



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

Purchase Order

PURCHASE ORDER NO.
 VOIP13

PAGE
 1

BLANKET RELEASE
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CHANGE ORDER

CORRECT PURCHASE ORDER NUMBER
 MUST APPEAR ON ALL PACKAGES,
 INVOICES, AND SHIPPING PAPERS.
 QUESTIONS CONCERNING THIS PUR-
 CHASE ORDER SHOULD BE DIRECTED
 TO THE BUYER AS NOTED BELOW.

INVOICE TO

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

VENDOR

*611101629 304-356-3395
 VERIZON BUSINESS SVCS
 4700 MACCORKLE AVE STE 101
 CHARLESTON WV 25304

SHIP TO

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

DATE PRINTED		TERMS OF SALE		FEIN/SSN		FUND	
10/24/2013		NET 30		470751768			
SHIP VIA		F.O.B		FREIGHT TERMS		ACCOUNT NUMBER	
BEST WAY		DESTINATION		PREPAID		MUL-MUL	
LINE	QUANTITY	UOP	VENDOR ITEM NO.		UNIT PRICE	AMOUNT	
	DELIVERY DATE	CAT.NO.	ITEM NUMBER				
STATEWIDE OPEN END CONTRACT							
FOR THE PROCUREMENT, INSTALLATION, AND SUPPORT OF VOICE OVER INTERNET PROTOCOL (VOIP).							
THIS CONTRACT BETWEEN VERIZON BUSINESS SERVICES AND THE STATE OF WEST VIRGINIA IS COMPRISED OF THE FOLLOWING DOCUMENTS:							
REQUEST FOR PROPOSAL (RFP) INCORPORATED BY REFERENCE, ALL ADDENDA INCORPORATED BY REFERENCE, THE VENDOR'S PROPOSAL DATED 01/21/2013 INCORPORATED BY REFERENCE, AND DOCUMENTS ATTACHED HERETO.							
THIS CONTRACT IS BEING AWARDED WITH THE EXPECTATION THAT THE PARTIES WILL CONTINUE TO WORK IN GOOD FAITH TO COME TO AN AGREEMENT ON THE APPLICABILITY OF, AND LANGUAGE CONTAINED IN, A BUSINESS ASSOCIATE ADDENDUM. ONCE AN AGREEMENT IS REACHED, THIS CONTRACT MAY BE AMENDED BY CHANGE ORDER TO INCLUDE THE EXECUTED BUSINESS ASSOCIATE ADDENDUM IF APPLICABLE. THE PARTIES UNDERSTAND THAT UNTIL SUCH TIME AS AN AGREEMENT ON THE BUSINESS ASSOCIATE							

PURCHASING DIVISION
 CERTIFIED ENCUMBERED

OCT 24 2013

IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE

OPEN END

TOTAL

APPROVED AS TO FORM BY
 ASSISTANT ATTORNEY GENERAL

BY KRISTA FERRELL 304-558-2596

PURCHASING DIVISION AUTHORIZED SIGNATURE



State of West Virginia
 Department of Administration
 Purchasing Division
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LINE	QUANTITY	UOP	VENDOR ITEM NO.		UNIT PRICE	AMOUNT	
	DELIVERY DATE	CAT.NO.	ITEM NUMBER				
0001	12/31/2012	LS	725-57-01-001		.00000		
	VOICE OVER	INTERNET	PROTOCOL (VOIP)				
ADDENDUM IS REACHED, NO VOICEMAIL OR VOICE RECORDING SERVICES MAY BE PROVIDED TO A HIPAA COVERED ENTITY.							

IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE

TOTAL

APPROVED AS TO FORM BY
 ASSISTANT ATTORNEY GENERAL

BY _____
 PURCHASING DIVISION AUTHORIZED SIGNATURE

GENERAL TERMS AND CONDITIONS:

1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. **DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.
 - 2.1 **"Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

 - 2.2 **"Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods and services requested in the Solicitation.

 - 2.3 **"Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.

 - 2.4 **"Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.

 - 2.5 **"Purchase Order"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the successful bidder and Contract holder.

 - 2.6 **"Solicitation"** means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.

