



RFQ - Invitation For Bids

RFQ Date: 07/28/2006	Collective Number: CN00021430 <small>SHOW THIS NUMBER ON BID ENVELOPE</small>
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Issuing Office:
 Corish Angela
 Attn: Bureau of Procurement Bid Room
 Department of General Services
 6th Floor 555 Walnut Street
 Harrisburg PA 17101-1914

Bidder/Contractor's Name, Address and Phone #:

 Your vendor number with us (if available): _____

Please Return Quotation To:

 Attn: Bureau of Procurement Bid Room
 Department of General Services
 6th Floor 555 Walnut Street
 Harrisburg PA 17101-1914

Type of Security furnished if required:
 Certified or bank cashier's check
 Irrevocable letter of credit
 Certificate of deposit
 Other as specified by bid
 Bond - If annual bond:
 What is the name of the principal on the bond?

RETURN BID BY:
 BID OPENING DATE
 10/03/2006
 BID OPENING TIME
 1:30 PM
 EXPIRATION DATE OF CONTRACT:
 (IF APPLICABLE)
 12/31/2009

Items To Be Delivered To:

SEE ITEM LEVEL FOR DELIVERY ADDRESSES

Contact Information:
 Buyer: Angela Corish
 Phone: 717-346-4294
 Fax: 717-783-6241
 E-mail: acorish@state.pa.us

DELIVERY DATE:

The following are incorporated by reference herein: 1) the documents attached to this RFQ, if any; 2) the documents incorporated by reference in this RFQ, if any; and 3) the bid and contract terms and conditions, stored on the web site address at www.dgs.state.pa.us for this type of RFQ as of the date of the RFQ. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate. The Bidder/Contractor, intending to be legally bound hereby, offers and agrees, if this submission is accepted, to provide the awarded items at the price(s) set forth below at the time(s) and place(s) specified.

Item No.	Description of Items	Quantity	UOM	Unit Price	Total Line Item Price

This RFQ Invitation for Bids is comprised of the following documents:

STD-203 (SAP), General Conditions and Instructions to Bidders for RFQ-Invitation for Bids (Rev 1-17-03)
GSPUR-12E, Standard Contract Terms and Conditions for DGS Statewide Contracts for Supplies (Rev 5-07-04)
GSPUR-89, Reciprocal Limitations Act Requirements (Rev 2-15-02)
GSPUR-95, Bidding Preference for Products with Recycled Postconsumer Material (Rev 8-6-01)
GSPUR-13B, Special Contract Terms and Conditions (Rev 2-20-01)
Special Terms and Conditions for the Acquisition of Electronic Data Processing (EDP) Equipment and Software
Commonwealth of Pennsylvania Inventory of PBX and Key Telephone Systems Installed in the State

Unless indicated with this RFQ Invitation for Bids, these documents are available on-line at www.dgs.state.pa.us or by contacting the Bureau of Procurement Vendor Services Section (Fax No. 717-787-0725, Telephone No. 717-787-2199 or 4705). You must include the State of Manufacturer certificate with your bid as required by the Reciprocal Limitations Act 146 or your bid may be rejected.

SPECIAL CONTRACT TERMS AND CONDITIONS

CONTRACT SCOPE/OVERVIEW: This Collective No. CN 00021430 (identified here and in the other documents as the "Contract") will cover the requirements of Commonwealth Agencies to purchase, either outright or on an installment basis, telephone and PBX Systems (configuration I-IV) in any of all 67 counties of the Commonwealth of Pennsylvania. Moves, Adds and Changes, Cabling and Maintenance to existing systems may also be purchased. The bid is divided into three (3) sections, as listed below. Bidders may bid on only one section, two sections or all three sections. The submission of the bid responses will be submitted separately and they will be awarded separately.

- Section 1 – Statewide Procurement for Telephone Systems and Services dividing the state into three (3) zones
- Section 2 – Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems dividing the state into three (3) zones
- Section 3 – Statewide Procurement for Private Branch Exchanges (PBX) and Services
This section will not be divided into zones. Bidders will be bidding on the entire state.

ORDER OF PRECEDENCE: These Special Contract Terms and Conditions supplement the Standard Contract Terms and Conditions For Statewide Contracts for Supplies. To the extent that these Special Contract Terms and Conditions conflict with the Standard Contract Terms and Conditions For Statewide Contracts for Supplies, these Special Contract Terms and Conditions shall prevail.

TERM OF CONTRACT: The Contract shall commence on the Effective Date, which shall be no earlier than January 1, 2007 and expire on December 31, 2009.

OPTION TO RENEW: The contract or any part of the contract may be renewed for two (2) additional one (1) year terms by mutual agreement between the Commonwealth and the Contractor(s). If the Contract is renewed, the same terms and conditions shall apply.

OPTION TO EXTEND: The Department of General Services reserves the right, upon notice to the Contractor, to extend the Contract or any part of the Contract for up to three (3) months upon the same terms and conditions. This will be utilized to prevent a lapse in Contract coverage and only for the time necessary, up to three (3) months, to enter into a new contract.

PRE-BID CONFERENCE: A non-mandatory pre-bid conference will be conducted on **Monday, September 11, 2006 at 9:00 A.M.** The location is the Commonwealth Technology Center, Harrisburg State Hospital Grounds, 1 Technology Park, Conference Rooms 1 and 2, Harrisburg, PA 17110-2913. The purpose of this conference is to answer vendor questions regarding the information to be submitted and the forms to be completed. **Interested bidders shall address all questions regarding this IFB by submitting them in writing (via email – entitle the subject line "CN00021430 Telephone/PBX Question") to Georgia Baer at gbaer@state.pa.us** All questions must be received **NO LATER THAN 5:00 P.M. on Friday, September 1, 2006.** Please note that questions will not be answered via telephone or fax. Answers furnished during the pre-bid conference will not become official until verified, in writing, and issued as a Flyer to this IFB, which will be posted to our website at www.dgs.state.pa.us. Each bidder is responsible for monitoring the website for new or changing IFB information or additional Flyers.

PRE-BID CONFERENCE DIRECTIONS: Directions to the pre-bid conference at 1 Technology Park, Conference Rooms 1 and 2, Harrisburg, Pennsylvania 17110-2913, are below.

<p>From Interstate 81:</p> <ul style="list-style-type: none"> • Take I-81 to Exit 23, Cameron Street. • Go through the first traffic light - stay in left lane. • Next light at the PA Department of Agriculture make a left into the Harrisburg State Hospital (Azalea Road). <p style="text-align: center;">NOTE: THE MAIN ENTRANCE TO THE HARRISBURG STATE HOSPITAL IS DIRECTLY ACROSS FROM THE ENTRANCE TO THE FARM SHOW COMPLEX.</p> <ul style="list-style-type: none"> • Go straight on Azalea Road to the top of the hill and make the first left onto North Circle Drive. • Approximately 500 feet turn left and go to the red brick building at the top of the hill. This is the Commonwealth Technology Center. 	<p>From PA Turnpike:</p> <ul style="list-style-type: none"> • Take the PA Turnpike to Exit 19. • As you proceed through the tollbooth, you will get onto Interstate 283 North. • Follow I-283 to its end in a 3-way split. • Take the middle lane of the split, I-83 North & 322 West. • Follow I-83 North to its end in a 2-way split. • Take the left lane for I-81 South (<i>towards Carlisle</i>). • Follow I-81 South to Exit 23, Cameron Street. • Follow the directions for I-81, (<i>at left</i>) for Cameron Street to the Commonwealth Technology Center. 	<p>From Route 322 (East):</p> <ul style="list-style-type: none"> • Follow Route 322 East. • Continue on Route 322 East as you cross the confluence of the Susquehanna and Juniata Rivers. • Follow Route 322/22 East. DO NOT GET ON I-81 NORTH OR SOUTH. • Route 322/22 East will eventually turn into Cameron Street. • Follow the directions for I-81 above for Cameron Street to the Commonwealth Technology Center.
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ELECTRONIC COPY OF BID: If you have problems accessing or downloading a copy of the bid from our website, www.dgs.state.pa.us or need a copy in a version other than Adobe's Portable Document Format (PDF), you can contact the Commodity Specialist named herein, Angela Corish, at acorish@state.pa.us for a copy to be emailed in MS Word Format.

SECURITY: Bidders are NOT required to submit security with their bids. The awarded bidder(s) must, however, within 15 days after notification, submit performance security in the amount of 10% of the total of the awarded item(s). Performance security must be in the form of a specific performance bond, an annual performance bond, an irrevocable letter of credit or a certificate of deposit, all in a form acceptable to the Commonwealth, or a certified check or bank cashier's check drawn to the order of the "Commonwealth of Pennsylvania." All performance security shall be conditioned for faithful performance of the contract or purchase order(s). Failure to provide performance security within fifteen (15) days after notification may result in award to another

bidder, and the bidder who did not supply the performance security, shall be responsible for any increase in cost.

Where the contractor does not comply with the contract, purchase order(s), or bid obligations, the amount of the Commonwealth's damages shall be liquidated to the amount of the proceeds of the check, performance bond, letter of credit, certificate of deposit or escrow account, or the Commonwealth may, at its option, sue the bidder or its surety for the damages it has suffered for any breach of contract, in which case security held by the Commonwealth shall be applied as a credit in such suit for damages. Checks deposited with the Commonwealth as a prerequisite to competitive bidding shall be placed in authorized state depositories by the Treasury Department as required by the Fiscal Code, 72 P.S. Section 301. Checks shall be returned to contractors upon completion of performance of their obligations under the contract or purchase order(s). If an irrevocable letter of credit, certificate of deposit or escrow account is submitted, the document must require the financial institution to pay to the Commonwealth, upon written notice, the amount demanded by the Commonwealth up to the amount of the irrevocable letter of credit, escrow account or certificate of deposit.

LIMITATION OF LIABILITY: The Awarded Supplier's liability to the Commonwealth under this Contract shall be limited to the greater of one million dollars (\$1,000,000.00) or the total contract price for all the Equipment, Software and/or Services covered by this Contract. This limitation will apply, except as otherwise stated in this paragraph, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to damages for bodily injury or damage to real property or tangible personal property for which the Awarded Supplier is legally liable, nor will the limitation apply to the Awarded Supplier's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark infringement.

