

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

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ADDRESS CORRESPONDENCE TO ATTENTION OF:

GUY NISBET 304-558-8802

OFFICE OF THE ATTORNEY GENERAL

BUILDING 1, ROOM E26
T 1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0220 304-558-2021

VENDOOR

TYPE NAME/ADDRESS HERE

RFQ COPY

ID OPENING D	5/2013 ATE: 11/06	/2013			RTD OF	PENING TIME 1	3 0 DM
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUM		UNIT PRICE	AMOUNT
			V DL	ENDUM NO.	1		
			ADI	ENDOM NO.	1		
	ADDENDUM IS	SUED TO	DIST	RIBUTE TH	E ATTAC	HED INFORMATION	
	FOR THE WES'	r Virgi N OF VO	NIA A ICE C	TTORNEY G VER INTER	ENERAL'S NET PROD	S OFFICE POCOL (VOIP).	
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01	1	LS	7	25-57-01-	001		
	VOIP HARDWAI	RE, SOFT	WARE,	VIDEO EQU	IP.& INS	STALL.	
	***** THIS	S IS TH	E END	OF RFQ	AG0531	4 ***** TOTAL:	
NATURE					TELEPHONE	DATE	

# SOLICITATION NUMBER: AGO5314 Addendum Number: No. 01

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
[	1	Other

#### Description of Modification to Solicitation:

Addendum issued to publish and distribute the following attached information.

- 1. Bid opening date changed from: 10/30/2013 at 1:30 PM. EDT.
- to: 11/06/2013 at 1:30 PM. EDT.
  2. Pre-bid sign in sheet from Mandatory Pre-bid meeting (10/18/2013)
- 3. Vendor Questions and agency responses
- 4. Submit revised specifications
- 5. Submit revised Pricing Pages.
- 6. Submit revised Attachment "B"

**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

#### SIGN IN SHEET

19 Oct 13

Request for Quotation Num	AGO5314	Date: 18-Oct-13	
Project Description:	VOIP Hardware,	oftware, Video Conferencing and Services	
PLEASE PRINT LEGIBLY. MAY RESULT IN DELAYS	THIS INFORMATION IS ESSENTIAL TO IN YOUR COMPANY GETTING IMPORT	ONTACT THE ATTENDEES IN A TIMELY MANNER. FAILURE TO	DO SO
Firm Name:	WOUDSTREAM.	Firm Name:	
Firm Address:	130 NEW CIRCLE KO 6×116 TOD XX 4000	Firm Address:	
Represenative Attending:	RIOK FROMINI	Represenative Attending:	
Phone Number:	859-357-60XO	Phone Number:	
Fax Number:	859-357-60782	Fax Number:	
Email Address: RICKe		Email Address:	
	- Admirited at the Control of the Co		
Firm Name:		Firm Name:	NAME OF THE PERSON OF THE PERS
Firm Address:		Firm Address:	
Represenative Attending:		Represenative Attending:	
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	
Firm Name:		Firm Name:	
Firm Address:		Firm Address:	
		- Attacking	
Represenative Attending:		Representative Attending:	
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	

### SIGN IN SHEET

Date:

AGO5314

Request for Quotation Number:

18-Oct-13

Project Description:	VOIP Hardware, So	ftware, Video Confere	ncing and Services
PLEASE PRINT LEGIBLY. MAY RESULT IN DELAYS	THIS INFORMATION IS ESSENTIAL TO CO	NTACT THE ATTENDEES IN A T	TIMELY MANNER. FAILURE TO DO SO
Firm Name:	Alaha Technologies	Firm Name:	9
Firm Address:	4003 Outlook Drive	Firm Address:	
	Hurriagne WU 250 25526		
Represenative Attending:	Mike Ferrari	Represenative Attending:	
Phone Number:	304-721-8965	Phone Number:	
Fax Number:	888-273-6980	Fax Number:	
Email Address:	mferrari @ alpha-tech.us	Email Address:	
[		Firm Name:	
Firm Name:		Firm Name.	
Firm Address:		Filli Address.	
Represenative Attending:		Represenative Attending:	
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	
Firm Name:		Firm Name:	
Firm Address:		Firm Address:	
Represenative Attending:		Represenative Attending:	
Phone Number:		Phone Number:	,
Fax Number:		Fax Number:	
Email Address:		Email Address:	

### SIGN IN SHEET

Request for Quotation Num	AGO5314	Date:	18-Oct-13
Project Description:	VOIP Hardware, Soft	ware, Video Confere	encing and Services
	THIS INFORMATION IS ESSENTIAL TO CONT IN YOUR COMPANY GETTING IMPORTANT B		TIMELY MANNER. FAILURE TO DO SO
Firm Name:	ePlus Technology Inc	Firm Name:	
Firm Address:	III6 Smith Street J	Firm Address:	
10 10 10 10 10 10 10 10 10 10 10 10 10 1	Suite 412		
	Charleston, WV 25301		
	2,700		
Represenative Attending:	Undi Herman/RustyRisher	Represenative Attending:	
Phone Number:	3045504109	Phone Number:	
Fax Number:	304-340-4275	Fax Number:	
Email Address:	aherman Deplus, com	Email Address:	
Firm Name:		Firm Name:	
Firm Address:		Firm Address:	
Represenative Attending:		Represenative Attending:	
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	
Firm Name:		Firm Name:	
Firm Address:		Firm Address:	
Represenative Attending:		Represenative Attending:	
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	

### SIGN IN SHEET

Request for Quotation Num	ber: <b>AGO5314</b>	Date:	18-Oct-13
Project Description:	VOIP Hardware, So	oftware, Video Confe	erencing and Services
PLEASE PRINT LEGIBLY. MAY RESULT IN DELAYS	THIS INFORMATION IS ESSENTIAL TO CO IN YOUR COMPANY GETTING IMPORTANT	ONTACT THE ATTENDEES IN T BID INFORMATION.	A TIMELY MANNER. FAILURE TO DO SO
Firm Name:	Frontier Communications	Firm Name:	
Firm Address:	1500 Mª Co-tle Ave	Firm Address:	
	Charleston, WV 25396		
	Charles to Sold	1	
	7.700		
Represenative Attending:	R. Chad Stepp	Represenative Attending	
Phone Number:	304-410-5659	Phone Number:	
Fax Number:	Je 1 -110 3431	Fax Number:	
Email Address:	chad, stepp @ ftr. com	Email Address:	
Email Address.	ermans toppe Fillicon	Email / tau. ooo.	
Firm Name:		Firm Name:	
Firm Address:		Firm Address:	
Ir IIII Address.		1 1	
		1 1	
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Represenative Attending:		Represenative Attending	a:
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	
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Firm Name:		Firm Name:	
Firm Address:		Firm Address:	
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Represenative Attending:		Represenative Attending	g:
Phone Number:		Phone Number:	
Fax Number:		Fax Number:	
Email Address:		Email Address:	

#### AGO5314 Vendor Questions and Agency Responses (10/21/13)

- Q.1. On this RFQ, there are discrepancies regarding the smartnet warranty. The part # listed is for enhanced(SNTE), which is 8X5X4, while the description states 8X5XNBD (SNT). Which coverage does the agency want?
  - A.1. Agency requires 8x5xNBD (SNT) this will be reflected on a revised pricing sheet.
- Q.2. The Standard Lead times for the manufacturer specified in the Bill of Materials may exceed the target delivery date defined in the RFP. Will the AG make an exception to the manufacturing lead times, such as starting the project duration based on the date the PO is issued or once the hardware is received?
- A.2. The Agency is revising the Section 6.1 Shipment and Delivery to read as follows: Vendor shall deliver Contract Items within twenty (21) work days after receiving notice to proceed. Exceptions for non-critical parts will be considered but approval must be provided by the Agency in writing via e-mail. If approval for exception is not granted, the provisions of section 6.1 and 6.2 still apply.
- Q.3. Once the bid is awarded, how long will it take for State Purchasing to issue a Purchase Order?
- A.3. Once the award is made issuing a Purchase Order is an administrative task. While Purchasing cannot give an exact timeline, awarded contracts are processed as quickly as possible.
- Q.4. A reasonable time line for a vendor to install the listed equipment in a quality manner would be a minimum of 4 to 6 weeks. Can the timeline be changed to allow for this reasonable period of installation?
  - A.4. The Agency requires a quality installation; please see revised requirements in section 3.1.1.2.2
- Q.5. It is assumed that all cabling and patch cables (Fiber, Copper, etc.) will be supplied by the State of WV. Is this correct?
  - A.5. Yes, they will be provided by the Office of the West Virginia Attorney General
- Q.6. The pricing sheet only allows for a certain amount of "estimated" hours for installation. Is the state using those hours as evaluation, and they are only looking for an hourly labor cost, or is the installation cost fixed? If the installation hours are fixed, can the responding vendor change the number of hours needed for a quality installation?
  - A.6. The Agency needs to receive a total cost for installation and would like to know the hourly labor cost for the vendor and the number of hours needed. In response to the second part of this question, the vendor should provide the hours it will require for a quality installation. The estimated hours on the pricing sheet are provided as an example. The estimated number of hours can be modified during the bidding process. They will not be changed after the bid is awarded.