 - 2.7 **"State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

 - 2.8 **"Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. **CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:



Term Contract

Initial Contract Term: This Contract becomes effective on October 21, 2013

and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal must be submitted to the Purchasing Division Director thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to two (2) successive one (1) year periods. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Reasonable Time Extension: At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this Contract may be extended for a reasonable time after the initial Contract term or after any renewal term as may be necessary to obtain a new contract or renew this Contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of Vendor's desire to terminate this Contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the Vendor may terminate this Contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases, but Attorney General approval may be required.

Release Order Limitations: In the event that this contract permits release orders, a release order may only be issued during the time this Contract is in effect. Any release order issued within one year of the expiration of this Contract shall be effective for one year from the date the release order is issued. No release order may be extended beyond one year after this Contract has expired.



Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within days.

- One Time Purchase:** The term of this Contract shall run from the issuance of the Purchase Order until all of the goods contracted for have been delivered, but in no event shall this Contract extend for more than one fiscal year.
- Other:** See attached.
4. **NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Purchase Order will be considered notice to proceed
5. **QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.
- Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.
- Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.
- Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
- One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.
6. **PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.
7. **EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.
8. **REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

BID BOND: All Vendors shall furnish a bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of . The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be issued and delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.

MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.

INSURANCE: The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award and shall list the state as a certificate holder:

Commercial General Liability Insurance:
\$1,000,000.00 or more.

Builders Risk Insurance: builders risk – all risk insurance in an amount equal to 100% of the amount of the Contract.

The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

- LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

9. **LITIGATION BOND:** The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.
10. **ALTERNATES:** Any model, brand, or specification listed herein establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.
11. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or

other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

- 12. LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount \$1,000.00 per day per location for downtime due to vendor failure.

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

- 13. ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the Solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the Purchase Order, upon receipt.

- 14. REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee if applicable.

- 15. COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

- 16. FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

- 17. PAYMENT:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To."

- 18. UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

- 19. DELIVERY:** All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.

- 20. INTEREST:** Interest attributable to late payment will only be permitted if authorized by the West Virginia Code. Presently, there is no provision in the law for interest on late payments.

- 21. PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Resident Vendor Certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's

failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

- 22. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to submission of its bid to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority-owned business shall be applied in accordance with W. Va. CSR § 148-22-9.
- 23. TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 24. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.
- 25. WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.
- 26. TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.
- 27. APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.
- 28. COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.
- 29. PREVAILING WAGE:** On any contract for the construction of a public improvement, Vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at <http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx>. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage

requirements are applicable. The required contract provisions contained in West Virginia Code of State Rules § 42-7-3 are specifically incorporated herein by reference.

- 30. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.
- 31. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary, no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). **No Change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**
- 32. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.
- 33. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.
- 34. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.
- 35. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.
- 36. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.
- 37. BANKRUPTCY:** In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

38. [RESERVED]

39. CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

40. DISCLOSURE: Vendor's response to the Solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and WILL NOT BE HONORED. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor will be required to defend any claimed exemption for nondisclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemptions claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

41. LICENSING: In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

42. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Purchase Order from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired

by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

- 43. VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

The individual signing this bid on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

- 44. PURCHASING CARD ACCEPTANCE:** The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

- 45. VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *etc.* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

- 46. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered

by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

- 47. PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.
- 48. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). This Contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.
- 49. CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire any interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.
- 50. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:
- Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.
 - Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.
- 51. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information

to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304)558-9911 for more information.

52. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

- a. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- b. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

53. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

ADDENDUM TO RFP NO. VOIP13 AND VERIZON'S PROPOSAL

This Addendum is made on the date signed below by and between the State of West Virginia ("State"), and Verizon Business Network Solutions, Inc. ("Verizon") on behalf of (as a signatory agent): MCI Communications Services, Inc. d/b/a Verizon Business Services (47-0751768)

to clarify various issues contained in the Request for Proposal identified as RFP No. VOIP13 ("RFP") and Verizon's proposal submitted in response to it ("Verizon's Proposal"). The RFP, Verizon's Proposal, and any other documents that combine to form the contract for the services requested in the RFP ("Contract"), are modified as follows:

1. **WV-96 AGREEMENT ADDENDUM:** All provisions contained in the Revised WV-96 Agreement Addendum, attached hereto as Exhibit A and incorporated herein by reference, shall control and take priority over Verizon's Proposal and any other conflicting provisions contained in the Contract.
2. **TERM, NOTICE TO PROCEED, TIME IS OF THE ESSENCE:** The Contract will commence upon, and performance obligations will begin after the parties' execution and award of a contract by the State.
3. **LIQUIDATED DAMAGES:** Liquidated damages will be limited to 3% of the total revenue paid to Verizon under the Contract for downtime due to vendor failure. This clause shall in no way be considered exclusive and shall not limit the State or Agencies right to pursue any other available remedy.
4. **WV SENATE BILL 700:** Any references to WV Senate Bill 700 are hereby deleted.
5. **MODIFICATIONS:** Verizon's Proposal will in no way change the requirement that any modification of the Contract requires approval from Verizon and the State. Approval by the State requires signed documentation from the West Virginia Office of Technology, the West Virginia Purchasing Division, and the Attorney General's office (as to form only).
6. **PRICING:** The pricing contained in Verizon's proposal and the Contract shall not be modified without the express written agreement of Verizon, and the State. Approval by the State requires separate approvals from the West Virginia Office of Technology, the West Virginia Purchasing Division, and the Attorney General's office (as to form only). Without all necessary approvals, any price changes are void and of no force and effect. The State hereby rejects the Pricing Disclaimer contained in Verizon's Proposal.
7. **PRICING EXTENSION:** Verizon hereby extends the pricing contained in Verizon's Proposal to the date of this Addendum.

8. **PRICING ACCEPTANCE:** The State hereby rejects any pricing tied to the MPLS07 contract.
9. **HOURLY RATE CLARIFICATION:** Verizon's Proposal reflects a \$0 cost per hour for the positions of "Solution Architect" and "Account Management." The work performed by individuals employed in those two positions (if any) will be provided to the State at no cost. Additionally, Verizon is prohibited from adding additional positions and/or hourly rates not identified in the RFP pricing pages without approval from the State. Approval by the State requires separate approvals from the West Virginia Office of Technology, the West Virginia Purchasing Division, and the Attorney General's office (as to form only).
10. **P-CARD:** Verizon's proposal of a \$5 fee for accepting certain payments via telephone, contained on page 129 of Verizon's technical proposal is accepted.
11. **INDEMNIFICATION:** Verizon's Indemnification provisions beginning on page 130 of its Technical Proposal are accepted to the extent not modified by the revised WV-96 Agreement Addendum.
12. **BACKGROUND CHECK:** Verizon's response to "51. BACKGROUND CHECK:" is hereby rejected. Verizon will comply with that provision as contained in the West Virginia Code and the General Terms and Conditions of the RFP.
13. **SERVICE LEVEL AGREEMENTS:** Any Service Level Agreement resulting from the Contract will conform to the requirements of the Contract and must be submitted to the Purchasing Division and the Attorney General's office for approval as a change order to this Contract prior to Verizon performing any work under the Service Level Agreement. Discussions about when and how the services required by the Contract will be performed should be memorialized in Service Level Agreements, but under no circumstances can a Service Level Agreement increase or decrease the scope or manner of services required by the Contract.
14. **FINAL CONTRACT and ORDER OF PRECEDENCE:** Any references to negotiation, final agreements or final contracts are hereby deleted. The State cannot award a contract and then negotiate a final contract. There will be one contract approved by the West Virginia Office of Technology, the Purchasing Division, and the Attorney General's office (as to form only). That contract will include the revised WV-96 Agreement Addendum, this Addendum, Addendums to the RFP, the RFP, the Clarifications to Verizon's Proposal, and Verizon's Proposal in descending order of priority with the WV-96 being first in priority and Verizon's Proposal being last in priority.
15. **IRS PUBLICATION 1075:** Verizon confirms that the solution offered in Verizon's Proposal is in compliance with IRS Publication 1075. Additionally, Exhibit 7 to IRS Publication 1075 is specifically incorporated herein by reference.

16. Service Level Objectives: The Service Level Objectives dated December 21, 2012, a copy of which is attached hereto as Exhibit B, will be modified as follows:

The first paragraph in the Change Management section will be modified as follows:

From: The change management service level objective is to provide change requests (examples provided below) as defined by the customer contract. Verizon may add, delete or modify the change request types from time to time.

To: The change management service level objective is to provide change requests (examples provided below) as defined by the customer contract. Verizon may add, delete or modify the change request types from time to time only after obtaining agreement from the state.