PRICE/COSTS: Awarded supplier agrees to provide, on a turnkey basis, ordering Commonwealth Agencies with telephone and PBX systems and/or services at the rates set forth in the contract. Upon contact from a Commonwealth Agency, supplier shall provide to the Commonwealth Agency a completed Price Reconciliation sheet, which shows how the system pricing was computed and shall use the prices and rates set forth in the contract in completing the form. The ordering agency shall use the completed Price Reconciliation sheet in preparing their purchase order.

OPTION FOR SEPARATE COMPETITIVE BIDDING PROCEDURE: The Department of General Services reserves the right to purchase supplies covered under this Contract through a separate competitive bidding procedure, whenever the department deems it to be in the best interest of the Commonwealth. The right will generally be exercised only when a specific need for a large quantity of the supply exists or the price offered is significantly lower than the Contract price.

ADDRESS OF PURCHASE ORDER: Commonwealth agencies may issue purchase orders against this Contract for supplies required by the agencies (using agencies). Please state below where the Purchase Orders should be sent (name, address, city, state, zip code).

Contact person: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

PROPOSAL FORMS: Bidders are cautioned to return all sheets of this invitation to bid - bid proposal, except those specifications/bid sheets upon which no bid is submitted, otherwise, bid may be rejected.

COOPERATIVE SOURCING TO ACHIEVE REDUCTIONS IN SPEND (COSTARS) PROGRAM:

COSTARS Purchasers. Section 1902 of Act 57 of May 15, 1998, as amended by Act 142 of December 3, 2002, 62 Pa.C.S, Section 1902, authorizes local public procurement units and state-affiliated entities (together, "COSTARS Purchasers") within the Commonwealth of Pennsylvania to participate in Commonwealth contracts for supplies, services, or construction that the Department of General Services ("DGS") chooses to make available to COSTARS Purchasers. DGS has identified this Contract as a contract that will be made available for COSTARS Purchasers.

- a. A "local public procurement unit" is defined as:
- Any political subdivision;
 - Any public authority;
 - Any tax exempt, nonprofit educational or public health institution or organization;
 - Any nonprofit fire, rescue, or ambulance company; and
 - To the extent provided by law, any other entity, including a council of governments or an area government that expends public funds for the procurement of supplies, services, and construction.

A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency.

b. Only those COSTARS Purchasers registered with DGS may purchase from a DGS contract. Any qualified entity not presently registered and wishing to participate in the COSTARS Program may register at any time by either completing a one-time, online registration on the DGS COSTARS Website at www.dgs.state.pa.us/costars or completing and returning a one-time Registration Form to the address below. Currently, there are several thousand registered COSTARS Purchasers. To view a list of the registered entities, please visit the website.

c. COSTARS Purchasers have the option to purchase from a DGS Statewide Contract with awarded contractor(s) for Commonwealth agencies' use, from any DGS cooperative procurement contract established exclusively for COSTARS Purchasers in accordance with the requirements of Act 77 of 2004, amending Section 1902 of the Commonwealth Procurement Code, 62 Pa.C.S. § 1902, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that any prospective COSTARS Purchaser will place an order under this Contract, and that it is within the sole discretion of the registered COSTARS Purchaser whether to procure from this Contract or to use another procurement vehicle.

d. Registered COSTARS Purchasers electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.

Third Party Beneficiaries. DGS is acting as a facilitator for COSTARS Purchasers who may wish to purchase under this Contract. Registered COSTARS Purchasers who elect to participate in this contract and issue orders to the contractor(s) are third party beneficiaries who have the right to sue and be sued for breach of the contract without joining the Commonwealth or DGS as a party.

Quarterly Sales Report. The Contractor shall furnish to the DGS COSTARS Program Office an electronic contract use report, preferably in Excel spreadsheet form, no later than the fifteenth calendar day after each quarter in the contract period, detailing the Contract purchasing activity.

a. The Contractor shall e-mail the reports to GS-PACostars@state.pa.us or send the reports on compact disc via US Postal Service to the address below.

b. On each report, the Contractor shall include the Contractor's name and address, the Contract number, and the period covered by the report. The Contractor should list as much as the following information as possible on the report for each order received:

- Registered COSTARS Purchaser
- Material Code (UNSPSC)
- Item Description
- Quantity
- Unit Price
- Total Price
- Delivery Date

c. Failure to provide the Quarterly Sales Report in the specified time may result in suspension of activities with the COSTARS Program.

Inquiries. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at www.dgs.state.pa.us/costars. Direct all questions concerning the COSTARS Program to:

Commonwealth of Pennsylvania
Department of General Services
COSTARS Program
Room 414 North Office Building
Commonwealth Avenue & North Street
Harrisburg, PA 17125

Or
P. O. Box 1365
Harrisburg, PA 17105-8365

Telephone: 1-866-768-7827
E-mail GS-PACostars@state.pa.us

If your firm is awarded a contract, does it agree to sell the awarded items at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Purchasers who elect to participate in the contract?

Please Answer: YES _____ NO _____

INQUIRIES: Direct all inquiries to the appropriate Commodity Specialist named herein, except for those questions being submitted to Georgia Baer for the Pre-Bid Conference.

Angela M. Corish, Commodity Specialist
Bureau of Procurement
Department of General Services
555 Walnut Street, 6th Floor
Harrisburg, PA 17101-1914
Phone: 717-346-4294
Fax: 717-783-6241
Email: acorish@state.pa.us

SPECIAL TERMS AND CONDITIONS FOR THE ACQUISITION OF ELECTRONIC DATA PROCESSING EQUIPMENT AND SOFTWARE

These Special Terms and Conditions for the acquisition of electronic data processing equipment and software supplement the General Conditions and Instructions to Bidders. If there are any conflicts or discrepancies, these Special Terms and Conditions shall prevail.

1. LICENSE FOR SOFTWARE PRODUCTS

The successful bidder shall grant to the Commonwealth a nonexclusive non-transferable perpetual license to use each software product including related materials provided therewith. The license granted for each software product is effective from the acceptance date and shall remain in force, unless terminated by the Contractor for failure to comply with any of the conditions hereof, for as long as the Commonwealth retains the equipment or software or until the Commonwealth discontinues the use of such equipment or software product(s). Upon any termination or expiration of the license, the Commonwealth shall return to the successful bidder or destroy all copies of the software.

2. PROPERTY OF SUCCESSFUL BIDDER

All software products, including related materials provided therewith, shall remain the property of, and is proprietary to, the successful bidder and the Commonwealth shall, to the best of its ability, keep confidential and protect from unauthorized disclosure each licensed software product.

3. USE

The Commonwealth shall have the right to use each software product or any portion thereof on the system or only a portion of the system for which it was acquired under the contract. If the Commonwealth is temporarily unable to use a software product on its system because of conditions beyond the Commonwealth's control, the license may be temporarily transferred to permit the Commonwealth to use the software product on another system.

4. REPRODUCTIONS AND COPIES

The Commonwealth shall have the right, with the prior consent of the successful bidder, which shall not be unreasonably withheld, to reproduce or copy any portion of each software product in machine readable form into machine readable or printed form as necessary to support the Commonwealth's own use of each software product on the system for which it was acquired. The Commonwealth shall reproduce and include copyright or trade secret notices of any copies, in whole or in part, in any form, including partial copies in modifications of software products made herein in compliance with any applicable instructions provided by the successful bidder. All copies of each software product made by the Commonwealth are the property of the successful bidder.

5. MODIFICATIONS

The Commonwealth may modify any software product for its own use and at its own expense and responsibility to meet its specific requirements. Any portion of a software product included in such modifications shall be subject to the same conditions and limitations as have been designated herein for the original software product. Any modifications of a software product by the Commonwealth voids the warranty for any affected function of the original software product and the successful bidder will only be required to continue maintenance of the unmodified parts of the software product. To the extent that they do not contain any proprietary information, the Commonwealth shall have all ownership rights in any application software developed by the Commonwealth or modification to such software and associated documentation for which the Contractor furnishes technical support.

6. TERMINATION

Commonwealth may terminate a license upon thirty (30) days prior written notice. The successful bidder may terminate a license upon written notice only if the Commonwealth fails to comply with any of the terms and conditions of the agreement after the successful bidder has given Commonwealth written

SPECIAL TERMS AND CONDITIONS FOR THE ACQUISITION OF ELECTRONIC DATA PROCESSING EQUIPMENT AND SOFTWARE

notification of noncompliance and thirty (30) Commonwealth workdays within which to correct the deficiency. If terminated by the successful bidder, for reasons other than default and/or misuse, the successful bidder shall provide replacement software product comparable to and no less capable than the original, and at no additional charge.

7. SUPERVISION

The Commonwealth assumes responsibility for the supervision, management and control of its use of each software product and related materials provided thereto, modifications and updates thereto, upon acceptance of the system, including but not limited to: (1) assuring proper system configuration as recommended and agreed to by the successful bidder program installation, reasonable audit control and operating methods; (2) implementing sufficient procedures and checkpoints to satisfy its requirements for security and accuracy, for input and output as well as restart and recovery in the event of malfunction; and (3) accomplishing the productive utilization of each software product in the system.

8. UPDATES

If the Commonwealth requests modifications to a software product or an update thereof, the conditions appropriate to the modification or update shall be subject to agreement between the parties. Notwithstanding the above, the successful bidder agrees to at no additional charge furnish to the Commonwealth any updates to software products normally furnished to other customers for their use at no charge.

9. WARRANTY OF TITLE

The successful bidder warrants that it is the owner of each licensed software product, or if not, has the right to grant a sublicense to such software products or is an authorized dealer for the software products.

10. THIRD-PARTY SOFTWARE

Third-party software designated in the successful bidder's bid proposal may be subject to a third-party license agreement and the Commonwealth shall comply with the terms and conditions governing the use of such software as found in the license agreement, endorsed with the bid proposal or accompanying the software.

STATE OF MANUFACTURE CHART

THIS FORM MUST BE COMPLETED AND RETURNED WITH THE BID

The Reciprocal Limitations Act 146 requires the Department to give Pennsylvania resident bidders a preference against a non-resident bidder from any state that gives or requires a preference to bidders from that state. The amount of preference shall be equal to the amount of preference applied by the state of the non-resident bidder. More information on this Act, or how to claim preference, can be obtained at our internet site at www.dgs.state.pa.us, by faxing a request to 717 787 -0725, or by calling Vendor Services at 717 787-2199 or 4705.