- Q.7. Will the AG Office utilize a change management process during this project? If so, please describe that process.
  - A.7. The change management process correlates with the RFQ specifications in section 3.1.1.2.
    - (Planning Phase) Readiness Assessment
      - o Exhibit B
      - o Awarded Vendor Walkthrough
      - o Awarded Vendor Excel Templates for Information Gathering
      - Agency Training Schedule
    - (Planning Phase) Communication
      - Awareness and need for a working phone system exists
      - Agency will provide periodic email notifications to personnel for training and progress updates
    - (Planning Phase) Sponsor roadmaps
      - o Network Admin will communicate directly with administration
      - Change Management and training tools will be discussed with vendor during planning phase
    - (Implementation Phase) Training
      - Vendor will conduct training in conference rooms while agency is placing and connecting phones at the end users desk.
    - (Post Implementation Phase) Data collection, feedback, and corrective action
      - Personnel will be instructed to provide feedback and corrections to agency service desk email group.
- Q.8. Who will be responsible for placing the phones on the user's desk?
  - A.8. The Agency will be responsible for placing all phones and required cable management on the end users' desk; Vendor is responsible for configuring all phones prior to placing the phones on the desk.
- Q.9. Who will be responsible for the voice database collection of user data (like user ID's, names, extensions, phone line appearances)?
  - A.9. Vendor will supply excel template; Agency will populate the template.

### AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

#### **SPECIFICATIONS**

- 1. PURPOSE AND SCOPE: The West Virginia Purchasing Division is soliciting bids on behalf of The Office of the West Virginia Attorney General to establish a contract for the one time purchase and service of Voice over Internet Protocol communications hardware, software, video conferencing, and contract services.
- 2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
  - 2.1 "Contract Item" means components listed in Exhibit A and items listed as "new" in Exhibit B. The manufacturer of the hardware must be the same brand for all routers, video conferencing, switches, phones, firewalls, and unified communications servers. Manufacturer must be listed in the most recently published Gartner Leader Tier for Wired and Wireless LAN Access Infrastructure.
  - 2.2 "Contract Services" means on-site and remote assistance with technical training, documented instructions and configuration, install, setup, task lists, component configuration and verification throughout the service.
  - 2.3 "DID" stands for direct inward dialing
  - 2.4 "DSL" stands for digital subscriber line
  - 2.5 "DVI" stands for digital visual interface
  - 2.6 "Embed" stands for personnel whose hardware and software are managed by West Virginia Office of Technology. This will not exceed approximately one-hundred (100) users.
  - **2.7** "Enhanced Interior Gateway Routing Protocol" is an enhanced version Interior Gateway Routing Protocol.
  - 2.8 "FlexStack" stands for a true stacking solution with all switches in a stack acting as a single switching unit.
  - **2.9 "Flexconnect"** stands for a wireless solution for a branch office and remote office deployments. It enables administrators to configure and control access points in a branch or remote office from the main office through a wide area network link without deploying a technician to each office.

- 2.10 "GB" stands for gigabyte
- 2.11 "Gbps" stands for gigabytes per second
- 2.12 "GHz" stands for Gigahertz
- 2.13 "H.323" stands for standard addresses call signaling and control, multimedia transport and control, and bandwidth control for point-to-point and multi-point conferences.
- 2.14 "HDMI" stands for high-definition multimedia interface
- 2.15 "IEEE" stands for Institute of Electrical and Electronics Engineers
- 2.16 "IP" stands for Internet Protocol
- 2.17 "IPSec" stands for internet protocol security
- 2.18 "L3" stands for Layer 3 IP Based Routing on a Switch
- 2.19 "LAN" stands for Local Area Network
- 2.20 "MAC" stands for media access control
- **2.21** "Managed Users" stands for all personnel whose hardware and software are licensed and managed by West Virginia Attorney General's technology staff.
- 2.22 "MB" stands for Megabyte
- 2.23 "Mbps" stands for megabytes per second
- **2.24** "MIMO" stands for multiple-input and multiple-output
- 2.25 "MHz" stands for megahertz
- 2.26 "NEMA" stands for National Electrical Manufacturers Association
- 2.27 "PC" stands for Personal Computer

- 2.28 "PIP" stands for Private Internet Protocol
- 2.29 "PoE" stands for Power over Ethernet
- 2.30 "Pricing Page" means the pages upon which Vendor should list its proposed price for the Contract Items in the manner requested. The Pricing Page is either included on the last page of this RFQ or attached hereto as Exhibit A.
- 2.31 "QOS" stands for Quality of Service
- 2.32 "RAM" stands for random-access memory
- 2.33 "RFQ" means the official request for quotation published by the Purchasing Division and identified as WVAGO-5314.
- 2.34 "RJ-45" stands for a connector for cables
- 2.35 "SIP" stands for session initiation protocol
- 2.36 "SSH" stands for secure shell
- 2.37 "SSL" stands for secure sockets layer
- 2.38 "SFP" stands for small form-factor pluggable transceiver
- 2.39 "ST-STS-VPN" stands for Split-Tunnel, IPSec VPN Site-to-Site VPN to Data Center
- **2.40** "SRST" stands for survivable remote site telephony
- **2.41** "TFTP" stands for trivial file transfer protocol
- 2.42 "USB" stands for universal serial bus
- 2.43 "VLAN" stands for virtual local area network
- 2.44 "VOIP" stands for Voice over Internet Protocol
- **2.45** "VOIP Hardware" stands for Router, Switch, Firewall, Phones and Unified Communications Server devices.

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- **2.46** "VPN" stands for Virtual Private Network
- **2.47** "WAN" stands for Wide Area Network
- 2.48 "WAP" stands for Wireless Access Point
- 2.49 "~" stands for approximately

#### 3. GENERAL REQUIREMENTS:

- **3.1 Mandatory Contract Item Requirements:** Contract Item must meet or exceed the mandatory requirements listed below.
- 3.2 Voice Over Internet Protocol Hardware, Video Conferencing, Software and Professional Services
  - **3.2.1** Must be compatible with Verizon PIP and SIP Protocol, Frontier Ethernet Data Circuits, DSL, Cable Internet, and back-up Analog phone and fax lines.
  - 3.2.2 Existing Agency Environment
    - **3.2.2.1** All services, hardware, and software provided by Vendor must be compatible with "existing" on Exhibit B.
    - **3.2.2.2** Agency currently has a hybrid VOIP phone system provided by Nortel/Avaya.
    - **3.2.2.3** Current existing long distance connections use Multimode lucent connector fiber
    - **3.2.2.4** The office locations currently have IP Printers, Postage Machines, and other Static equipment.

- 3.2.2.5 The Agency will have existing network drops and patch cabling connecting the agencies.
- 3.2.2.6 There will be a web filter at each physical site between the firewall and internal network.
- 3.2.2.7 Agency will have up to fifty-two (52) ported numbers and up to one-hundred and eight (108) DIDs that require configuration in the unified communication system.
- 3.2.2.8 Agency has existing Cisco 3500 series Switches and Cisco Firewalls that must securely be removed during implementation phase.
- 3.2.2.9 Agency will have Microsoft Network Services, Exchange 2010, Office 2010 and HyperV Virtualization with failover clusters in each physical location.
- 3.2.2.10 Agency will have two (2) Verizon SIP connections over two (2) T1 lines in two (2) separate physical locations with each trunk supporting 33k per call; with up to twenty-five (25) concurrent calls per location for failover capability.
- **3.2.2.11** Agency shall provide connectivity to the server rack for service providers; this shall include Fiber or RJ45 handoffs.
- 3.2.3 Voice Over Internet Protocol Communications, Video Conferencing Hardware and Software

### AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

3.2.3.1	<b>LCD</b>	2-button	IP	Phone	must	have	the	following	minimum
	specif	ications:							

- 3.2.3.1.1 Five (5) inch color display with backlight 3.2.3.1.2 Support audio for handset, headset, and speakerphone Physical Button that allows access to voicemail 3.2.3.1.3 Physical Button will allow access to missed, received 3.2.3.1.4 or placed calls Physical Button that will allow access to adjust display 3.2.3.1.5 contrast, select background images, select ringtone and network configuration preference 3.2.3.1.6 Speakerphone, mute, and Headset buttons 3.2.3.1.7 Ethernet Switch internal 2-port which allows for configurable VLAN direct connection to
  - configurable VLAN direct connection to a 10/100/1000 Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and the PC.
  - **3.2.3.1.8** Volume Control for decibel-level adjustments for speaker phone, handset, headset, and ringer.