The second paragraph in the Change Management section will be modified as follows:

From: Voicemail Password reset requests will have a 4 hour service objective.

To: Voicemail Password reset requests will have a 2 hour maximum service objective.

17. Moves, Adds, Changes, and Deletions (MACDs) Charges: The State will not be charged for Moves, Adds, Changes, and Deletions as long as a web portal is not available.

Verizon Business Network Services, Inc.
on behalf of MCI Communications, Inc.
d/b/a Verizon Business Services

Vendor

By: Marsha K. Harrell

Its: Marsha K Harrell
Senior Consultant
Contract Management

Date: 10/23/13

WV Office of Technology

By: R. Harbom

Its: PMO Director

Date: 10/23/2013

WV Attorney General's Office

By: D. W. A.

Its: Chief Counsel

Date: 10/24/13

WV Purchasing Division

By: W. P. S.

Its: Assistant Director

Date: 10/23/2013

EXHIBIT A - REVISED WV-96 AGREEMENT ADDENDUM

WV-96
Rev. 9/11

AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Those provisions of any clause requiring the Agency to indemnify or hold harmless any party are hereby deleted in their entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes for which it is exempt are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for which it is exempt for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any reference to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATIONS** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and except for an assignment to a Verizon affiliate, Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement for claims involving personal injury, death or property damage is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. Vendor's liability under this Agreement shall not exceed the amount paid to Vendor under this Agreement. However, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any references to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:
STATE OF WEST VIRGINIA

Sending Unit: WV OT
Signed: Patrick Morrisey
Title: PMODirector
Date: 10-23-2013

VENDOR Verizon Business Network Services, Inc
on behalf of MCI Communications, Inc
d/b/a Verizon Business Services

Company Name: _____
Signed: Marsha K. Harrell
Title: Marsha K Harrell
Senior Consultant
Date: 10/23/13
Contract Management

Approved as to form this 26th day of
October, 2013
Patrick Morrisey, Attorney General

(By: _____)

EXHIBIT B - SERVICE LEVEL OBJECTIVES

Verizon

UCCaaS

Service Level Objectives

December 21, 2012

Service Level Objectives

Overview

Verizon supports quality service on Unified Communications and Collaborations as a Service by offering a service level objective for customers that implement UCCaaS with Verizon Private IP (MPLS) transport service. Verizon UCCaaS Service Level Objectives are provided for the following service areas:

- Application Availability
- Call Quality including:
 - Mean Opinion Score
- Change Management
- Proactive Notification
- Time to Repair

Application Availability

UCCaaS applications are defined as the customer solution incorporating CUCM, CUPS, CUCx designed using Cisco best practices for redundancy and availability in conjunction with UCCaaS geographic redundancy (Q1 2013) with dual Private IP access to each data center.

Application availability is defined as the amount of time the service is available within a given month. A UCCaaS application is deemed "Available" if i) no Outage alarm events have occurred in the Verizon's Network Operations Center ("NOC"), or ii) no Trouble Ticket related to Outages has been opened by Customer.

UCCaaS Application Availability
100%

Call Quality

UCCaaS Call Quality service objectives include a Mean Opinion Score value derived from samples taken hourly and reported as an aggregate on a monthly basis.

The MOS calculation is an algorithm run on completed call segments using information such as Codec type used, reference conditions, and sample rates which are provided by devices like IP phones and gateways as part of the call detail records and call detail management tools within the UCCaaS platform on each call segment. The output from the algorithm provides an assessment of the listening quality experienced by the end user in the form of a value between 1 and 5, where 1 is poor voice quality and 5 is excellent voice quality.

Call Quality reports for Mean Opinion Score will show the measurement of the quality element as a percentage of Good, Acceptable and Poor quality derived from the objectives in the table below for the month.

Call Quality - Mean Opinion Score	
Good	MOS \geq 4.0
Acceptable	MOS \geq 3.7
Poor	MOS \leq 3.6

Change Management

The change management service level objective is to provide change requests (examples provided below) as defined by the customer contract. Verizon may add, delete or modify the change request types from time to time.