All bidders must complete the following chart by listing the name of the manufacturer and the state (or foreign country) of manufacture for each item. If the item is domestically produced, the bidder must indicate the state in the United States where the item will be manufactured. **This chart must be completed and submitted with the bid or no later than two (2) business days after notification from the Department of General Services to furnish the information.** Failure to complete this chart **and provide the required information prior to the expiration of the second business day after notification shall** result in the rejection of the bid.

<u>ITEM NUMBER</u>	<u>NAME OF MANUFACTURER</u>	<u>STATE (OR FOREIGN COUNTRY) OF MANUFACTURE</u>
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BIDDER'S RESIDENCY

A. In determining whether the bidder is a nonresident bidder from a state that gives or requires a preference to bidders from that state, the address given on the first page of this invitation for bid shall be used by the Department of General Services. If that address is incorrect, or if no address is given, the correct address should be provided in the space below:

Correct Address:

Attention Bidders:

Your bid MUST be signed by a person who is authorized to bind the bidder. Failure to sign the bid may result in your bid being rejected as non-responsive. It is the responsibility of the bidder to ensure that the bid is signed and the appropriate title of the signing party circled.

System Inventory for Contract 5805-55 Section 2

IDNumber	Loc ID	Organization	Address	Building	City	State	Zip	County	Site Contact Name	Site Contact Phone	Site Contact Email	Manufacturer	Model	IP Compatible	IP Ready
774	7182	JHN066	200 Lincoln St		Johnstown	PA	15901	Cambria	Kevin Paul	7177876188	kepaul@state.pa.us	Northern Telcom	Norstar 824 (8 x 24)		
775	6144		199 Beaver Dr		DuBois	PA	15801	Clearfield	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Electra Elite		
776	8998		100 Lackawanna Ave	Scranton State Office Building	Scranton	PA	18503	Lackawanna	Kevin Paul	7177876188	kepaul@state.pa.us	Meridian	N/A		
777	8615		300 Liberty Ave	Pittsburgh State Office Building	Pittsburgh	PA	15222	Allegheny	Kevin Paul	7177876188	kepaul@state.pa.us	Systems Eng Intl.	N/A		
778	6697	Bureau of Workers Compensation	1171 S Cameron St	Olcam Building	Harrisburg	PA	17104	Dauphin	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata XXE		
779	12821		901 Media Line Rd		Media	PA	194010000	O	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	N/A		
13	8088		1961 New Hope St		Norristown	PA	19401	Montgomery	Christine Meadows	6102703455		Toshiba	Strata DK 280		
14	8262		1400 Spring Garden St	Philadelphia State Office Bldg.	Philadelphia	PA	191300000	VO	Tom Costa	2155606597	tcosta@state.pa.us	Toshiba	Strata DK 280		
15	15353	Phila Northwest Distict Office	220 W Chelten Ave		Philadelphia	PA	19144	Philadelphia	Elaine M. Welles	2155604685	ewelles@state.pa.us	Toshiba	Strata DK 280		
16	5833		701 Crosby St		Chester	PA	19013	Delaware	Bob Keith	6104473285		Toshiba	Strata DK 280		
17	16067	BPP Scranton District Office	430 Penn Ave		Scranton	PA	18509	Lackawanna	Doris Baker	5709634326	dobaker@state.pa.us	Toshiba	Strata DK 280		
18	8498		990 Spring Garden St		Philadelphia	PA	19123	Philadelphia				Toshiba	Strata DK 424		
19	6179		100 Eagleville Rd		Eagleville	PA	19408	Montgomery	Mark Carey	6106316285	marcarey	Samsung	IDCS 100	Yes	
20	8436	West Philadelphia Sub Office	5828 Market St		Philadelphia	PA	19139	Philadelphia	Ms. Lucille Pratt	2155606261	lpratt@state.pa.us	Toshiba	Strata DK 280		
22	8262		1400 Spring Garden St	Philadelphia State Office Bldg.	Philadelphia	PA	191300000	VO				Toshiba	Strata DK 280		
23	14489	Greensburg Sub Office	333 Harvey Ave		Greensburg	PA	15601	Westmoreland	Kathy Little	7248325370	klittle@state.pa.us	Toshiba	Strata DK 280		
24	5251	SCI Albion	10745 Rte 18	Administration Bldg	Albion	PA	16475	Erie	Robert McCarthy	8147565778	mccarthy@state.pa.us	Harris	2020	Yes	
25	9218	SCI Rockview	Rte 26		Bellefonte	PA	16823	Centre	Harry Bower	8143554874	habower@state.pa.us	Fujitsu	9600 ES	Yes	
26	5695	SCI Cambridge Springs	451 Fullerton Ave	Bldg 1 Washington	Cambridge Springs	PA	16403	Crawford	Ken Twombly	8143985400	ktwombly@state.pa.us	Fujitsu	9600 ES	Yes	
27	5701	SCI Camp Hill	2500 Lisburn Rd		Camp Hill	PA	17001	Cumberland	Robert Gimble	7179755204	rgimble@state.pa.us	Fujitsu	9600 ES	Yes	
28	5702		2520 Lisburn Rd	Central Office Bldg	Camp Hill	PA	17001	Cumberland	Bob Farronato	7177314494	rfarronato@state.pa.us	Fujitsu	9600 ES	Yes	
29	5713		50 Utley Dr		Camp Hill	PA	17011	Cumberland	Chuck Roberts	7177317154	groberts@state.pa.us	NEC	NEAX 2000 IPS		
30	5714		55 Utley Dr		Camp Hill	PA	17011	Cumberland	Jan Danner	7177302737	jdanner@state.pa.us	Toshiba	Strata DK 280		
31	5718	SCI Chester	500 E 4th St		Chester	PA	19013	Delaware	Sharon Ransome	6104904344	sransome@state.pa.us	Fujitsu	9600 ES	Yes	
32	5904	SCI Coal Township	1 Kelly Dr		Coal Township	PA	17866	Northumberland	Lt Robert Wetzel	5706447890	rwetzel@state.pa.us	Harris	2020	Yes	
33	6024	SCI Cresson	681 Correction Rd		Cresson	PA	16630	Cambria	Ron Weakland	8148868181	rweakland@state.pa.us	NEC	NEAX		
34	6047	SCI Dallas	1000 Follies Rd		Dallas	PA	18612	Luzerne	Jeanne Peffer	5706742716	jpeffer@state.pa.us	Fujitsu	9600 ES	Yes	
35	6278		1451 N Market St		Elizabethtown	PA	17022	Lancaster	Melissa Choate	7173679070	mchoate@state.pa.us	Fujitsu	9600 ES	Yes	
36	6454	SCI Mercer	801 Butler Pke		Mercer	PA	16137	Mercer	George Schaney	7246621837	gschaney@state.pa.us	NEC	NEAX 2400 IPK		
37	6480	SCI Frackville	1111 Altamont Blvd		Frackville	PA	17932	Schuylkill	Mary Neverosky	5707832005	mneverosky@state.pa.us	NEC	NEAX 2400 IPK		
38	6482	SCI Mahanoy	301 Morea Rd		Frackville	PA	17931	Schuylkill	Ed Dodson	5707732158	edodson@state.pa.us	Harris	2020	Yes	
39	6562		PO Box 246 Rte 29		Graterford	PA	19426	Montgomery	Levi Hosband	6104894151	lhosband@state.pa.us	NEC	NEAX 2400 IPK		
40	6801		33 N Cameron St.		Harrisburg	PA	17101	O	Leroy Mason	7177878127	lmason@state.pa.us	NEC	Electra Elite 192	Yes	
41	6965	SCI Greensburg	Rte 119 S		Greensburg	PA	15601	Westmoreland	Jack Loughry	7248374397	jloughry@state.pa.us	Fujitsu	9600 ES	Yes	
42	7053	SCI Houtzdale	2009 Industrial Dr		Houtzdale	PA	16698	Clearfield	Randy Shilling	8143781016	rshilling@state.pa.us	Fujitsu	9600 ES	Yes	
43	7063	SCI Retreat	660 State Rte 11		Hunlock Creek	PA	18621	Luzerne	Gary Hasingus	5707358754	ghasingus@state.pa.us	Nortel	Nortel SL1		
44	7065	SCI Huntingdon	1100 Pike St		Huntingdon	PA	16652	Huntingdon	Robert Jessell	8146432400	rbjessell@state.pa.us	Fujitsu	9600 ES	Yes	
45	7066	SCI Smithfield	1120 Pike St		Huntingdon	PA	16652	Huntingdon	Wendy Strittmatter	8146432400	wstrittmatter@state.pa.us	NEC	NEAX 2400 IPK		
46	7219	Quehanna Boot Camp	4395 Quehanna Hwy		Karthaus	PA	16845	Clearfield	Janine Packard	8142634125	jpacakard@state.pa.us	Fujitsu	9600 ES	Yes	
47	7909	SCI Muncy	6554 Rte 405		Muncy	PA	17756	Lycoming	Mr Kimber Showers	5705463171	kshowers@state.pa.us	NEC	NEAX 2400		
48	8244	Philadelphia CCC 5	1221-1223 Bainbridge St		Philadelphia	PA	19147	Philadelphia	Wilburt Durant	2155604543	wdurant@state.pa.us	Inter-Tel	AXXESS	Yes	
49	8281	Philadelphia CCC 4	1628 N 15th St		Philadelphia	PA	19121	Philadelphia	Mark Green	2155605328	markgreen@state.pa.us	Inter-Tel	AXXESS	Yes	
50	8384	Philadelphia CCC 2	407 N 8th St		Philadelphia	PA	19123	Philadelphia	Clyde Harris	2155603041	clharris@state.pa.us	Inter-Tel	AXXESS	Yes	
51	5715		75 Utley Dr		Camp Hill	PA	17011	Cumberland	Rodger Parks	7177317132	rparks@state.pa.us	Executone	N/A		
52	5818	Philadelphia Regional CCC	1355 Cheltenham Ave		Elkins Park	PA	19027	Montgomery	Luis A Resto	2155601600	lresto@state.pa.us	Inter-Tel			
53	9176		1590 Walters Mill Rd		Somerset	PA	15510	Somerset	John Bihun	8144438100	jbihun@state.pa.us	Harris	2020	Yes	
54	9184	SCI Laurel Highlands	5706 Glades Pke	Bldg A	Somerset	PA	15501	Somerset	Theresa Solarczyk	8144456501	tsolarczyk@state.pa.us	Fujitsu	9600 ES	Yes	
55	9608	SCI Waymart	Rte 6		Waymart	PA	18472	Wayne	Mike O'hara	5704885811	miohara@state.pa.us	Nortel	Nortel SL1		
56	9622	SCI Greene	1030 E Roy Furman Hwy		Waynesburg	PA	15370	Greene	Laura Mohr	7248525534	lmohr@state.pa.us	Harris	2020	Yes	
57	10388	SCI Pine Grove	189 Fyock Rd		Indiana	PA	15701	Indiana	Dennis Decker	7244645110	dedecker@state.pa.us	Fujitsu	N/A		
58	9945	York CCC	317 W Market St		York	PA	17404	York	Tom Donaghy	7177714541	tdonaghy@state.pa.us	NEC	Electra Elite 192	Yes	
59	14992	SCI Fayette	421 LaVelle Rd		East Millsboro	PA	15433	Fayette	Michael Oppman	7243642200	moppman@state.pa.us	NEC	NEAX 2400 IPK		
60	16000	SCI Forest	1 Woodland Dr Box 307		Marienville	PA	16239	Forest	Dennis Decker	7244645110	dedecker@state.pa.us	NEC	NEAX 2400 IPK		
61	16188	Erie CCC	137 W 2nd St		Erie	PA	16507	Erie	James Wright	8144569112	jlwright@state.pa.us	NEC	Electra Elite IPK	Yes	
62	8310	Philadelphia CCC 3	219 E High St		Philadelphia	PA	19144	Philadelphia	Luann Wertz	2155604885	luwertz@state.pa.us	Toshiba	N/A		
63	5298	Allentown CCC	608-610 Hamilton Mall		Allentown	PA	18101	Lehigh	Traci Jacobson	6108216741	tjacobsen@state.pa.us	Inter-Tel	AXXESS		
64	7186	Johnstown CCC	301 Washington St		Johnstown	PA	15901	Cambria	Kate Brady	8145332416	kabradyl@state.pa.us	Toshiba	N/A		

