



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

Solicitation

NUMBER
STO14007

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
DEAN WINGERD 304-558-0468

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

STATE TREASURER
 MAIN CAPITOL BUILDING
 SUITE E-145
 CHARLESTON, WV
 25305 304-343-4000

DATE PRINTED
04/03/2014

BID OPENING DATE: 04/09/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				ADDENDUM IS ISSUED:		
				1. TO PROVIDE A COPY OF THE PRE-BID MEETING SIGN-IN SHEET FOR THE ABOVE SOLICITATION.		
				2. TO PROVIDE RESPONSES TO VENDORS' QUESTIONS REGARDING THE ABOVE SOLICITATION. QUESTION AND ANSWER PAGES ARE ATTACHED.		
				3. TO PROVIDE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN THE DISQUALIFICATION OF YOUR BID.		
				***** END OF ADDENDUM NO. 1 *****		

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: STO14007
Addendum Number: 1

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

1. To provide copy of the pre-bid meeting sign-in sheet.
2. To provide responses to vendor questions, question and answer pages attached.
3. To provide Addendum Acknowledgment form.

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

Non-mandatory

REQUEST FOR QUOTATIONS# STO14007

SIGN IN SHEET

Page 1 of 1

~~Request for Proposal No.~~

PLEASE PRINT

Date: 3/31/14

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

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Sycom Technology, Inc.</u> Rep: <u>Michael Owens, Jr.</u> Email Address: <u>mowens@sycomtech.com</u>		PHONE <u>304-710-7501</u> TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____		PHONE TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____		PHONE TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____		PHONE TOLL FREE FAX
Company: _____ Rep: _____ Email Address: _____		PHONE TOLL FREE FAX

04/01/14 11:56:54AM
West Virginia Purchasing Division

STO IT Division Reps
Philip White Amy Andrews
Brian Hively

Alberto Lucid / STO Purchasing

0004

ADDENDUM 1
RFQ# STO14007
Telephone System Replacement / Upgrade

The purpose of this addendum is to respond to questions received on the above solicitation for replacement/upgrade of State Treasurer's Office telephone system. The Treasurer's Office would like to offer the following general statement to assist vendors in further understanding our goal and expected deliverable upon award and acceptance with this project.

General Statement/Clarification

This is what is commonly referred to as a 'fork lift' replacement of our existing phone system. The solicitation details all of the new hardware that will be required to provide for a working phone system with the same functionality as the existing one. The specified versions of the (new) software to be installed on the new system and the new system should be configured to replicate the existing functionality, but not the exact configurations. This is to eliminate the current, less than optimal configuration, which have legacy statements from 13 years of upgrades and modifications. There have been 4-5 different upgrades that have added to, moved/modified the current system and the existing versions of software. We do not desire to have the current aged configurations to be completely carried forward with the outcome of this project.

Some of the items, like QOS and E911 are to address the fact that these were never fully implemented at any time in the past. Our phone system is essentially unchanged since the Health Check and that information can be considered current.

The most pertinent question below, in our review of this request, deals with the PRIs and the SIP trunks. Frontier Communications provides the PRIs; Verizon Business Services would provide the SIP trunks via a statewide contract. This will require careful management and close cooperation between the two entities to ensure the migration is not disruptive because our DID (direct inward dial) numbers will have to migrate from Frontier to Verizon as part of this project upgrade. This is considered 'in scope' for the assigned project manager on behalf of the vendor.

Because we are purchasing all new support with this RFQ, any existing SmartNET or similar support agreements are not involved or relevant to this project.

We will also correct the 'numbering' of section 4.1.1.5 in our response to the question.

Questions regarding Section 4.1.1.5 Additional optimization services

Question 1: 4.1.1.5.a What needs fixing with E-911?

Answer: Calls placed from all WV STO locations should correctly identify the calling location. At this time, that doesn't consistently happen

Question 2: 4.1.1.5.b What needs correcting with the Automatic Location Information?

Answer: This is directly related to the item immediately above (4.1.1.5a)

Question 3: 4.1.1.5.c How many SRST locations and where? What are the desired configuration parameters?

Answer: There are 3 SRST locations – Wheeling, Huntington and Beckley. The desired configuration will maintain current functionality and confirm correct routing of local calling.

Question 4: 4.1.1.5.d What symptoms indicate a QOS optimization problem?

Answer: There has never been a consistent, complete QOS implementation for voice traffic

Question 5: 4.1.1.5.e What are the requirements for "Harmonizing" dial plans? How many locations and where?

Answer: We have duplicate (legacy) dial patterns and plans that make management more difficult. The new system should consolidate everything to a set of dial patterns and dial plan(s) that maintain current functionality while making the system as easy to manage and troubleshoot as possible.

Question 6: 4.1.1.5.d How many phones of each model require firmware upgrades?

Answer – this is a duplicate item numbering; this should be 'numbered' as item 4.1.1.5.f
The new system is to provide firmware updates for all phones as needed.

Question 7: 4.1.1.5.e What indicates that a CCM configuration clean-up is necessary?

Answer – this is a duplicate item numbering; this should be 'numbered' as item 4.1.1.5g
This was partially answered in Question 5 above. There are legacy configurations within our current phone system that are the result of extensions, modifications and previous upgrades during the last 13 years. This will be a 'clean installation' which will carry forward only the functionality of the current system and will be configured in a 'best practices' manner.

Question 8: 4.1.1.7a Is the Project Acceptance simply a "no cost" change order?

Answer – Correct, the Project Acceptance will be a change order involving 'no cost' and will serve as the warranty start date along with both parties agreeing to successful implementation of the project.

Question 9: Since this is an RFQ, is there no need for separate cost or technical proposals or convenience copies?

Answer – Correct, as an "RFQ", this is commonly referred to as lowest responsive and responsible bidder meeting all specifications offering the lowest price.

Question 10: To validate against the year-old Health Check:

A. What are the current versions of the software applications?

Answer: Software versions are unchanged since the Health Check

B. How many handsets/phones/extensions?

Answer: Unchanged since the Health Check

C. How many voicemail boxes?

Answer: Unchanged since the Health Check

D. How many IVR and auto attendant scripts?

Answer: There is 1 (one) IVR script to automate checking the status of an unclaimed property claim

E. Who is the current PRI service provider?

Answer: Frontier Communications

F. Who is the planned SIP trunk provider?

Answer: Verizon Business Services

Question 11: What all is included in the services scope directly related to migrating or replicating from the old system to the new system (e.g. users, extensions, endpoints, gateways, system components, dial plans,

eight locations, IVR configuration, service parameters, call routing, route plans, voice mail settings)? Please elaborate on specific related Health Check issues if applicable.

Answer: Please see the General Statement/Clarification at the beginning of this document along with all above answers to previous questions. The Health Check is available on an Excel spreadsheet to offer a better 'picture' of the details.

Question 12: What is the status of the service contracts (SMARTnet, UCSS, ESW, SAS, etc.) of the components affected by this RFQ?

Answer: There are no current service contracts that will be affected by this RFQ and resultant award.

* End of Document *

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: STO14007

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Company

Authorized Signature

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012