Voicemail Password reset requests will have a 4 hour service objective

UCaaS Change Management (Outside of Self Service Portal)	Optional Administrative Change Management Activities
72 Hours	<ul style="list-style-type: none"> ▪ Add, Remove, Change an IP Phone or soft phone ▪ Add, Remove, Change a User, Directory Listing ▪ Add, Remove, Change Call Capabilities ▪ Hunt List ▪ Add, Remove, Change Call Pickup Group ▪ Change Phone Button Configuration ▪ Change Soft Key Configuration ▪ Add, Remove, Change Extension Mobility Set Up/Login Features ▪ Add, Remove, Change Voicemail Box ▪ Voicemail Password Reset ▪ Add, Remove, Change a Presence User

Pro-Active Notification

The Pro-active Service Outage notification objective is for UCaaS customers utilizing the following applications; Unified Communication Manager, Unified Presence Server and Unify Connections messaging. Pro-active notification will be provided to the customers designated point of contact through email. Verizon has fifteen (15) minutes to notify the customer primary point of contact from the start point of the notification period defined below.

- The "Notification Period" begins with the opening of a Trouble Ticket for a service outage and ends when the Trouble Ticket is closed. Verizon is in compliance if the customer opens the Trouble Ticket or contacts Verizon within the Notification Period. Verizon will provide a ticket number and initial status.
- "Service Outage" is defined as a customer affecting network outage; service unavailable; call completion impacted. Service outage SLO for pro-active notification does not apply to voice messaging or presence applications

Time to Repair (TTR)

Time to Repair is defined as the time it takes to close a reported UCCaaS service outage trouble ticket. The TTR SLA applies to the Cisco Unified Communication Manager, Cisco Unity Connection, and Cisco Unified Presence applications.

Time to Repair starts when a trouble ticket is opened by Verizon or the Customer for an outage event and concludes when the trouble ticket is closed following the resolution of an outage event.

- Calculation time periods do not include non-Verizon networks or (PSTN or SIP) Trunking services.

UCCaaS Service Time to Repair
4 Hours

VOIP13: Cost Sheet - MPLS						
A.1) VoIP Solution Call Control:	Cost Per Month	Total Users		Total Monthly Cost	Qty.	Total 1 Year Cost
Basic Package	\$13.49	50		\$674.50	12	\$8,094.00
Standard Package	\$19.17	300		\$5,751.00	12	\$69,012.00
Enhanced Package	\$37.36	150		\$5,604.00	12	\$67,248.00
Total Call Control Monthly Charges						\$144,354.00
A.2) Data Connectivity to Data Center:	L1 Type	L2 Type	Speed	Total Monthly Cost	Qty.	Total 1 Year Cost
Charleston Connection	Fiber	Ethernet	20 Mbps	\$3,097.60	12	\$37,171.20
Total Data Connectivity Monthly Charge						\$37,171.20
A.3) Additional Monthly Charges:				Total Monthly Cost	Qty.	Total 1 Year Cost
Fee 1-Adminstration					12	\$0.00
Fee 2-Federal Universal Service				\$1,755.80	12	\$21,069.60
Fee				\$225.87	12	\$2,710.44
Total Additional Monthly Charges						\$23,780.04
SUBTOTAL:						
A.4) Total Project Monthly Charge (Sum of A.1 + A.2 + A.3 total additional monthly charges)						\$205,305.24



000026

VOIP13: Cost Sheet – Type 3						
A.1) VoIP Solution Call Control:	Cost Per Month	Total Users		Total Monthly Cost	Qty.	Total 1 Year Cost
Basic Package	\$13.49	50		\$674.50	12	\$8,094.00
Standard Package	\$19.17	300		\$5,751.00	12	\$69,012.00
Enhanced Package	\$37.36	150		\$5,604.00	12	\$67,248.00
Total Call Control Monthly Charges						\$144,354.00
A.2) Data Connectivity to Data Center:	L1 Type	L2 Type	Speed	Total Monthly Cost	Qty.	Total 1 Year Cost
Charleston Connection	Fiber	Ethernet	20 Mbps	\$3,781.60	12	\$45,379.20
Total Data Connectivity Monthly Charge						\$45,379.20
A.3) Additional Monthly Charges:				Total Monthly Cost	Qty.	Total 1 Year Cost
Fee 1-Adminstration					12	\$0.00
Fee 2-Federal Universal Service				\$1,865.93	12	\$22,391.16
Fee				\$239.62	12	\$2,875.44
Total Additional Monthly Charges						\$25,266.60
SUBTOTAL:						
A.4) Total Project Monthly Charge (Sum of A.1 + A.2 + A.3 total additional monthly charges)						\$214,999.80