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65	9016	Scranton CCC	240 Adams Ave		Scranton	PA	18503	Lackawanna	Laurence Mundro	5709634215	lmundro@state.pa.us	Executone	N/A		
66	8570		1301 Beaver Ave		Pittsburgh	PA	15233	Allegheny	Marcia Combine	4127701447	mcombine@state.pa.us	Meridian	N/A		
67	8726	Pittsburgh CCC 1	915 Ridge Ave		Pittsburgh	PA	15212	Allegheny	Frank Nedwidek	4123226806	fnedwidek@state.pa.us	Meridian	N/A		
68	8666	Pittsburgh CCC 2	501 N Negley Ave		Pittsburgh	PA	15206	Allegheny	Bill Camuche	4126658524	None Listed	Meridian	N/A		
69	8675	Pittsburgh CCC 3	535 S Aiken Ave		Pittsburgh	PA	15232	Allegheny	Gail Martin	4126815204	gmartinwri@state.pa.us	Meridian	N/A		
70	9075	Sharon CCC	300 W State St		Sharon	PA	16146	Mercer	Randy Simmons	7249835135	rasimmons@state.pa.us	Executone	N/A		
71	5272	HQ 213th Area Support Group	1501 Allen St		Allentown	PA	18102	Lehigh	Allentown National Guard Unit	6108216533	N/A	Executone	IDS 84		
72	5324	Co C & Co D 2nd Bn 112th Infantry	327 Frankstown Rd		Altoona	PA	16602	Blair	Altoona National Guard Unit	8149466989	N/A	Bell Meridian	Norstar		
73	5349	Fort Indiantown Gap	Stahr Ave	P-9-61	Annville	PA	17003	Lebanon	Joe Smolock	7178618854	josmolock@state.pa.us	Nortel	Meridian 81-C		
74	5413		150 Janet St		Beaver Falls	PA	15010	Beaver	Beaver Falls National Guard Unit	7248475574	N/A	Bell Meridian	Norstar		
75	5488	Co C 2d Bn 103d Armor	201 Pine St		Berwick	PA	18603	Columbia	Berwick National Guard Unit	5707594506	N/A	Bell Meridian	Norstar		
76	5497	Co B 228th Support Bn	301 Prospect Ave		Bethlehem	PA	18018	Northampton	Bethlehem National Guard Unit	6108668096	N/A	Bell Meridian	Norstar		
77	5585		38 Barbour St		Bradford	PA	16701	McKean	Bradford National Guard Unit	8143686417	N/A	Bell Meridian	Norstar		
78	5667	Co A 128th Support Bn	250 Kriess Rd		Butler	PA	16001	Butler	Butler National Guard Unit	7247897894	N/A	Bell Meridian	Norstar		
79	5756		504 Cavalry Rd		Carlisle	PA	17013	Cumberland	Carlisle National Guard Unit	7172492174	N/A	Toshiba	Strata		
80	5886		652 Coal Hill Rd		Clearfield	PA	16830	Clearfield	Clearfield National Guard Unit	8147651119	N/A	Bell Meridian	Norstar		
81	5927		229 Walnut St		Columbia	PA	17512	Lancaster	Columbia National Guard Unit	7176842163	N/A	Bell Meridian	Norstar		
82	17269	National Guard Readiness Ctr	701 Petersburg Rd		Connellsville	PA	15425	Fayette	Connellsville National Guard Unit	7246286329	N/A	NEC	Electra Elite IPK	Yes	
83	5971	HQ 28th Signal Battalion	835 5th Ave		Coraopolis	PA	15108	Allegheny	Coraopolis National Guard Unit	4122031002	N/A	Toshiba	Strata		
84	6384		350 E 6th St		Erie	PA	16507	Erie	Erie National Guard Unit	8148714216	N/A	NEC	NEAX 2000		
85	6396	PA Soldier's & Sailor's Home	560 E 3d St		Erie	PA	16512	Erie	Soldiers & Sailors Veterans Home	8148714531	N/A	Third Generation	TelRad Digital PBX		
86	6422		135 Armory St		Everett	PA	15537	Bedford	Everett National Guard Unit	8146525533	N/A	Bell Meridian	Norstar		
87	6467		108 Valley View Dr		Ford City	PA	16226	Armstrong	Ford City National Guard Unit	7247631501	N/A	NEC	Electra Elite IPK	Yes	
88	6528		72 W Confederate Ave		Gettysburg	PA	17325	Adams	Gettysburg National Guard Unit	7173345416	N/A	Bell Meridian	Norstar		
89	6605		RD 12 Box 232 Donahue		Greensburg	PA	15601	Westmoreland	Greensburg National Guard Unit	7248325318	N/A	Bell Meridian	Norstar		
90	6630		160 George Jr Rd		Grove City	PA	16127	Mercer	Grove City National Guard Unit	7247483132	N/A	Bell Meridian	Norstar		
91	6668		51 W Clearview Rd		Hanover	PA	17331	York	Hanover National Guard Unit	7176329131	N/A	Bell Meridian	Norstar		
92	10170	HQ 28th Infantry Division	1400 N 14th St	Bldg 1	Harrisburg	PA	17103	Dauphin	Harrisburg National Guard Unit	7177876705	N/A	NEC	NEAX 2000		
93	6958		515 E Samuels Ave		Hazleton	PA	18201	Luzerne	Hazleton National Guard Unit	5704543981	N/A	Bell Meridian	Norstar		
94	6974		740 N Hermitage Rd		Hermitage	PA	16148	Mercer	Hermitage National Guard Unit	7249835141	N/A	Bell Meridian	Norstar		
95	6977		1720 E Caracas Ave		Hershey	PA	17033	Dauphin	Hershey National Guard Unit	7175086241	N/A	Toshiba	Strata DK 96		
96	7004	Holidaysburg Veteran's Home	Rte 220 & Meadows Intersection		Holidaysburg	PA	16648	Blair	Holidaysburg Veterans Home	8146965201	N/A	Fujitsu	9600 ES	Yes	
97	7069		236 Standing Stone Ave		Huntingdon	PA	16652	Huntingdon	Huntingdon National Guard Unit	8146416303	N/A	NEC	Meridian Mark II		
98	7111	Co D 1st Bn 110th Inf	280 Stormer Rd	Indiana Armory	Indiana	PA	15701	Indiana	Indiana National Guard Unit	7243571957	N/A	Bell Meridian	Norstar		
99	7199	HQ 876th Engr Bn	554 Airport Rd	Johnstown Armory	Johnstown	PA	15904	Cambria	Johnstown National Guard Unit	8145332203	N/A	Bell Meridian	Norstar		
100	18202	OMS	570 Airport Rd		Johnstown	PA	15904	Cambria	Regional Maintenance	8145391458	N/A	Bell Meridian	Norstar		
101	7201	HQ 1st BN 103D Armor	565 Walters Ave		Johnstown	PA	15904	Cambria	Johnstown National Guard Unit	8145332346	N/A	NEC	Electra Elite IPK	Yes	
102	7274		390 College Blvd		Kutztown	PA	19530	Berks	Kutztown National Guard Unit	6106835493	N/A	Inter-Tel	AXCESS	Yes	
103	7317		599 Chesapeake St		Lancaster	PA	17602	Lancaster	Maintenance Shop	7172997490	N/A	Toshiba	Strata DK 96		
104	7313	Dept of Military & Veteran Affairs	438 N Queen St		Lancaster	PA	17603	Lancaster	Lancaster National Guard Unit	7172997588	N/A	Toshiba	Strata DK 96		
105	7381		1000 E Cumberland St		Lebanon	PA	17042	Lebanon	Lebanon National Guard Unit	7172792701	N/A	Bell Meridian	Norstar		
106	7449		580 US Rte 15 S		Lewisburg	PA	17837	Union	Lewisburg National Guard Unit	5705233464	N/A	NEC	Meridian Mark II		
107	7457		28 Armory Ln		Lewistown	PA	17044	Mifflin	Lewistown National Guard Unit	7172485842	N/A	NEC	Electra Elite IPK	Yes	
108	7467		358 W Main St		Ligonier	PA	15658	Westmoreland	Ligonier National Guard Unit	7242386414	N/A	Bell Meridian	Norstar		
109	7505		66 Armory Rd		Lock Haven	PA	17745	Clinton	Lock Haven National Guard Unit	5708932444	N/A	NEC	Electra Elite 192	Yes	
110	7896		RD 4 Box 1133		Mt Pleasant	PA	15666	Westmoreland	Mt Pleasant National Guard Unit	7245420306	N/A	NEC	Electra Elite IPK	Yes	
111	7925		490 E Main St		Nanticoke	PA	18634	Luzerne	Nanticoke National Guard Unit	5707356890	N/A	Bell Meridian	Norstar		
112	7982		820 Frank Ave		New Castle	PA	16101	Lawrence	New Castle National Guard Unit	7246541883	N/A	Toshiba	Strata DK 96		
113	16877	Milford Readiness Ctr	RR 2 Box 33A		New Milford	PA	18834	Susquehanna	New Milford National Guard Unit	5704652252	N/A	NEC	Electra Elite IPK	Yes	
114	17111	Btry C 1st Bn 107th FA	151 Park Rd	Oil City Rediness Center	Oil City	PA	16301	Venango	Oil City National Guard Unit	8146772017	N/A	NEC	Electra Elite IPK	Yes	
115	12976	Delaware Valley Veterans Home	2701 Southampton Rd		Philadelphia	PA	19154	Philadelphia	Delaware Valley Veterans Home	2159655900	N/A	NEC	NEAX 2000		
116	8313		22 S 23rd St		Philadelphia	PA	19103	Philadelphia	Philadelphia-2 National Guard Unit	2155603926	N/A	Samsung	IDCS	Yes	
117	8422		5350 Ogontz Ave		Philadelphia	PA	19141	Philadelphia	Philadelphia-1 National Guard Unit	2153292622	N/A	NEC	Meridian Mark II		
1	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Sean Crager	7177058897	scrager@state.pa.us	Inter-Tel	IDS 42		
2	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Cindy Eckert-Horst	7177871065	ceckerthor@state.pa.us	Inter-Tel	IDS 42		
3	8563		1121 W North Ave		Pittsburgh	PA	15233	Allegheny	Lori Astars	4124425840		Toshiba	Strata DK 280		
4	7712	Mercer District Office	8362 Sharon-Mercer Rd		Mercer	PA	16137	Mercer	Tammy Crespo	7246622380	tcrespo@state.pa.us	Toshiba	Strata DK 280		
5	15176	PBPP New Brighton Sub Office	600 6th St		Beaver Falls	PA	15010	Beaver	Bruce Fronk	7248475575	bfronk@state.pa.us	Toshiba	Strata DK 16		