# 3.2.3.2 LCD 6-button IP Phone must have the following minimum specifications:

- **3.2.3.2.1** Five (5) inch display graphical color display
- 3.2.3.2.2 Support audio for handset, headset, and speakerphone
- **3.2.3.2.3** Physical Button that allows access to voicemail.

### AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

- **3.2.3.2.4** Physical Button will allow access to missed, received or placed calls
- 3.2.3.2.5 Physical Button that will allow access to adjust display brightness, select background images, select ringtone, and network configuration preference
- 3.2.3.2.6 Speakerphone, Mute, and Headset buttons
- **3.2.3.2.7** Navigation Cluster Group Buttons which will allow end users to scroll vertically and horizontally with a button to make selections.
- 3.2.3.2.8 Ethernet Switch internal 2-port which allows for configurable VLAN direct connection to a 10/100/1000 Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and the PC
- **3.2.3.2.9** Volume Control for decibel-level adjustments for speaker phone, handset, headset, and ringer.
- **3.2.3.2.10** Ability for Phone Expansion Module to be added that can monitor, manage, and cover the status of calls.

# 3.2.3.3 Monochrome IP Phone must have the following minimum specifications:

- 3.2.3.3.1 Monochrome Backlit display with antiglare screen
- 3.2.3.3.2 Ethernet Switch internal 2-port which allows for configurable VLAN direct connection to a 10/100/1000 Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and the PC.

3.2.3.3.3	Speaker Phone
3.2.3.3.4	Volume Control
3.2.3.3.5	Button that will allow you to access voicemail, call log, networking settings, user preferences, and directories.
3.2.3.4 Conferen	ce Phone must have the following minimum ions:
3.2.3.4.1	Three (3) inch grayscale display with backlight
3.2.3.4.2	Support audio for speakerphone
3.2.3.4.3	Physical Button that will allow access to missed received or placed calls.
3.2.3.4.4	Physical Button that will allow access to adjust display brightness, select background images, select ringtone, and network configuration preference
3.2.3.4.5	Speakerphone, redial and mute buttons.
3.2.3.4.6	Navigation Buttons which will allow end users to scroll vertically and horizontally with a button to make selections
3.2.3.4.7	Ethernet Switch internal port which allows for a direct connection to a 10/100 Ethernet network through an rj-45 interface with single LAN connectivity for the phone.
3.2.3.4.8	Volume Control for decibel-level adjustments for speaker phone, handset, headset, and ringer

### AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

3.2.3.5	Router	10/100/1000	must	have	the	following	minimum
	specifica	ations:					

- **3.2.3.5.1** 512MB RAM Installed
- **3.2.3.5.2** 256MB Flash Installed
- **3.2.3.5.3** Two (2) USB Slots
- 3.2.3.5.4 One (1) Service Module Slot
- **3.2.3.5.5** Three (3) onboard 10/100/1000 WAN Ports; Three (3) RJ-45 Based Ports
- **3.2.3.5.6** At least fifty (50) Unified Survivable Remote Site Telephony Session or equivalent
- 3.2.3.5.7 At least fifty (50) Unified Cisco Call Manager Express Session or equivalent
- 3.2.3.5.8 Embedded Hardware-Based Cryptography and Acceleration or equivalent

# 3.2.3.6 48-port Ethernet 10/100/1000 PoE Switch must have the following minimum specifications:

- **3.2.3.6.1** Two (2) ten (10) Gigabit Ethernet SFP+ uplink ports
- **3.2.3.6.2** Flash Memory must be 64MB
- **3.2.3.6.3** Memory RAM 128MB
- **3.2.3.6.4** At least 370 Watt PoE

### AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

3.2.3.6.5	The	option	for	stacking	with	a	minimum	20gb
	throughput with the connected switches							

# 3.2.3.7 Wireless Access Points 10/100/1000 must have the following minimum specifications:

- 3.2.3.7.1 802.11n and 802.11a/g beamforming with 3x4 MIMO technologies with two spatial streams, which sustain up to 450-Mpbs rates or equivalent.
- **3.2.3.7.2** 20 and 40-MHz channels
- 3.2.3.7.3 802.11 dynamic frequency selection
- 3.2.3.7.4 128MB RAM
- 3.2.3.7.5 32MB Flash
- **3.2.3.7.6** Maximal ratio combining
- **3.2.3.7.7** Cyclic shift diversity support

#### 3.2.3.8 Firewalls must have the following minimum specifications:

- **3.2.3.8.1** Throughput up to at least 1Gbps
- 3.2.3.8.2 Intrusion Prevention System throughput atleast 250 Mbps
- **3.2.3.8.3** At least Four (4) GB Memory
- **3.2.3.8.4** At least Four (4) GB System Flash
- **3.2.3.8.5** Solid State Drive 120 GB

# AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

3.2.3.8.6 Multibus architecture

3	3.2.3.8.7	Two (2) Ethernet Serial Ports			
3	3.2.3.8.8	Integrated Input/Output six (6) Gigabyte Ethernet Copper or six (6) Gigabyte SFP.			
× .	3.2.3.8.9	Expansion Input/Output six (6) Gigabyte Ethernet Copper or six (6) Gigabyte Ethernet SFP.			
	nified Communications Server must have the following nimum specifications:				
:	3.2.3.9.1	One-thousand (1000) maximum number of users			
;	3.2.3.9.2	One-thousand (1000) mailboxes and 24 voicemail ports			
;	3.2.3.9.3	One-hundred (100) contact center agents			
;	3.2.3.9.4	One-thousand (1000) presence users			
1	3.2.3.9.5	Twelve-Hundred (1200) devices supported			
		deo Conferencing must have the following minimum ecifications:			
	3.2.3.10.1	Standard-compliant 1080p solution			
i	3.2.3.10.2	Bandwidth H.323 and Session Initiation Protocol (SIP) up to 6Mbps point-to-point			
	3.2.3.10.3	Camera must be 4x zoom			
	3.2.3.10.4	Dual-Display Option Available			

- **3.2.3.10.5** One (1) HDMI and One (1) DVI Video Input
- 3.2.3.10.6 Two (2) HDMI Outputs
- **3.2.3.10.7** Two (2) USB
- **3.2.3.10.8** One (1) LAN and Ethernet 10/100/1000 Network Interface
- 3.2.3.10.9 CD-quality 20 kilohertz mono Audio
- 3.2.3.10.10 Two (2) Acoustic Echo Cancellers
- 3.2.3.10.11 Automatic Gain Control
- 3.2.3.10.12 Automatic Noise Reduction
- **3.2.3.10.13** Embedded Encryption Advanced Encryption Standard, automatic key generation and exchange, and support in dual stream.
- 3.2.3.10.14 Four-way embedded SIP/H.323 Multipoint reference Multisite
- 3.2.3.10.15 Full individual audio and video transcoding for Multisite
- 3.2.3.11 All rack mountable devices must be 19" EIA 310 complaint (see Exhibit E)
- 3.2.3.12 All power cables must have NEMA 5-15R approximate 100 volt compatibility (see Exhibit C)
- 3.2.3.13 All rack mountable devices must not exceed one (1) rack mount unit.

# AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

#### **3.2.3.14** Warranty

#### 3.2.3.14.1 Support

3.2.3.14.1.1 Cisco Smartnet or equivalent VOIP equipment maintenance and support. This includes direct access 24 hours a day, 365 days a year to experts on VOIP hardware. Advanced hardware replacement option that includes next-business-day (NBD) replacement.

