquished to the agency upon completion of the system.

Q42. Page 44 - Section 6.1.b: Please clarify what is meant by "The presentation should be a working prototype plan on the proposed solutions design."

A42. Section 6.1.b is being removed from this RFP. There will not be an oral presentation.

16:47:42 Wed Apr 24, 2013

O V E R P A Y M E N T R E I M B U R S E M E N T S

SSN : _____ NAME: _____
TOTAL NO. OF REPAYMENTS :

OP BAL :

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PF7=PGUP PF8=PGDN

TRANSACTION OPTION: _____

O V E R P A Y M E N T D A T A

SSN: *** ** ***** *
NO. OF OVERPAYMENTS:

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CREDIT BUREAU ? :
DISPOSITION CODE:
DISPOSITION DATE:
BYPASS OFFSETS :
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MAIL INDICATOR :
PENDING COURT COSTS:

CLAIM TYPE :
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OP. CAUSE :

TOTAL PENALTY FAC

OVERPAID AMOUNT:
OFFSET AMOUNT :
RECOUP AMOUNT :
WRITEOFF AMOUNT:
BALANCE DUE :
INTEREST DUE:

TRANSACTION OPTION:

INVALID SOCIAL SECURITY NUMBER

O V E R P A Y M E N T S U M M A R Y

SSN#: *** ** ***** * NAME: LOCAL OFFICE:
ADDRESS:
CITY: STATE: ZIP: TELEPHONE:

NUM. OF PAYMENTS : LAST WAGE QTR. : AGREEMENT DATE :
NUM. OF STATEMENTS: LAST QTR WAGES : AGREE DUE DATE :
STATE ASST. CODE : TOP LETTER MAILED ? AGREED AMOUNT :
GENDER : DEBT SENT TO TOP ? FIRST PAYMT DUE:
MONTHLY STATEMENT ? DEBT EXCLUDED FROM TOP? CREDIT BUREAU ?
MONTHLY BILLING (BPC-35) STATEMENT ?

*****SUMMARY OF OVERPAYMENTS*****

TOTAL OVERPAID AMOUNT : COURT COSTS DUE :
TOTAL AMOUNT CASH/RECOUP : INTEREST DUE :
~~TOTAL AMOUNT CLAIMS OFFSET :~~
TOTAL AMOUNT OF WRITE-OFF :
TOTAL OUTSTANDING BALANCE :

TOTAL NO. OVERPAYMENTS: FRAUD: NON-FRAUD: ADM.ERR:
TOTAL NO. WEEKS OVERPAID:
INVALID SOCIAL SECURITY NUMBER TRANSACTION OPTION:
F2=FRAUD PROSECUTION CASES F3=CIVIL ACTION CASES

SIGN IN SHEET

Request for Quotation Number:

WWV13002

Date:

4/10/2013 14:30

Project Description:

IVR/IWR RESPONSE SYSTEM

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:	WV State Purchasing Division
Firm Address:	2019 Washington St., East Charleston, WV 25148
Representative Attending:	Krista S. Ferrell, Buyer Supervisor
Phone Number:	304.558.2596
Fax Number:	304.558.4115
Email Address:	krista.s.ferrell@wv.gov

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

Firm Name:	Verizon
Firm Address:	4900 MarCockle Av SE Charleston 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:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	DIAMOND TECHNOLOGIES
Firm Address:	221 W. 9TH STREET SUITE 200 WILMINGTON, DE 19801
Representative Attending:	DINA M. ORPELLO
Phone Number:	302.256.5054
Fax Number:	302.656.6058
Email Address:	DORPELLO@DIAMONDTECHNOLOGIES.COM

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

SIGN IN SHEET

Request for Quotation Number:

WWV13002

Date:

4/10/2013 14:30

Project Description:

IVR/IWR RESPONSE SYSTEM

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Firm Name:	<u>Alpha Technologies</u>
Firm Address:	<u>4003 Outlook Dr.</u>
	<u>Hurricane WV 25526</u>
Representative Attending:	<u>Eric Burgy</u>
Phone Number:	<u>304-721-8969</u>
Fax Number:	
Email Address:	<u>EBURGY@ALPHA-TECH.US</u>

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

Firm Name:	<u>MARKETING SYSTEMS GROUP</u>
Firm Address:	<u>755 BUSINESS CENTER DRIVE</u>
	<u>SUITE 200</u>
	<u>HORSHAM, PA. 19044</u>
Representative Attending:	<u>RICK EISENBERG</u>
Phone Number:	<u>215-653-7100 ext. 157</u>
Fax Number:	<u>215-653-7115</u>
Email Address:	<u>reisenberg@m-s-g.com</u>

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

Firm Name:	<u>WV Interactive</u>
Firm Address:	<u>10 Hale St, 3rd Fl</u>
	<u>Charleston, WV 25560</u>
Representative Attending:	<u>Will Smith</u>
Phone Number:	<u>304-414-0265</u>
Fax Number:	<u>304-414-0266</u>
Email Address:	<u>Will@wvinteractive.com</u>

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WWV13002

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 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 acknowledgment should be submitted with the bid to expedite document processing.