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6	6376	Erie District Office	221 E 18th St		Erie	PA	16503	Erie	Lynn Ward	8148714201	lward@state.pa.us	Toshiba	Strata DK 280		
7	10500	York Sub Office	53 E Market St		York	PA	17401	York	Sandy Halicki	7178120263	shalicki@state.pa.us	Toshiba	Strata DK 280		
8	8885		625 Cherry St	Reading State Office Building	Reading	PA	19602	Berks	Kevin Centleghe	6103784331	kcentleg@state.pa.us	Toshiba	Strata DK 280		
9	15340	Lancaster Sub Office	635 Union St		Lancaster	PA	17670	Lancaster	Amanda Sawadsky	7172997593		Toshiba	Strata DK 280		
10	13092		2040 S 12th St		Allentown	PA	18103	Lehigh	George Christman	6107916170	gchristman@state.pa.us	Executone	IDS 324		
11	6693		1101 S Front St	Riverfront Office Center	Harrisburg	PA	17104	Dauphin	Tony Gonzalez	7177833339	agonzalez@state.pa.us	Toshiba	Strata DK 424		
12	6709		1303 N 7th St	Ollie Bldg	Harrisburg	PA	17120	Dauphin	Christine Maneri	7177872563	cmaneri@state.pa.us	Toshiba	Strata DK 280		
118	8533		1159 Rapps Dam Rd		Phoenixville	PA	19460	Chester	Phoenixville National Guard Unit	6109356062	N/A	Bell Meridian	Norstar		
119	8553		100 Valley-Hi Dr		Pittsburgh	PA	15229	Allegheny	Pittsburgh-3 National Guard Unit	4126352811	N/A	Bell Meridian	Norstar		
120	8631		324 Emerson St		Pittsburgh	PA	15206	Allegheny	Pittsburgh-2 National Guard Unit	4123611107	N/A	Bell Meridian	Norstar		
121	8701	Southwestern Veterans Center	7060 Highland Dr		Pittsburgh	PA	15206	Allegheny	Southwestern Veterans Center	4126656708	N/A	Nortel	Meridian 1		
122	8714		826 Crane Ave		Pittsburgh	PA	15216	Allegheny	Pittsburgh-1 National Guard Unit	4123435514	N/A	NEC	NEAX 2000 IVS		
123	8764		747 W Main St		Plymouth	PA	18651	Luzerne	Plymouth National Guard Unit	5707793221	N/A	Bell Meridian	Norstar		
124	8793		261 King St		Pottstown	PA	19464	Montgomery	Pottstown National Guard Unit	6103273735	N/A	Bell Meridian	Norstar		
125	8814		520 N Centre St		Pottsville	PA	17901	Schuylkill	Pottsville National Guard Unit	5706228461	N/A	NEC	Electra Elite IPK	Yes	
126	8835	Co B 337th Engr Bn	461 N Findley St		Punxsutawney	PA	15767	Jefferson	Punxsutawney National Guard Unit	8149380590	N/A	Bell Meridian	Norstar		
127	8871		2601 River Rd		Reading	PA	19605	Berks	Reading National Guard Unit	6103784259	N/A	NEC	Electra Elite 192	Yes	
128	8924		72 N Broad St		Ridgway	PA	15853	Elk	Ridgway National Guard Unit	8147722322	N/A	Bell Meridian	Norstar		
129	8924		72 N Broad St		Ridgway	PA	15853	Elk	Wet Site	8147721095	N/A	Bell Meridian	Norstar		
130	8994	Scotland School for Vets Children	3583 Scotland Rd		Scotland	PA	17254	Franklin	Scotland School Veterans Childres	7172647187	N/A	Fujitsu	9600 ES	Yes	
131	9018	Northeastern Veterns Center	401 Penn Ave		Scranton	PA	18503	Lackawanna	Veterans Center Gino J Merli	5709614300	N/A				
132	9025	HQ 55th Brigade	900 Adams Ave		Scranton	PA	18510	Lackawanna	Scranton National Guard Unit	5709633859	N/A	Executone	Encore 2464		
133	9044		225 E Park Ave		Sellersville	PA	18960	Bucks	Sellersville National Guard Unit	2154535032	N/A	Executone	IDS 42		
134	9222	Southeastern Veterans Center	1 Veterans Dr		Spring City	PA	19475	Chester	Southeastern Veterans Center	6109482400	N/A	Fujitsu	9600 ES	Yes	
135	9317	3rd BN 103d Armor CO A&B	109 Mile Hill Rd		Sunbury	PA	17801	Northumberland	Sunbury National Guard Unit	5709885509	N/A	Bell Meridian	Norstar		
136	15553	Co B 2nd Bn 103d Armor	106 Ardmore Ave	Hometown Armory	Tamaqua	PA	18252	Schuylkill	Tamaqua National Guard Unit	5706680774	N/A	NEC	Electra Elite 192	Yes	
137	9345		2 Kane Ln		Taylor	PA	18517	Lackawanna	Taylor National Guard Unit	5706624711	N/A	Executone	IDS 42		
138	14795		SR 1014 Torrance Rd		Torrance	PA	15579	VO	Torrance National Guard Unit	7244594940	N/A	NEC	Electra Elite 192	Yes	
139	9574		125 Goodridge Ln		Washington	PA	15301	Washington	Washington National Guard Unit	7242234570	N/A	Meridian	Mark II		
140	9635		61 N Washington St		Waynesburg	PA	15370	Greene	Waynesburg National Guard Unit	7246275065	N/A	Bell Meridian	Norstar		
141	16628	Mansfield Rediness Ctr Armory	1810 Shumway Hill Rd		Wellsboro	PA	17910	Tioga	Wellsboro National Guard Unit	5707238804	N/A	NEC	Electra Elite IPK	Yes	
142	9738		1308 Susquehanna Ave		West Pittston	PA	18643	Luzerne	West Pittston National Guard Unit	5706546451	N/A	Bell Meridian	Norstar		
143	9820	HQ 1st BN 109th FA	280 Market St		Wilkes Barre	PA	18704	Luzerne	Wilkes Barre National Guard Unit	5702878406	N/A	Executone	IDS		
145	10167	Co B 1st Bn 109th Inf	1302 Penn St		Williamsport	PA	17703	Lycoming	Maintenance Shop	5703210969	N/A	NEC	Electra Elite	Yes	
146	9846		1307 Grove St		Williamsport	PA	17701	Lycoming	Williamsport-1 National Guard Unit	5703210966	N/A	Bell Meridian	Norstar		
147	9932		2048 Eden Rd		York	PA	17402	York	York-1 National Guard Unit	7177570189	N/A	Bell Meridian	Norstar		
148	9947		369 N George St		York	PA	17404	York	York-2 National Guard Unit	7178436707	N/A	Bell Meridian	Norstar		
149	6703		501 North St	North Office Bldg	Harrisburg	PA	17120	Dauphin	John Prim	7177871353	jprim@state.ps.us	Executone	IDS		
150	6763		2221 Forster St	DGS Warehouse	Harrisburg	PA	17103	Dauphin	John Prim	7177871353	jprim@state.ps.us	Executone	IDS		
151	6882		613 North Dr	Finance Building	Harrisburg	PA	17120	Dauphin	John Prim	7177871353	jprim@state.ps.us	Executone	IDS 108		
152	6763		2221 Forster St	DGS Warehouse	Harrisburg	PA	17103	Dauphin	John Prim	7177871353	jprim@state.ps.us	Executone	IDS		
153	6703		501 North St	North Office Bldg	Harrisburg	PA	17120	Dauphin	John Prim	7177871353	jprim@state.ps.us	Executone	IDS 228		
154	7795	Troop F - Milton	50 Lawton Ln		Milton	PA	17847	Northumberland	Cpl. Jeffrey T. Barnes	5703685755	gebarnes@state.pa.us	Executone	IDS 84		
155	8046	Troop H Newport	52 Red Hill Ct		Newport	PA	17074	Perry	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Toshiba	Strata DK 280		
156	8524	Phillipsburg Station	RR 1 Box 64A		Phillipsburg	PA	16866	Centre	Tpr. Dennis A. Drake	8146966139	dedrake@state.pa.us	Toshiba	Strata DK 280		
157	8988	Troop L Schuylkill Haven	23 Meadowbrook Dr		Schuylkill Haven	PA	17972	Schuylkill	Tpr. Eric Barrall	6103784446	ebarrall@state.pa.us	Toshiba	Strata DK 280		
158	8992		2047C Bridge Rd		Schuylkill	PA	194730000	O	Tpr. Gerald Langston	2155606209	gelangston@state.pa.us	Toshiba	Strata DK 280		
159	9172	Troop A Somerset	142 Sagamore St		Somerset	PA	15501	Somerset	Tpr. Samuel Massafra	7248323253	smassafra@state.pa.us	Executone	IDS 84		
160	9319	Troop F Stonington	RD 2 Box 83		Sunbury	PA	17801	Northumberland	Cpl. Jeffrey T. Barnes	5703685755	gebarnes@state.pa.us	Executone	IDS 84		
161	5381	Troop J Avondale	2 Moxley Ln		Avondale	PA	19311	Chester	Tpr. Pascal L. DiJoseph, Jr.	7172901997	pdjoseph@state.pa.us	Toshiba	Strata DK 280		
162	5453	PSP Troop G - Rockview	745 S Eagle Valley Rd		Bellefonte	PA	16823	Centre	Tpr. Dennis A. Drake	8146966139	dedrake@state.pa.us	Toshiba	Strata DK 280		
163	5505	PSP Troop M HQ	2930 Airport Rd		Bethlehem	PA	18017	Lehigh	Tpr. Wiliam Zuk, Jr.	6108073380	wzuk@state.pa.us	NEC	Electra Elite 192	Yes	
164	5558	Troop N - Bloomsburg	6850 Hidlay Church Rd		Bloomsburg	PA	17815	Columbia	Cpl. Timothy E. Janosco	5704593857	tjanosco@state.pa.us	Toshiba	Strata DK 280		
165	5659	Troop D HQ	200 Barracks Rd		Butler	PA	16001	Butler	Tpr. Shawn P. Denham	724284810	sdenham@state.pa.us	Toshiba	Strata DK 280		
166	5743	Troop H Carlisle	1538 Commerce Ave		Carlisle	PA	17013	Cumberland	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Executone	IDS 108		
167	5802	Troop H Chambersburg	679 Franklin Farm Ln		Chambersburg	PA	17201	Franklin	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Northern Telcom	Norstar 824 (8 x 24)		
168	6171	Troop R HQ	85 Keystone Industrial Prk		Dunmore	PA	18512	Lackawanna	Tpr. Frank Bartalotta	5709634301	fbartalott@state.pa.us	Toshiba	Strata DK 280		
169	6285	Troop H Lykens	301 State Rd		Elizabethville	PA	17023	Dauphin	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Toshiba	Strata DK 280		