#### 3.2.3.14.2 Warranty

**3.2.3.14.2.1** Manufacturer warranty for all hardware devices must be for a period of no less than three (3) years.

### AGO-5314 Voice Over Internet Protocol Hardware, Software, Video Conferencing and Professional Services

#### 3.1.1 Voice Over Internet Protocol Communications Professional Services

#### **3.1.1.1** Qualifications and Experience

- 3.1.1.1.1 Vendor shall be a Cisco Premiere Partner or equal to and should have an Express Foundation certified team or equal to: CISCO Certified Sales Expert (CSE) or equal, CISCO Certified Networking Associate (CCNA) or equal, and CISCO Certified Design Associate (CCDA) with equal or better certifications. The vendor should submit documentation supporting how the company meets this requirement at the time of bid opening.
- 3.1.1.2 All vendors should provide three client references who have procured this type of equipment and service from the vendor. The reference information should include name, title, company, mailing address, telephone number, and e-mail address. The vendor should submit documentation supporting how the company meets this requirement at the time of bid opening.

#### **3.1.1.2** Timeline

- 3.1.1.2.1 Vendor planning of the VOIP system shall begin after notice to proceed and take no longer then twenty-one (21) business days. This shall be coordinated through the Agency Network Administrator.
  - **3.1.1.2.1.1** Vendor planning phase will run concurrently with the shipping and delivery.

- **3.1.1.2.2** Vendor implementation of VOIP system including the physical placement, configuration and testing of all VOIP hardware and software for locations specified in Exhibit B Capitol Data (Charleston, WV), Main Office (Charleston, WV), Tax (Charleston, WV), Appellate (Charleston, WV), Civil (Charleston, WV), Consumer (Charleston, WV), DHHR/Arts (Charleston, WV), Disaster Recovery (Flatwoods, WV), MTB Consumer (Martinsburg, WV), this shall include all items listed on pricing page Exhibit A and new DIDs provided by Verizon, shall be done by December 20, 2013. All specifications and the additional fifty-two (52) Frontier numbers must be assigned, ported, tested, and working by January 13, 2014, 8:30 A.M. Eastern Standard Time.
- 3.1.1.2.3 Vendor shall provide VOIP hardware and software product implementation, configuration, and troubleshooting support throughout the planning and implementation phases at no cost to the Agency.
- 3.1.1.2.4 Vendor shall include pricing for thirty (30) block post implementation support hours. Agency must be able to contact a CCNA (Cisco Certified Networking Associate) or equivalent for general networking configuration and troubleshooting issues. These hours shall not expire.
- 3.1.1.2.5 Agency phone services downtime shall not occur between 8:30 AM 5:00 PM Eastern Standard Time, Monday through Friday, for the duration of the services unless written approval is provided by Agency via e-mail.

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#### 3.1.1.3 Install and Configuration

- **3.1.1.3.1** Vendor must mount, connect and configure all items in pricing sheet Exhibit A.
- **3.1.1.3.2** Vendor must install and configure all VOIP hardware at the locations specified in Exhibit B.
- **3.1.1.3.3** Vendor must configure VOIP hardware for encryption for data links between phones, video conferencing, and WAN/LAN connectivity when applicable.
- 3.1.1.3.4 Vendor should use Solution Reference Network
  Design and Cisco Best Practices or equivalent for
  any network or applicable configurations.
  Exhibit B is the connectivity specification
  required for this VOIP project.
  - 3.1.1.3.4.1 The number of two (2) button and six (6) button phones listed in Exhibit B indicates the number of users per physical location.
- 3.1.1.3.5 All layer 3 (three) VOIP hardware must be configured with Enhanced Interior Gateway Routing Protocol or equivalent. This will be used for failover/overflow for LAN/WAN connectivity.
  - 3.1.1.3.5.1 Layer three (3) switches must handle Frontier Ethernet connectivity with exception to the Martinsburg Consumer location (Martinsburg,

- WV); Martinsburg Consumer will be handled by the router
- 3.1.1.3.5.2 Layer two (2) switches must connect to layer three (3) switches via in-place Fiber
- 3.1.1.3.5.3 IP Phones must connect to Layer two(2) or Layer three (3) switches with voice traffic encryption on a voice VLAN
- **3.1.1.3.5.4** All layer three (3) devices must be configured and allow private network inter-VLAN routing for VLANs.
- 3.1.1.3.6 Firewalls must be configured to allow safe Internet access with no unnecessary open ports outside what is needed to conduct business; firewalls must be configured with IPSec failover VPNs and access lists to keep all internal network and IP requests secure; IPSec VPNs must connect to the DataCenter (Charleston, WV) and Disaster Recovery (Flatwoods, WV) location.
- **3.1.1.3.7** Vendor shall use Exhibit F as a guideline for security and failover connectivity where firewalls and routers are used.
- 3.1.1.3.8 Firewalls in the Data Center (Charleston, WV) and Disaster Recovery (Flatwoods, WV) locations must be configured to allow up to twenty (20) total SSL VPN clients

- 3.1.1.3.9 Vendor shall coordinate with Verizon, Frontier, and any 3rd party Internet provider to ensure connectivity for VOIP, WAN, LAN, and Mobility; this shall include 3rd Party Internet connectivity to satisfaction of agency, Frontier Private VLAN Ethernet Circuit throughput and connectivity, Verizon DID testing during the planning/configuration phase, porting and cutover during the implementation phase, and any business continuity, failover testing with SRST or equivalent to analog specified herein.
- 3.1.1.3.10 Vendor shall coordinate with Frontier to test and ensure proper analog lines are connected for WAN outage/SRST or equivalent failover.
- **3.1.1.3.11** Vendor must configure FlexStack when applicable or equivalent
- 3.1.1.3.12 Wireless Access Points must connect to layer two (2) or layer three (3) switches and must connect to the wireless controller module in their respective data centers; Martinsburg Consumer (Martinsburg, WV) access point must connect to the router in that location and use FlexConnect or equivalent controls.
- 3.1.1.3.13 Access Control Server or equivalent wireless security software must be configured to allow two (2) factor authentication through Windows Active Directory and MAC wireless hardware identification

- **3.1.1.3.14** All wireless access points must be configured as a private wireless network with WPA or higher security
- 3.1.1.3.15 Vendor must configure data VLAN on all IP Phones for at least one (1) PC to be plugged into each two (2) or six (6) button phone.
- 3.1.1.3.16 Vendor must set VOIP hardware and software for high availability/failover. Vendor must reduce single points of failure when applicable with respect to cost efficiency or necessity to maximize uptime for the items in Exhibit A. This includes redundant device connectivity, failover IPSec VPN through Internet, and other options.
- 3.1.1.3.17 Vendor must configure security such as access control lists, virtual local area networks(VLANS), and firewalls to maintain separation for the Agency's private network from any other network.
- 3.1.1.3.18 Vendor must configure web portal and an administrator to make system adds, moves, and changes for phone and call management if applicable.
- **3.1.1.3.19** All internal voice calls station to station shall not leave the Agency's data network.
- **3.1.1.3.20** Vendor must configure the ability for remote management via Secure Shell (SSH) to network devices such as routers, gateways, and switches.

- **3.1.1.3.21** Vendor must configure routers and unified communications for survivability mode or equivalent in the event of a WAN outage.
- 3.1.1.3.22 Vendor must configure redundant hardware, diverse redundant data connectivity, and redundant storage on the unified communication servers.
- **3.1.1.3.23** Vendor must configure the ability for software clients to run on smartphones to provide extension mobility for mobile users.
- **3.1.1.3.24** Vendor must route diversity of voice traffic for disaster recovery / business continuity.
- **3.1.1.3.25** All inbound and outbound internet traffic must be routed through the Agency web filter and firewall.
- **3.1.1.3.26** Vendor must set up all embedded staff numbers on a 4-digit speed dial.
- 3.1.1.3.27 Vendor must configure voicemail integration with Agency's Microsoft Exchange Server 2010 Standard Edition. This will allow users the ability to listen to voicemail from their Exchange inbox or from the phone while synchronizing the voicemail and Exchange mailboxes.