000027



B) One-Time Fees			
Implementation Services and Miscellaneous Costs and Fees			
<i>NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.</i>			
	Cost Per Hour	Estimated Hours	Total
Project Management Services			
Position: Project Manager	\$185.00	100	\$18,500.00
Subtotal		100	\$18,500.00
Network Integration Services			
Position: Network Engineer	\$ 200.00	100	\$20,000.00
Subtotal		100	\$20,000.00
Solution Integration Services			
Position: Solution Architect	\$ -	100	\$0.00
Subtotal		100	\$0.00
Integration to Contact Center Applications			
Position: Contact Center Specialist	\$ 200.00	100	\$20,000.00
Subtotal		100	\$20,000.00
Integration to Microsoft (MS) Exchange			
Position: Network Engineer	\$ 200.00	100	\$20,000.00
Subtotal		100	\$20,000.00
Circuit Integration			
Position: Account Management	\$ -	100	\$0.00
Subtotal		100	\$0.00
Other Services			
Position:		100	\$0.00
Subtotal			
Services Total			\$78,500.00

Professional Services – Additional Categories

Practice	Competency	Jr. Consultant	Consultant	Sr. Consultant	Exec. Consultant	Principal	Project Manager
Communications	Contact Center Services			\$200			
Communications	Unified Communications & Collaboration	\$190		\$225		\$275	\$185
Communications	UCCaaS / UC Product Design & Implementation		\$200				\$185
Network	IPv6		\$185	\$195		\$260	\$185
Network	WAN Optimization Services		\$185	\$195		\$260	\$185
Network	Wireless LAN		\$185	\$195		\$260	\$185
Network	Data Protection		\$185	\$195		\$260	\$185
Mobility	Machine-to-Machine		\$190	\$210		\$260	\$185
Mobility	Mobility Consulting		\$190	\$210		\$260	\$185
Mobility	Machine-to-Machine - System Integration		\$190	\$210		\$260	\$185
Mobility	Mobility - System Integration		\$190	\$210		\$260	\$185
IT Solutions	Application		\$185	\$200		\$225	\$185
IT Solutions	Data & Storage		\$185	\$200		\$225	\$185
IT Solutions	Data Center Services		\$185	\$200		\$225	\$185
IT Solutions	IT Infrastructure		\$185	\$200		\$225	\$185
IT Solutions	IT System Integration		\$185	\$200		\$225	\$185
IT Solutions	Business Optimization & Resiliency		\$185	\$200		\$225	\$185
IT Solutions	Cloud Strategy		\$185	\$200		\$225	\$185
IT Solutions	Compliance		\$185	\$200		\$225	\$185

Practice	Competency	Jr. Consultant	Consultant	Sr. Consultant	Exec. Consultant	Principal	Project Manager
IT Solutions	Solutions Architecture		\$185	\$200		\$225	\$185
IT Solutions	Training - Cloud and Security		\$185	\$200		\$225	\$185
Communications - Staff Augmentation	Contact Center Services	\$125	\$150	\$205			\$175
Communications - Staff Augmentation	Unified Communications & Collaboration	\$125	\$150	\$205			\$175
Communications - Staff Augmentation	UCCaaS / UC Product Design & Implementation	\$125	\$150	\$205			\$175
Network - Staff Augmentation	IPv6	\$125	\$150	\$205			\$175
Network - Staff Augmentation	WAN Optimization Services	\$125	\$150	\$205			\$175
Network - Staff Augmentation	Wireless LAN	\$125	\$150	\$205			\$175
Network - Staff Augmentation	Data Protection	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Machine-to-Machine	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Mobility Consulting	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Machine-to-Machine - System Integration	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Mobility - System Integration	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Application	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Data & Storage	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Data Center Services	\$125	\$150	\$205			\$175

Practice	Competency	Jr. Consultant	Consultant	Sr. Consultant	Exec. Consultant	Principal	Project Manager
IT Solutions - Staff Augmentation	IT Infrastructure	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	IT System Integration	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Business Optimization & Resiliency	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Cloud Strategy	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Compliance	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Solutions Architecture	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Training - Cloud and Security	\$125	\$150	\$205			\$175