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170	6479		1989 Wyoming Ave		Forty Fort	PA	18704	Luzerne	Tpr. Gerald Langston	2155606209	gelangston@state.pa.us	NEC	Electra Elite		
171	6527	PSP HSTA5 Station	3033 Old Harrisburg Pke		Gettysburg	PA	17325	Adams	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Toshiba	Strata DK 280		
173	6654	Troop L - Hamburg	90 Industrial Dr		Hamburg	PA	19526	Berks	Tpr. Eric Barrall	6103784446	ebarrall@state.pa.us	Executone	IDS 84		
174	6745	PSP Transportation Warehouse	20th & Herr Sts		Harrisburg	PA	17104	Dauphin	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Toshiba	Strata DK 280		
175	6831	Troop H HDLE	614 N Front St		Harrisburg	PA	17101	Dauphin	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Toshiba	Strata DK 280		
176	6976	State Police Academy	171 E Hershey Park Dr		Hershey	PA	17033	Dauphin	Cpl. Jefferson Davenport	7175080033	jefdavenpo@state.pa.us	Toshiba	Strata DK 280		
177	8671		530 William Pitt Way		Pittsburgh	PA	152380000	O	John Prim	7177871353	jprim@state.ps.us	Executone	IDS 42		
178	6763		2221 Forster St	DGS Warehouse	Harrisburg	PA	17103	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 96		
179	6703		501 North St	North Office Bldg	Harrisburg	PA	17120	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 96		
181	6802		333 Market St	Harristown II	Harrisburg	PA	17105	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 228		
182	6735		1800 Herr St	Arsenal Bldg	Harrisburg	PA	17125	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 424		
183	6735		1800 Herr St	Arsenal Bldg	Harrisburg	PA	17125	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 424		
184	7277		454 Normal Ave	Kemp Building	Kutztown	PA	19530	Schuylkill	John Prim	7177871353	jprim@state.ps.us	NEC	ExecuTech 820		
185	6860		501 N 3rd St	Capitol Bldg	Harrisburg	PA	17120	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 424		
186	6731		1825 Stanley Dr	State Records Center	Harrisburg	PA	17103	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 424		
187	10128	DGS Print Shop	110 S 17th St		Harrisburg	PA	17125	Dauphin	John Prim	7177871353	jprim@state.ps.us	Toshiba	Strata DK 424		
188	6978	PSP Academy	175 E Hershey Park Dr		Hershey	PA	17033	Dauphin	Capt. Darrell Ober	7175080033		Toshiba	Strata DK 280		
189	6993	Troop M Dublin	3218 Rickert Rd		Perkasie	PA	18944	Bucks	Tpr. William Zuk, Jr.	6108073380	wzuk@state.pa.us	Toshiba	Strata DK 280		
190	7029	Troop R - Honesdale	Rt 191 Cherry Ridge		Honesdale	PA	18431	Wayne	Tpr. Frank Bartalotta	5709634301	fbartalott@state.pa.us	Toshiba	Strata DK 280		
191	7080	Huntingdon Station	RD 1 Box 10A		Huntingdon	PA	16652	Huntingdon	Tpr. Dennis A. Drake	8146966139	dedrake@state.pa.us	NEC	Electra Elite 192	Yes	
192	7212	Troop L - Jonestown	RD 2 Box 4070		Jonestown	PA	17038	Lebanon	Tpr. Eric Barrall	6103784446	ebarrall@state.pa.us	Toshiba	Strata DK 280		
194	7359	Troop P Laporte	PO Box 70		Laporte	PA	18626	Sullivan	Tpr. Ronald Zukosky	5704593857	rzukosky@state.pa.us	Executone	IDS 84		
195	7413	Troop N Lehighton	5730 Interchange Rd		Lehighton	PA	18235	Carbon	Cpl. Timothy E. Janosco	5704593857	tjanosco@state.pa.us	Executone	IDS 228		
196	7570	Troop F Mansfield	1745 Valley Rd		Mansfield	PA	16933	Tioga	Cpl. Jeffrey T. Barnes	5703685755	jebarnes@state.pa.us	Toshiba	Strata DK 280		
197	7643	Troop E Meadville	11176 Murray Rd		Meadville	PA	16335	Crawford	Tpr. Larry A. Occhibone	8148714682	locchibone@state.pa.us	Toshiba	Strata DK 280		
198	9332	Troop N Swiftwater	HC1 Box 121		Swiftwater	PA	18370	Monroe	Cpl. Timothy E. Janosco	5704593857	tjanosco@state.pa.us	Toshiba	Strata DK 280		
199	9402	Troop P Towanda	RR 1 Box 166A		Towanda	PA	18848	Bradford	Tpr. Ronald Zukosky	5704593857	rzukosky@state.pa.us	Toshiba	Strata DK 280		
201	9715	Troop N Headquarters	250 Dessen Dr		Hazleton	PA	18202	Luzerne	Cpl. Timothy E. Janosco	5704593857	tjanosco@state.pa.us	Toshiba	Strata DK 280		
202	9804		1095 Hanover St		Wilkes Barre	PA	18706	Luzerne	Tpr. Eric Barrall	6103784446	ebarrall@state.pa.us	Toshiba	Strata DK 280		
203	9906	Troop P - Wyoming	475 Wyoming Ave		Wyoming	PA	18644	Luzerne	Tpr. Ronald Zukosky	5704593857	rzukosky@state.pa.us	Toshiba	Strata DK 280		
204	9907	Wyoming Crime Lab	479 Wyoming Ave		Wyoming	PA	18644	Luzerne	Tpr. Ronald Zukosky	5704593857	rzukosky@state.pa.us	Toshiba	Strata DK 280		
205	9922		110 North St		York	PA	174030000	O	Tpr. Mark D. Hoban	7176717604	mhoban@state.pa.us	Northern Telcom	Norstar 824 (8 x 24)		
206	10585	Troop J Ephrata	21 Springhouse Rd		Ephrata	PA	17522	Lancaster	Tpr. Pascal L. DiJoseph, Jr.	7172901997	pdijoseph@state.pa.us	Executone	IDS 108		
208	12638	Troop G McConnellsburg	23170 Great Cove Rd		McConnellsburg	PA	17233	Fulton	Tpr. Dennis A. Drake	8146966139	dedrake@state.pa.us	Toshiba	Strata VI		
209	12807	Troop R Gibson	RD 1 Box 227B		New Milford	PA	18834	Susquehanna	Tpr. Frank Bartalotta	5709634301	fbartalott@state.pa.us	Toshiba	Strata DK 280		
210	12982	Troop M Fogelsville	8320 Schantz Rd		Breinigsville	PA	18031	Lehigh	Tpr. William Zuk, Jr.	6108073380	wzuk@state.pa.us	NEC	Electra Elite 192	Yes	
211	13317	PSP Shickshinny Station	872 Salem Blvd		Berwick	PA	18603	Columbia	Cpl. Timothy E. Janosco	5704593857	tjanosco@state.pa.us	Toshiba	Strata DK 280		
212	13319		1526 Airport Rd		Franklin	PA	16323	Venango	Tpr. Larry A. Occhibone	8148714682	locchibone@state.pa.us	Executone	IDS 42		
213	15589	Troop P Tunkhannock	915 SR 6 W		Tunkhannock	PA	18657	Wyoming	Tpr. Ronald Zukosky	5704593857	rzukosky@state.pa.us	Toshiba	Strata DK 280		
214	15872	PA State Police	8001 Bretz Dr	CDC Super Core	Harrisburg	PA	17112	Dauphin	Lt. Robert Scott	7173465345	robescott@state.pa.us	Nortel	Meridian 1		
215	17216	Consolidated Dispatch Center SE	1399 Sterigere St		Norristown	PA	19401	Montgomery	Trooper Gerald Langston	2155606209	glangston@state.pa.us	Nortel	Meridian 1		
216	18608		575 Airport Rd		New Cumberland	PA	17070	D				Toshiba	Strata DK 280		
217	5659	Troop D HQ	200 Barracks Rd		Butler	PA	16001	Butler	Tpr. Shawn P. Denham	724284810	sdenham@state.pa.us	Toshiba	Strata DK 280		
218	7711	Troop D Mercer	826 Franklin Rd		Mercer	PA	16137	Mercer	Tpr. Shawn P. Denham	724284810	sdenham@state.pa.us	Toshiba	Strata DK 280		
219	13531	Troop B Waynesburg	255 Elm Dr		Waynesburg	PA	15370	Greene	Tpr. Roger Szuminsky	7242235213	rszuminsky@state.pa.us	Toshiba	Strata DK 280		
221	5453	PSP Troop G - Rockview	745 S Eagle Valley Rd		Bellefonte	PA	16823	Centre	Tpr. Dennis A. Drake	8146966139	dedrake@state.pa.us	Toshiba	Strata DK 280		
222	17707	Troop N Fern Ridge	11 Park Ave		Blakeslee	PA	18610	Monroe	Cpl. Timothy E. Janosco	5704593857	tjanosco@state.pa.us	Comdial	616		
223	7030		RR 6		Honesdale	PA	18431	Wayne	Tpr. Frank Bartalotta	5709634301	fbartalott@state.pa.us	Toshiba	Strata DK 280		
224	6934	Troop R - Blooming Grove	HC 6		Hawley	PA	18428	Pike	Tpr. Frank Bartalotta	5709634301	fbartalott@state.pa.us	Inter-Tel	AXCESS	Yes	
225	5356	PSP Troop A Kiski Valley	471 Rte 66		Apollo	PA	15613	Armstrong	Tpr. Samuel Massafra	7248323253	smassafra@state.pa.us	Toshiba	Strata DK 280		
226	14095	Troop F Coudersport	3140 E 2nd St		Coudersport	PA	16915	Potter	Cpl. Jeffrey T. Barnes	5703685755	jebarnes@state.pa.us	Executone	IDS 84		
227	7774		7127 Nittany Valley Dr		Mill Hall	PA	17751	L_VO	Cpl. Jeffrey T. Barnes	5703685755	jebarnes@state.pa.us	Digital	228		
228	9039	Troop F - Selinsgrove	RD 1 Box 131		Selinsgrove	PA	17870	Snyder	Cpl. Jeffrey T. Barnes	5703685755	jebarnes@state.pa.us	Executone	IDS 28		
229	6391	Troop E HQ	4320 Iroquois Ave		Erie	PA	16514	Erie	Tpr. Larry A. Occhibone	8148714682	locchibone@state.pa.us	Toshiba	Strata DK 280		
230	12743	Troop E Corry	11088 Rte 6 E		Union City	PA	16438	Erie	Tpr. Larry A. Occhibone	8148714682	locchibone@state.pa.us	Toshiba	Strata DK 280		
231	11111	Troop E Franklin	6724 US 322		Franklin	PA	16323	Venango	Tpr. Larry A. Occhibone	8148714682	locchibone@state.pa.us	Toshiba	Strata DK 280		
232	6544	Troop E Girard	5950 Meadville Rd		Girard	PA	16417	Erie	Tpr. Larry A. Occhibone	8148714682	locchibone@state.pa.us	Toshiba	Strata DK 280		
233	7216	Troop C Kane	3178 Rte 219		Kane	PA	16735	McKean	Tpr. Richard A. Lorelli	8149380562	rlorelli@state.pa.us	Toshiba	Strata DK 280		