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3.1.1.3.28 Agency acceptance shall confirm implementation by the following: Successfully test internal and external calls to all IP Phones (up to one-hundred and sixty (160) numbers); successfully ping all servers and nodes using their DNS name from Data Center(Charleston, WV); successfully send a fax from an external source to all internal fax machines; successfully leave a voicemail from an external source for all IP Phone extensions; successfully leave a voicemail in Microsoft Exchange for all two (2) button phone users; successfully test all failover VPN and internet connections by closing the Frontier Ethernet interfaces and ensuring that encrypted data reaches Data Center(Charleston, WV) and Disaster Recovery (Flatwoods, WV) as shown in Exhibit B and Exhibit F; successfully confirm Frontier diverse Ethernet path by closing the interface in the Data Center (Charleston, WV) and ensuring connectivity to the Disaster Recovery site (Flatwoods, WV); successfully test SIP Trunk failover by closing T1 interfaces at the Capitol Data Center (Charleston, WV) location and ensuring SIP connectivity and call completion through the subscriber server or equivalent at the DHHR location (Charleston, WV); successfully show proper configuration of web filter by browsing to www.goggle.com( this should be blocked from the web filter if configured properly) from an internal PC; successfully browse to www.westlaw.com from each physical location and a PC connected to each physical switch listed in Exhibit B; successfully ensure SRST failover or equivalent at each physical location by completing a call to an external recipient through analog Foreign Exchange Subscriber (FXS) interfaces on the

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router or equivalent; and successfully conduct a point-to-point video conference call using equipment listed on Exhibit A.

- 3.1.1.3.29 Agency will issue a change order noting the acceptance of the system when all specifications have been completed in sections and subsections of the following: 3.1.1.2, 3.1.1.3, 3.1.1.4, and 3.1.1.5. At this point warranty will begin and initiated with this change order.
- 3.1.1.3.30 The vendor supplied manufacturer PC client software for integration with the Agency's current existing environment Microsoft Outlook 2010 and Windows 7 must be 32 bit or 64 bit compatible.
- **3.1.1.3.31** Vendor shall be responsible for configuration and install of unified communication servers that include session management, voice, messaging, mobility, and web conferencing.
  - 3.1.1.3.31.1 If the unified communications publisher or equivalent is unavailable, the vendor shall configure the system to support SIP connectivity and outgoing calls through the subscriber or equivalent site.

- 3.1.1.3.32 Vendor must ensure maximum control and support for Agency's voice, video, and data bandwidth needs when configuring devices. This includes VLAN, QOS, WAN, LAN, WAP configurations.
- 3.1.1.3.33 Vendor must configure and install all wireless as private with MAC authentication VLAN traffic control. All traffic must be routed through the web filter.
- 3.1.1.3.34 Vendor shall configure continuity for Emergency 911 Calls and Response for all failover options applicable.
- **3.1.1.3.35** Vendor must create a secure TFTP server for backup of applicable VOIP hardware configurations.
- **3.1.1.3.36** Vendor shall configure and install all Cisco equipment labeled in Exhibit B as "switches" and accessories or equivalent hardware listed as "Existing" or "NEW" in Exhibit B.
- 3.1.1.3.37 Vendor shall not remove or disconnect any new or old equipment unless written approval is obtained from Agency Network Administrator which may be provided by Agency via e-mail.

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3.1.1.3.38 Vendor must setup VOIP hardware and PC software to allow the three (3) receptionist to manage incoming calls and route to their division or other divisions on the Agency's private network.

#### 3.1.1.4 Documentation

- 3.1.1.4.1 Vendor shall provide instructions for the Nortel to VOIP solution migration. Instructions shall include a procedure for additions, maintenance, moves, and changes in the new VOIP system. This shall be provided to the Agency in Portable Document Format prior to the completion of the implementation phase.
- 3.1.1.4.2 Vendor shall provide a final configuration network diagram consistent with Cisco or equivalent standards and practices; this shall include VLANs, Routing Protocols, IPSec VPN, Subnet Architecture, Network Hardware, and any other relevant information in an 11x17 inches Microsoft Visio 2013 or prior format.

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**3.1.1.4.3** Vendor should provide software license and maintenance agreements at the time of bid opening.

#### 3.1.1.5 Training

- Training must be eight (8) users per class not to 3.1.1.5.1 exceed six (6) classes per day or 45 minutes per class. Not to exceed five (5) working days for all West Virginia Attorney General managed users. Vendor occur during the will This Implementation Phase. This will be on-site at the following three locations: two (2) separate locations and one (1) Charleston, WV Martinsburg, WV.
  - 3.1.1.5.1.1 Vendor will provide training handouts for general usage for all soft and physical button options on two (2) button phones and six (6) button phones.
  - **3.1.1.5.1.2** Vendor will provide training phones, switch, or any other hardware temporarily needed
  - 3.1.1.5.1.3 Vendor will include installation specific knowledge transfer and administrative training by providing two (2) eight (8) hour on-site training courses for Agency designees at the Main Office location.

#### 4. CONTRACT AWARD:

**4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price for the Contract Items and Services. The Contract shall be

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awarded to the Vendor that provides the Contract Items and Services meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

4.2 Pricing Page: Vendor should complete the Pricing Page by completing Exhibit A. Vendor should complete Section A for Hardware, Software, and Warranty and complete Section B for Professional Services that includes: Advanced Network Technician Install and Configuration, Associate Network Technician Install and Configuration, Testing of all Equipment per Specifications, On-Site Training for End Users and Administration Staff, and Post Implementation Support Hours. Vendor should use unit price multiplied by quantity equals extended price. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Notwithstanding the foregoing, the Purchasing Division may correct errors as it deems appropriate. Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

#### 5. PAYMENT:

**5.1 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

#### 6. DELIVERY AND RETURN:

- 6.1 Shipment and Delivery: Vendor shall ship the Contract Items after notice to proceed. Vendor shall deliver the Contract Items within twenty-one (21) working days after receiving notice to proceed. Contract Items must be delivered to Agency at State Capitol Building Room 1 RM 26E Charleston, WV 25305.
- 6.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

- **6.3 Delivery Payment/Risk of Loss:** Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.
- 6.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.
- 6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.
- 6.6 PERFORMANCE: Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.
- **TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.
- 6.8 FACILITIES ACCESS: Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:
  - 6.8.1 Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.
  - 6.8.2 Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

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- 6.8.3 Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.
- 6.8.4 Anyone performing under this Contract will be subject to Agency's security protocol and procedures.
- 6.8.5 Vendor shall inform all staff of Agency's security protocol and procedures.

#### **6.9 VENDOR DEFAULT:**

- 6.9.1 The following shall be considered a vendor default under this Contract.
- 6.9.2 Failure to perform Contract Services in accordance with the requirements contained herein.
- 6.9.3 Failure to comply with other specifications and requirements contained herein.
- 6.9.4 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 6.9.5 Failure to remedy deficient performance upon request.
- 6.10 The following remedies shall be available to Agency upon default.
  - 6.10.1 Cancellation of the Contract.
  - 6.10.2 Cancellation of one or more release orders issued under this Contract.
  - 6.10.3 Any other remedies available in law or equity.

#### 7 MISCELLANEOUS:

7.1 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

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6		
Contract Manage	er:	
Telephone Numb	er:	

<u>Product</u> <u>Number</u>	<u>Description</u>	Alternate Part # and Description of or equal Products	<u>Unit of</u> <u>Measure</u>	<u>OTY</u>	Unit Price	Extended Price
CP-7937G= or equal	Cisco Unified IP 7937G Conference Station or equal		each	5		
CP-7937-MIC-KIT= or	Cisco Unified IP 7937G Conference Station Mic Kit or	900.0				
equal	equal		each	2		
CP-7945G= or equal	Cisco Unified IP 7945G Phone or equal		each	129		
CP-6945-C-K9= or equal	Cisco Unified IP 6945 Phone or equal		each	16		
CP-7965G= or equal	Cisco Unified IP 7965G Phone or equal		each	6		
R-CBE6K-K9 or equal	Cisco Business Edition 6000-Electronic SW Delivery-Top Level or equal		each	1		
CON-ESW-RCBE6KK						
or equal	ESSENTIAL SW Cisco Business Editi (36 months) or equal		each	1		
BE6K-SW-9.X or equal	Cisco Business Edition 6000 - Software Version 9.X or equal		each	1		
BE6K-START-UWL25	BE 6000 - User License Starter Bundle with 25 UWL					
or equal	Licenses or equal		each	1		
BE6K-UWL-BE or equal IPC8-CLIENT-UWL or	Cisco Business Edition 6000 - CUWL BE license or equal		each	145		
equal	IP Communicator 8.x for CUWL only or equal		each	10		
ADR-USR-LIC-UWL or equal	Cisco Jabber for Mobile for Android or equal		each	50		
JAB9-DSK-UWL or equal	Jabber for Desktop 9.x for CUWL Only or equal		each	170		
JAB9-IPAD-UWL or equal	Cisco Jabber for iPad or equal		each	50		
equal	Unified Personal Communicator 8.x for CUWL only or equal		each	170		
JAB8-MAC-CLNT- UWL or equal	Jabber for Mac 8.x for CUWL Only or equal		each	10		
WEBCOMM2-UWL or equal	Cisco Web Communicator 2.x for CUWL - 1 Client or equal		each	50		
ADR-UWL-RTU or equal	Cisco Jabber for Mobile Android RTU or equal		each	1		
JAB9-DSK-UWL-RTU or equal	Jabber for Desktop Right to Use Certificate or equal	,	each	1		
IPAD-UWL-RTU or equal	Jabber for iPad Right to Use Certificate or equal		each	1		