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234	6439	Troop C - Dubois	101 Preston Way		Falls Creek	PA	15840	Jefferson	Tpr. Richard A. Lorelli	8149380562	rlorelli@state.pa.us	Toshiba	Strata DK 280		
235	8927	Troop C Ridgway	HCR 1 Box 106		Ridgway	PA	15853	Elk	Tpr. Richard A. Lorelli	8149380562	rlorelli@state.pa.us	Toshiba	Strata DK 280		
236	9371	Troop C Tionesta	RD 1 Box 43DD		Tionesta	PA	16353	Forest	Tpr. Richard A. Lorelli	8149380562	rlorelli@state.pa.us	Toshiba	Strata DK 280		
237	15872	PA State Police	8001 Bretz Dr	CDC Super Core	Harrisburg	PA	17112	Dauphin	Trooper Mark Leister	7173465365	mleister@state.pa.us	Nortel	Meridian 1		
239	5750	Cumberland CAO	33 Westminster Dr		Carlisle	PA	17013	Cumberland	Beth Wonders	7172420705	bwonders@state.pa.us	Executone	IDS 228		
241	6176	Sullivan CAO	268 Overton Rd		Dushore	PA	18614	Sullivan	Sullivan CAO	5709467188	c-sullivan@state.pa.us	Executone	IDS 84		
242	6317	Cameron CAO	411 Chestnut St		Emporium	PA	15834	Cameron	Debra Perry	8144863757	deperry@state.pa.us	Toshiba	Strata DK 280		
243	6526	Adams CAO	225 S Franklin St		Gettysburg	PA	17325	Adams	Sheri Smith	7173382302	sherismith@state.pa.us	Executone	IDS 228		
244	7142	Youth Forestry Camp #3	RD 1 Box 175		James Creek	PA	16657	Huntingdon	Mike Kelly	8149467392	mkelly@state.pa.us	Toshiba	Strata DK 280		
246	7439	Union CAO	1610 Industrial Blvd		Lewisburg	PA	17837	Union	Wanda Zellers	5705225259	wzellers@state.pa.us	Executone	IDS 228		
248	7641	Crawford CAO	1084 Water St		Meadville	PA	16335	Crawford	Jay DePoety	8143333410	jdepoety@state.pa.us	Toshiba	Strata DK 280		
250	7767	Pike CAO	10 Buist Rd		Milford	PA	18337	Pike	Patricia Worzel	5702963101	pworzel@state.pa.us	Toshiba	Strata DK 280		
251	7846	Susquehanna CAO	33 Spruce St		Montrose	PA	18801	Susquehanna	Thomak Kurosky	5702785145	tkurosky@state.pa.us	Executone	IDS 84		
253	9038	Snyder CAO	570 S High St		Selinsgrove	PA	17870	Snyder	Odessa Keister	5703727205	okeister@state.pa.us	Executone	IDS 228		
254	9367	Forest CAO	171 Elm St	Tionesta Townhouse	Tionesta	PA	16353	Forest	Deborah Schumacher	8147552100	dschumache@state.pa.us	Toshiba	Strata DK 280		
255	9400		715 Main St		Towanda	PA	18848	Bradford	Linda VanNoy	5702659186	lvannoy@state.pa.us	Executone	IDS 228		
256	9443		Rte 6		Tunkhannock	PA	18657	Wyoming	Sheila Talcott	5708368519	stalcott@state.pa.us	Executone	IDS 228		
257	9923	York CAO	130 N Duke St		York	PA	17405	York	Fred Landau	7177711257	flandau@state.pa.us	Executone	IDS 228		
258	10226	Philadelphia CAO/Snyder District	990 Buttonwood St		Philadelphia	PA	19130	Philadelphia	Ron Woods	2155602776	rwoods@state.pa.us	Executone	IDS 423		
260	10869	Greene CAO	100 Greene Plz		Waynesburg	PA	15370	Greene	Terri Ingram	7246272822	teingram@state.pa.us	Toshiba	Strata DK 280		
261	12904	Elk CAO	145 Race St		Ridgway	PA	15853	Elk	Ann Caskey	8147761101	acaskey@state.pa.us	Toshiba	Strata DK 280		
265	14478	Warren CAO	300 Hospital Dr		Warren	PA	16365	Warren	Laura Whitten	8147268846	lwhitten@state.pa.us	Toshiba	Strata DK 280		
269	5406		300 S Walnut Ln		Beaver	PA	15009	Beaver	John Baranowski	4125655101	jbaranowsk@state.pa.us	NEC	Electra Elite IPK	Yes	
270	5550		1123-C Old Berwick Rd		Bloomsburg	PA	17815	Columbia	Cathy Mackrovich	5703273400	cmackrovic@state.pa.us	NEC	Electra Elite IPK	Yes	
271	5589		84-90 Boylston St	Gleason Bldg	Bradford	PA	16701	McKean	Douglas Koszalka	7246626068	dkoszalka@state.pa.us	NEC	Electra Elite IPK	Yes	
272	10749		223 N State St		North Warren	PA	16365	Warren	Douglas Koszalka	7246626068	dkoszalka@state.pa.us	NEC	N/A		
273	16204		32 Kline Plz	Kline Plaza	Harrisburg	PA	17104	Dauphin	Sharon Staub	7177878092	sstaub@state.pa.us	Toshiba	Strata		
274	5424	Bedford County 911	130 Vondersmith Ave		Bedford	PA	15522	Bedford	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
275	5335		615 Howard Ave		Altoona	PA	16603	Blair	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
276	5796		518 Cleveland Ave		Chambersburg	PA	17201	Franklin	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
277	7610		Rte 16		McConnellsburg	PA	17233	Fulton	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
278	7078		909 Moore St		Huntingdon	PA	16652	Huntingdon	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
279	5779		809 Market St		Port Royal	PA	17082	Juniata	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
280	7398		9 N 9th St		Lebanon	PA	17042	Lebanon	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
281	7456		21 S Brown St	State Health Center	Lewistown	PA	17044	Mifflin	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
282	8048		153 Red Hill Rd		Newport	PA	17074	Perry	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
283	9927		1750 N George St		York	PA	17404	York	Sharon Staub	7177878092	sstaub@state.pa.us	NEC	Electra Elite IPK	Yes	
284	8615		300 Liberty Ave	Pittsburgh State Office Building	Pittsburgh	PA	15222	Allegheny	John Baranowski	4125655101	jbaranowsk@state.pa.us	NEC	NEAX 2000		
285	9577	Washington CAO	167 N Main St		Washington	PA	15301	Washington	John Baranowski	4125655101	jbaranowsk@state.pa.us	NEC	Electra Elite IPK	Yes	
286	5445	FBC Bellefonte SFH	1115 Spring Creek Rd		Bellefonte	PA	16823	Centre	Manager	8143553371	N/A	NEC	Electra Elite IPK	Yes	
287	5452	FBC Pleasant Gap Complex	450 Robinson Ln		Bellefonte	PA	16823	Centre	Julie Knight	8143595100	juknight@state.pa.us	Toshiba	Strata DK 280		
288	5744	FBC Huntsdale SFH	195 Lebo Rd		Carlisle	PA	17013	Cumberland	Manager	7174863419	N/A	NEC	Electra Elite IPK	Yes	
289	5975	FBC Corry SFH	13365 Rte 6		Corry	PA	16407	Warren		8146642122	N/A	NEC	Electra Elite IPK	Yes	
290	6003	FBC Oswayo SFH	96 State Rte 244 E		Coudersport	PA	16915	Potter	Manager	8146982102	N/A	NEC	Electra Elite 48	Yes	
291	8069	FBC Southcentral Region	1704 Pine Rd		Newville	PA	17241	Cumberland		7174867087	N/A	Toshiba	Encore 4/8		
292	9178	FCB Southwest Region	236 Lake Rd		Somerset	PA	15501	Somerset	Region manager	8144458974	N/A	NEC	Electra Elite 48	Yes	
293	9249	FBC Benner Springs SFH	1735 Shiloh Rd		State College	PA	16801	Centre		8143554837	N/A	Toshiba	Strata DK 280		
294	12003	FBC Tylersville SFH	43 Hatchery Ln		Loganton	PA	17747	Clinton	Manager	5707253965	N/A	NEC	Electra Elite IPK	Yes	
295	14070	FBC Union City FCS	9450 Rte 6		Union City	PA	16438	Erie	Manager	8144382222	N/A	NEC	Electra Elite IPK	Yes	
296	5445	FBC Bellefonte SFH	1115 Spring Creek Rd		Bellefonte	PA	16823	Centre	Tim Gardner	8143554159	tgardner@state.pa.us	Toshiba	Strata DK 96		
297	6437	FBC Fairview FCS	2000 Lohrer Rd		Fairview	PA	16415	Erie	Manager	8144741514	N/A	Toshiba	Encore 4/8		
298	7480	FBC Linesville SFH	13300 Hartstown Rd		Linesville	PA	16424	Crawford	Manager	8146834451	N/A	Toshiba	Strata DK 280		
299	8757	FBC Pleasant Mount SFH	Great Bend Tpk		Pleasant Mount	PA	18453	Wayne	Manager	5704482101	N/A	Samsung	Falcon 50-SI		
300	8031	FBC Reynoldsdale SFH	162 Fish Hatchery Ln		New Paris	PA	15554	Bedford	Manager	8148392211	N/A	NEC	Electra Elite IPK	Yes	
301	9368	FBC Tionesta SFH	Rte 62 HRC 2 Box 1		Tionesta	PA	16353	Forest	Manager	8147553524	N/A	Executone	IDS 42		
302	10570	Fish and Boat Commission	1601 Elmerton Ave		Harrisburg	PA	17110	Dauphin	Tim Klingner	7177057903	tiklingner@state.pa.us	Toshiba	Strata VI		
303	9327	FBC Northeast Region	5565 Main Rd		Sweet Valley	PA	18656	Luzerne	Region manager	5704775717	N/A	Executone	IDS 42		
304	7644	FBC Northwest Region	11528 State Hwy 98		Meadville	PA	16335	Crawford	Region manager	8143370444	N/A	Toshiba	Strata VI		