CURC LINU PTIL						
CUPC-UWL-RTU or	CURCUNU DAY 1		aa ah	1		
equal	CUPC UWL PAK or equal		each	1		
JAB8-MAC-UWL-RTU	LILL C. MAGRI LA IV. C. C. C.		aaah	1		
or equal	Jabber for MAC Right to Use Certificate or equal		each	1		
WEBCOMM2-UWL-	C. W. C. C. CHINI D.T.		1	,		
RTU or equal	Cisco Web Communicator 2.x for CUWL - RTU or equal		each	1		
JABBER-IM-RTU or			1			
equal	Jabber for Everyone Right to Use or equal		each	1		
UCM-9X-UWLBE or			1	150		
equal	BE6K UCM 9.X CUWL BE Users or equal		each	170		
CON-ESW-UCM9XU or	ESSENTIAL SW BE6K UCM 9.X CUWL BE (36 months)		-			
equal	or equal		each	170		
UCSS-U-6KUWLBE-3-						
1 or equal	BE6K UCSS for CUWL-BE User - 3 Years - 1 User or equal		each	170		
CUP9-ONPREM-OPT or	Included CUCM IM and Presence for on-premise use or					
equal	equal		each	1		
JABBER-IM-ADDON or						
equal	Jabber for Everyone Additional IM Users or equal		each	170		
			- AH/E-2			
BE6K-9X-PAK or equal	BE6K 9.X PAK (UCM Unty Cn CUP) or equal		each	1		
UCXN-9X-SC-PORTS						
or equal	Unity Connection 9.x SpeechConnect Ports or equal		each	2	2002	
CIPC-UWL-RTU or						
equal	CIPC UWL Right to Use Certificate or equal		each	1		
UCXN-9X-UWL-BE or						
equal	Unity Connection 9.x CUWL BE Users or equal		each	170		
BE6K-ST-BDL-K9= or	Cisco BE6000 UCS C220M3 MD Srv RST 9.x SW Hyp					
equal	UPM VCS or equal		each	2		
CON-SNT-BE6KSTBD	SMARTNET 8x5xNBD Cisco Business Edition 6000 UCS					
or equal	Srv 9.0 (36 months) or equal		each	2		
CAB-9K12A-NA or	Power Cord 125VAC 13A NEMA 5-15 Plug North America					
equal	or equal		each	2		
BE6K-SW-APP-9.X or	Cisco Business Edition 6000 - Software App Version 9.X or					
equal	equal		each	2		
Oqua						
CIT-PSU-BLKP or equal	Power Supply Blanking Panel/Filler or equal		each	2		
CIT-SD-16G-C220 or	and a series of the series of					
equal	16GB SD Card Module for C220 servers or equal		each	2		
CTI-VCSC-BE6K-PAK			1000			
or equal	Config Only E-Delivery VCS Control PAK PID or equal	1	each	2		
	Video Comm Server 10 Add Non-traversal Network Calls or					
LIC-VCS-10+ or equal	equal		each	2		
Lic- v Co-10 · Oi cquai	ryaui		Cuch			

LIC VCC DASE VC				T	
LIC-VCS-BASE-K9 or	V VCC For and all Coffessors Images or equal	each	2		
equal	License Key - VCS Encrypted Software Image or equal	each	2		
LIC-VCS-GW or equal	Enable GW Feature (H323-SIP) or equal	each	2		
LIC-VCSE-5+ or equal	Video Communication Server - 5 Traversal Calls or equal	each	2		
R2XX-RAID10 or equal	Enable RAID 10 Setting or equal	each	2		
UC-A03-D500GC3 or	500GB 6Gb SATA 7.2K RPM SFF Hot Plug/Drive Sled				
equal	Mounted or equal	each	8		
UC-CPU-E5-2609 or	2.4 GHz E5-2609/80W 4C/10MB Cache/DDR3 1066MHz				
	or equal	each	4		
UC-MR-1X082RY-A or	8GB DDR3-1600-MHz RDIMM/PC3-12800/Dual				
equal	Rank/1.35v or equal	each	8		
equal	650W Power Supply Unit For UCSC C220 Rack Server or				
UC-PSU-650W or equal	equal	each	2		
OCTSO 050 11 01 0quar	MegaRAID 9271-8i + Battery Backup for C240 and C220 or				
UC-RAID-9271 or equal		each	2		
VMW-VS5-HYP-K9 or	equal .				
	Cisco UC Virt. Hypervisor 5.x (2-socket) or equal	each	2		
equal VMW-VS5-SNS or	CISCO OC VIII. Hypervisor 3.X (2 society of equal				
equal	Cisco UC Virt. Hypervisor 5.x - SnS or equal	each	2		
L-CUAC9X-ATT-CON	CISCO OC VIII. Hypervisor 3.x - bilb or equal				
or equal	Cisco Unified Attendant Console 9.x - eDelivery or equal	each	3		
L-CUACE9X-ATT-	Cisco Unified Attendant Console Enterprise Edition 9 or				
CON or equal	equal	each	3		
CON-ESW-	ESSENTIAL SW Cisco Unified Attend Duration : 36				
CUACE9XA or equal	Month(s) or equal	each	3		
UCSS-U-ATT-CUE-3-1	UCSS for Enterprise Att Console - 1 Instance 3 Year Sub				
102	Duration: 36 Month(s) or equal	each	3		
or equal	C2921 UC SEC CUBE Bundle PVDM3-32 UC SEC Lic				
or equal	FL-CUBEE-25 or equal	each	2		
CON-SNT-2921VSCC	SMARTNET 8x5xNBD C2921 VSEC CUBE Bundle				
or equal	PVDM3-16 UC SEC (36 months) or equal	each	2		
or equal	1 V DIVIS-10 OC SEC (30 Months) of equal				
SL-29-SEC-K9 or equal	Security License for Cisco 2901-2951 or equal	each	2		
DE 2) BEC 10 of equal	Blank faceplate for DW slot on Cisco 2951 and 3925 or				
SM-D-BLANK or equal	equal	each	2		
DIA D DEFINITION equal	Removable faceplate for SM slot on Cisco 290039004400				
SM-S-BLANK or equal	ISR or equal	each	2		
S29UK9-15204M or					
equal	Cisco 2901-2921 IOS UNIVERSAL or equal	each	2		
FL-SRST or equal	Cisco Survivable Remote Site Telephony License or equal	each	2		

FL-CME-SRST-25 or	Communication Manager Express or SRST - 25 seat license			
equal	or equal	each	2	
1				
VIC2-4FXO or equal	Four-port Voice Interface Card - FXO (Universal) or equal	each	2	
VIC3-4FXS/DID or				
equal	Four-Port Voice Interface Card - FXS and DID or equal	each	2	
PWR-2921-51-AC or				
equal	Cisco 2921/2951 AC Power Supply or equal	each	2	
VWIC3-2MFT-T1/E1 or				
equal	2-Port Multiflex Trunk Voice/WAN Card or equal	each	2	
	AC Power Cord (North America) C13 NEMA 5-15P 2.1m or			
CAB-AC or equal	equal	each	2	
	Unified Border Element Enterprise License - 25 sessions or			
FL-CUBEE-25 or equal	equal	each	2	
PI-MSE-PRMO-INSRT				
or equal	Insert Packout - PI-MSE or equal	each	2	
SL-29-IPB-K9 or equal	IP Base License for Cisco 2901-2951 or equal	each	2	
	Unified Communication License for Cisco 2901-2951 or			
SL-29-UC-K9 or equal	equal	each	2	
		,	,	
HWIC-BLANK or equal	Blank faceplate for HWIC slot on Cisco ISR or equal	each	4	
		1	2	
ISR-CCP-EXP or equal	Cisco Config Pro Express on Router Flash or equal	each		
MEM-2900-512MB-	THE PRINCE OF COOL SOOL LODGE (D. C. 10)	1	2	
DEF or equal	512MB DRAM for Cisco 2901-2921 ISR (Default) or equal	each		
MEM-CF-256MB or	256MB Compact Flash for Cisco 1900 2900 3900 ISR or	anah	2	
equal	equal	each		
DVD 12 22 1	32-channel high-density voice and video DSP module or	each	2	
PVDM3-32 or equal C2911-VSEC/K9 or	equal	Cacii		
	C2911 UC SEC Bundle or equal	each	1	
equal CON-SNT-2911VSEC	C2911 OC SEC Buildle of equal	Cacii	1	 
	SMADTNET 8v5vNDD C2011 (26 months) or equal	each	1	
or equal S29UK9-15204M or	SMARTNET 8x5xNBD C2911 (36 months) or equal	Cacii	,	 
	Giora 2001 2021 IOS UNIVERSAL or equal	each	1	
equal	Cisco 2901-2921 IOS UNIVERSAL or equal	Cacii	1	
FL-SRST or equal	Cisco Survivable Remote Site Telephony License or equal	each	1	
FL-SRS1 or equal FL-CME-SRST-25 or	Communication Manager Express or SRST - 25 seat license	Cucii		
equal	or equal	each	1	
MEM-CF-256MB or	256MB Compact Flash for Cisco 1900 2900 3900 ISR or	Cucii		
equal	equal	each	1	
oquai	l adam			 

SM-ES3G-16-P or equal	Enhcd EtherSwitch L2/L3 SM 16GE POE or equal	each	1	
VIC2-4FXO or equal	Four-port Voice Interface Card - FXO (Universal) or equal	each	1	
VIC3-4FXS/DID or				
equal	Four-Port Voice Interface Card - FXS and DID or equal	each	1	
	Cisco 2911 AC Power Supply with Power Over Ethernet or			
PWR-2911-POE or equal		each	1	
	AC Power Cord (North America) C13 NEMA 5-15P 2.1m or			
CAB-AC or equal	equal	each	1	
	Unified Border Element Enterprise License - 25 sessions or			
FL-CUBEE-25 or equal	equal	each	1	
PI-MSE-PRMO-INSRT	,			
or equal	Insert Packout - PI-MSE or equal	each	1	
SL-29-IPB-K9 or equal	IP Base License for Cisco 2901-2951 or equal	each	1	
	16-channel high-density voice and video DSP module or			
PVDM3-16 or equal	equal	each	1	
SL-29-SEC-K9 or equal	Security License for Cisco 2901-2951 or equal	each	1	
	Unified Communication License for Cisco 2901-2951 or			
SL-29-UC-K9 or equal	equal	each	1	
HWIC-BLANK or equal	Blank faceplate for HWIC slot on Cisco ISR or equal	each	2	
ISR-CCP-EXP or equal	Cisco Config Pro Express on Router Flash or equal	each	1	
MEM-2900-512MB-				
DEF or equal	512MB DRAM for Cisco 2901-2921 ISR (Default) or equal	each	1	
AIR-SAP2602I-A-K9 or	802.11n Auto; 3x4:3SS; Mod;Int Ant; A Reg Domain or			
equal	equal	each	14	
AIR-AP-T-RAIL-F or				
equal	Ceiling Grid Clip for Aironet APs - Flush Mount or equal	each	14	
AIR-AP-T-RAIL-R or	Ceiling Grid Clip for Aironet APs - Recessed Mount	1		
equal	(Default) or equal	each	14	
	T-Rail Channel Adapter for Cisco Aironet Access Points or		1	
or equal	equal	each	14	
	802.11n AP Low Profile Mounting Bracket (Default) or	<b>1</b>	1,4	
equal	equal	each	14	
S2G1K9W7-15202JB or	Cisco 2600 Series IOS WIRELESS LAN or equal	each	14	
equal AIR-CT2504-15-K9 or	CISCO 2000 Series IOS WIRELESS LAIV OF equal	each	14	
equal	2504 Wireless Controller with 15 AP Licenses or equal	each	2	
CON-SNT-CT2515 or	SMARTNET 8x5xNBD 2504 WLC with 15 AP (36	Cacii	+	
equal	months) or equal	each	2	
oqua	monato) or equal			

AIR-CT2504-SW-7.5 or				
equal	Cisco 2504 Wireless Controller SW Rel. 7.5 or equal	each	2	
CAB-AC2 or equal	AC Power cord North America or equal	each	2	
AIR-CT2504-RMNT or				
equal	2504 Wireless Controller Rack Mount Bracket or equal	each	2	
AIR-CT2504-CCBL or				
equal	2504 Wireless Controller Console Cable or equal	each	2	
LIC-CT2504-5 or equal	5 AP License for 2504 WLAN Controller or equal	each	4	
LIC-CT2504-BASE or				
equal	Base Software License or equal	each	2	
LIC-CT25-DTLS-K9 or				
equal	2504 Wireless Controller DTLS License or equal	each	2	
L-CSACS-54VM-K9 or	ACS 5.4 VMware Software + Base License (Electronic			
equal	Delivery) or equal	each	1	
CON-SAS-CSACS5V or	SW APP SUPP ACS 5.4 VMware Software (36 months) or			
equal	equal	each	1	
L-CSACS-5-BASE-LIC	Cisco Secure ACS 5 Base License (Electronic Delivery) or			
or equal	equal	each	1	
Or equal	Cisco SFP+ Module LC Pluggable Transceiver for 300m or			
SFP-10G-SR= or equal	equal	each	6	
WS-C2960S-48LPD-L	Cisco Catalyst 48port GigE POE 370W, 2x10G SFP+ LAN			
or equal	or equal	each	7	
C2960S-STACK or	or equal			
SAME FRANKS COMPANY (198	Cisco Catalyst 2960S Flexstack Stack module or equal	each	5	
equal CAB-STK-E-1M or	CISCO Catalyst 29003 Fiedstack Stack module of equal	Cucii		
Company of the control of the contro	Cisco Catalyst 2960S Flexstack Cable or equal	each	2	
equal WS-C3750X-48P-S or	CISCO Catalyst 29003 Plexitack Cable of equal	Cacii		 
	Catalyst 3750X 48 Port PoE IP Base 370W or equal	each	1	
equal	Catalyst 3/30A 48 Fort FOE IF base 3/0 w of equal	Cacii	- 1	
CON-SNT-3750x4ps or	Circa CMARTNET 9 at 5 NRD 2750a 26 Month, or coval	each	1	
equal	Cisco SMARTNET 8 x 5 NBD 3750x 36 Month or equal	each	1	
COVY NIM 10C	C + 1 + 2V V 10C Notes als Madala antian DID on agreed	each	1	
	Catalyst 3K-X 10G Network Module option PID or equal	each	1	
S375XVK9T-15001SE	0 1 2570 100 11 11 11 11 11 11	each	1	
or equal	Catalyst 3570 IOS with web-based device manager or equal	each	1	
CAD 2VV AC on agree!	AC Power Cord for Catalyst 3K-X (North America) or equal	each	1	
CAB-3KX-AC or equal ASA5512-IPS-K9 or	ASA 5512-X with IPS SW 6GE Data 1GE Mgmt AC	Cacii	- 1	
	3DES/AES or equal	each	2	
equal CON-SU2-A12IPS9 or	IPS SVC AR 8x5xNBD ASA 5512-X with IPS SW 6GE	Cacii		
750	Data 1GE M (36 months) or equal	each	2	
equal	ASA 9.0 Software image for -X platforms and ASA-SM	each		
SF-ASA-X-9.0-K8 or		each	2	
equal	Blade or equal	each		

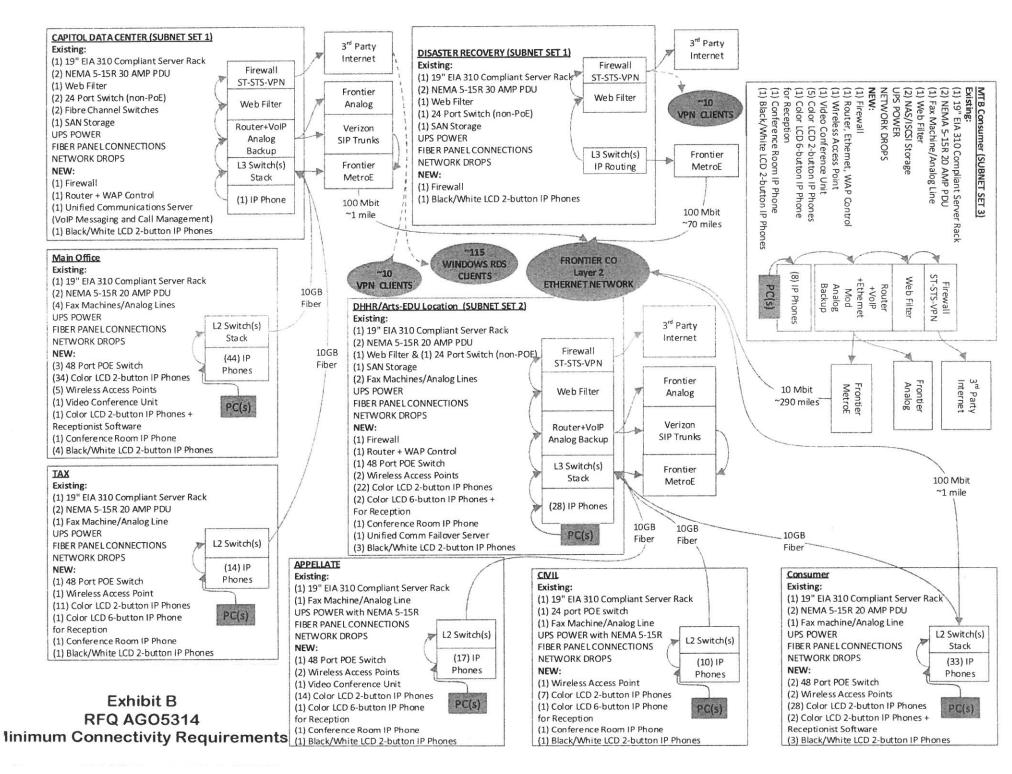
SF-ASAIPS64-7.1-K9 or				
equal	ASA 5500-X IPS Software 7.1 for IPS SSP or equal	each	2	
ASA5512-SEC-PL or	ASA 5512-X Sec. Plus Lic. w/ HA Sec Ctxt more VLAN +			
equal	Conns or equal	each	2	
ASA5512-IPS-SSP or				
equal	ASA 5512-X IPS SSP License or equal	each	2	
ASA5500-SSL-10 or		8		
equal	ASA 5500 SSL VPN 10 Premium User License or equal	each	1	
	AC Power Cord (North America) C13 NEMA 5-15P 2.1m or			
CAB-AC or equal	equal	each	2	
ASA-VPN-CLNT-K9 or	Cisco VPN Client Software (Windows Solaris Linux Mac)			
equal	or equal	each	2	
ASA5500-ENCR-K9 or				
equal	ASA 5500 Strong Encryption License (3DES/AES) or equal	each	2	
ASA-ANYCONN-CSD-	ASA 5500 AnyConnect Client + Cisco Security Desktop			
K9 or equal	Software or equal	each	2	
107 or equal	ASA 5512 IPS Part Number with which PCB Serial is			
ASA5512-MB or equal	associated or equal	each	2	
ASA5515-IPS-K9 or	ASA 5515-X with IPS SW 6GE Data 1GE Mgmt AC			
equal	3DES/AES or equal	each	2	
CON-SU2-A15IPS9 or	IPS SVC AR 8x5xNBD ASA 5515-X with IPS SW 6GE			
equal	Data 1GE (36 months) or equal	each	2	
ASA5515-IPS-SSP or	Data 102 (50 mentals) or oqual			
equal	ASA 5515-X IPS SSP License or equal	each	2	
ASA5500-SSL-10 or	ADVIOLO II II O OO ZIOONO O TIJIII			
	ASA 5500 SSL VPN 10 Premium User License or equal	each	1	
equal	AC Power Cord (North America) C13 NEMA 5-15P 2.1m or			
CAD AC an agual	Control of the second s	each	2	
CAB-AC or equal ASA-VPN-CLNT-K9 or	equal Cisco VPN Client Software (Windows Solaris Linux Mac)			
	The second of the second secon	each	2	
equal ASA5500-ENCR-K9 or	or equal			
	ASA 5500 Strong Encryption License (3DES/AES) or equal	each	2	
equal	ASA 5500 Strong Encryption Electrise (5DES/AES) of equal  ASA 5500 AnyConnect Client + Cisco Security Desktop			
ASA-ANYCONN-CSD-		each	2	
K9 or equal	Software or equal ASA 5515 IPS Part Number with which PCB Serial is	Cucii	1	
	Production processing and the control of the contro	each	2	
ASA5515-MB or equal	associated or equal	Cacil		
SF-ASA-X-9.0-K8 or	ASA 9.0 Software image for -X platforms and ASA-SM	each	2	
equal	Blade or equal	eden		
SF-ASAIPS64-7.1-K9 or		each	2	
equal	ASA 5500-X IPS Software 7.1 for IPS SSP or equal	eacn		
CTS-SX20-PHD4X-K9	SX20 Quick Set HD NPP 4x PHDCam 1 mic remote cntrl	1-	2	
or equal	or equal	each	3	

CTS-SX20CODEC or equal	SX20 Codec - no encrption or equal	each	3		
	License Key Software Non-Encrypted or equal	each	3		
LIC-SX20 or equal	SX20 License Key or equal	each	3		
LIC-SX20-HD or equal	High Definition Feature for SX20 or equal	each	3		
	SX20 Natural Presenter Package (NPP) Option or equal	each	3		
PWR-CORD-US-A or equal	Pwr Cord US 1.8m Black YP-12 To YC-12 or equal	each	3		
PWR-CORD-US-A or equal	Pwr Cord US 1.8m Black YP-12 To YC-12 or equal	each	3		
BRKT-PHD4X- MONITR or equal	Bracket mounting for 4x PHDCam to monitor or equal	each	3		
CAB-2HDMI-3M or equal	HDMI to HDMI cable or equal	each	3		
CAB-HDMI-PHD4XS2	Custom 4xcamera cable; HDMI Control and Power (3m) or	,	2		
or equal	equal	each	3		
CTS-PHD1080P4XS2+	PrecisionHD Camera 1080p 4x SX20 auto expand or equal	each	3	s-	
or equal CTS-QSC20-MIC+ or	Precisional Camera 1080p 4x 3x20 auto expand oi equal	Cach	3		
equal	Performance Mic - for auto expand only or equal	each	3		
CTS-RMT-TRC5 or equal	Remote Control TRC 5 or equal	each	3		
ATA187-I1-A= or equal	Cisco ATA 187 Analog Telephone Adaptor or equal	each	6		
C3KX-PWR-715WAC=	Close Fills 13/ Finalog Telephone Finapor of equal				
or equal	Catalyst 3K-X 715W AC Power Supply or equal	each	1		
CAB-3KX-AC or equal	AC Power Cord for Catalyst 3K-X (North America) or equal	eah	1		
	Electronic Product Activation Keys for 3750-X Series or equal	each	1		
L-C750X-LIC or equal	Dietricine 110 de la constant de la				
-	u C3750X-24 IP Base to UP Services E-License	each			

## **Professional Services**

	<b>Estimated</b>				
Service	Unit of Measure Hour	Quantity	<b>Unit Price</b>	<b>Extended Cost</b>	
Advanced Network Technician Install and Configuration	each	60.00			
Associate Network Technician Install and Configuration	each	40.00			
Testing of all Equipment per Specifications	each	16.00			
On-Site Training for End Users and Administration Staff	each	30.00			
Post Implementation Support Hours	each	30.00			
	B. Subtotal for Profe	essional Ser	vices		

Total Fixed Price Summary	
A. Subtotal for Hardware, Software, and Warranty	
B. Subtotal for Professional Services	
Total Fixed Price (Sub Totals A + B)	



# ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: AGO5314

**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.

		Tumbers Received:  ox next to each addendum received.	eive	d)				
	1	Addendum No. 1	Γ	1	Addendum No. 6			
[	]	Addendum No. 2	[	]	Addendum No. 7			
[	]	Addendum No. 3	[	]	Addendum No. 8			
[	]	Addendum No. 4	[	]	Addendum No. 9			
]	]	Addendum No. 5	[	]	Addendum No. 10			
further un discussion	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