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305	17318	Fish and Boat Commission	Box 9		Elm	PA	17521	VO	Region manager	7176260228	N/A	Executone	IDS 42		
306	9863		450 Little League Blvd		Williamsport	PA	17701	Lycoming	Mike Duda	5703273575	mduda@state.pa.us	Toshiba	Strata DK 280		
307	5318		1304 7th St		Altoona	PA	16601	Blair	GEORGE JOHNSON	8149467357	geojohnson@state.pa.us	Toshiba	Strata DK 280		
308	16760	East End Sub Office	6260 Broad St		Pittsburgh	PA	15668	Allegheny	Virginia Webber	4126456486		Toshiba	Strata DK 280		
309	6487	Franklin Sub Office	1272 Elk St		Franklin	PA	16323	Venango	Laurie Woods	8144377531		Toshiba	Strata DK 280		
310	5661	Butler Sub Office	207 Sunset Dr		Butler	PA	16001	Butler	Sharen Anthony	7242848888	santhony@state.pa.us	Toshiba	Strata DK 280		
311	5275	Allentown State Hospital	1600 Hanover Ave		Allentown	PA	18103	Lehigh	James Baas	6107403420	jbaas@state.pa.us	Fujitsu	9600 ES	Yes	
312	5598	Mayview State Hospital	1601 Mayview Rd		Bridgeville	PA	15017	Allegheny	David Tissue	4122576798	dtissue@state.pa.us	NEC	NEAX 2400 IPK		
313	6259		RD 1		Ebensburg	PA	15931	Cambria	David Fulton	8144720363	dafulton@state.pa.us	NEC	NEAX 2400		
314	6655	Hamburg Center	3560 Old Rte 22	Hamburg Center	Hamburg	PA	19526	Berks	Ed Siminitus	6105626006	esiminitus@state.pa.us	Fujitsu	9600 ES	Yes	
315	7533	Loysville YDC	10 Opportunity Dr		Loysville	PA	17047	Perry	Dean Fetterolf	7177895612	defetterol@state.pa.us	Fujitsu	9600 ES	Yes	
316	7995	New Castle YDC	1745 Frew Mill Rd		New Castle	PA	16107	Lawrence	Judi Minter	7246567301	jminter@state.pa.us	Fujitsu	9600 ES	Yes	
317	8079	Norristown State Hospital	1001 Sterigere St		Norristown	PA	19401	Montgomery	Jim Briggs	6103131041	jbriggs@state.pa.us	Fujitsu	9600 XL	Yes	
318	8134	Warren State Hospital	33 Main Dr		Warren	PA	16365	Warren	Karen Byler	8147234340	kbyler@state.pa.us	Fujitsu	9600 M	Yes	
319	8771	Polk Center	100 Lakewood Cir	Polk Center	Polk	PA	16342	Venango	Jim Ickes	8144320481	jickes@state.pa.us	NEC	NEAX 2400		
320	9041	Selingsgrove Center	1000 Rte 522		Selingsgrove	PA	17870	Snyder	Jim Dalius	5703722502	jdalius@state.pa.us	Fujitsu	9600 ES	Yes	
321	9199	South Mountain Restoration Center	10058 South Mountain Rd		South Mountain	PA	17261	Franklin	Ron McKinney	7177494004	romckinney@state.pa.us	Fujitsu	9600 ES	Yes	
322	9383	Torrance State Hospital	Torrance State Hospital AHN 5		Torrance	PA	15779	Westmoreland	Kristin Ckowski	7244594455	kcikowski@state.pa.us	Fujitsu	9600 M	Yes	
323	9673	Wernersville State Hospital	Rte 422 & Sportsman's Rd		Wernersville	PA	19565	Berks	Virginia Kostick	6109274720	vkostick@state.pa.us	Fujitsu	9600 M	Yes	
324	9770	White Haven Center	827 Oley Valley Rd		White Haven	PA	18661	Luzerne	Jackie Szumlanski	5704434205	jszumlsk@state.pa.us	Fujitsu	9600 ES	Yes	
325	14377	Danville State Hospital	1605 Bloom Rd	Administration Bldg	Danville	PA	17821	Montour	Nancy King	5702714602	nking@state.pa.us	Fujitsu	9600 ES	Yes	
326	7248	Armstrong CAO	1280 N Water St		Kittanning	PA	16201	Armstrong	Linda Mills	7245480245	lmills@state.pa.us	Mitel	SX200		
327	5650	Butler CAO	108 Woody Dr		Butler	PA	16001	Butler	Jeanne Sample	7242648832	jesample@state.pa.us	Fujitsu	9600 ES	Yes	
328	6356	Erie County Assistance Office	1316 Holland St		Erie	PA	16503	Erie	Carol Cannarozzi	8144612088	ccannarozz@state.pa.us	Fujitsu	9600	Yes	
329	6852	PA Liquor Control Board	910 Capitol St	Northwest Office Bldg	Harrisburg	PA	17124	Dauphin	Helen Morgan	7177876667	hmorgan@state.pa.us	Executone	Encore 1232		
330	6852	PA Liquor Control Board	910 Capitol St	Northwest Office Bldg	Harrisburg	PA	17124	Dauphin	Helen Morgan	7177876667	hmorgan@state.pa.us	Executone	IDS 108		
331	5340	Old Economy Village	1401 Church St		Ambridge	PA	15003	Beaver	Mary Ann Landis	7242664500	mlandis@state.pa.us	NEC	Electra Elite 192 IPK	Yes	
332	11215		335 5th Ave		Mckeesport	PA	15132	Allegheny	Vicki Eady	4126645320	veady@state.pa.us	Toshiba	Strata DK 280		
333	8615		300 Liberty Ave	Pittsburgh State Office Building	Pittsburgh	PA	15222	Allegheny	Laurie Reed	4125655054	lareed@state.pa.us	Toshiba	Strata DK 424		
334	5364	Anthracite Mining	18 S 17th St		Ashland	PA	17921	Schuylkill	David Dubick	5708754708	ddubick@state.pa.us	Executone	N/A		
335	5780	Brandywine Battlefield Park	Rte 1 S of 202		Chadds Ford	PA	19317	Chester	Elizabeth Rump	6104593342	erump@state.pa.us	Executone	IDS 42		
336	6512	PA Lumber Museum	5660 US Rte 6 W		Gaeton	PA	16922	Potter	Dolores Buchsen	8144352652	dbuchsen@state.pa.us	Panasonic	N/A		
337	6908	Bushy Run Battlefield	Rte 993 Bushy Run Rd		Jeanette	PA	15644	Westmoreland	Karl Smith	4122819285	c-kasmith@state.pa.us	NEC	Prof II		
338	7048	Graeme Park	859 County Line Rd		Horsham	PA	19044	Montgomery	Patricia Mousley	2153430965	pmousley@state.pa.us	Executone	IDS 42		
339	7305	Landis Valley Museum	2451 Kissel Hill Rd	Vistor Center	Lancaster	PA	17601	Lancaster	Steve Miller	7175690401	stemiller@state.pa.us	Toshiba	Strata DK 280		
340	7863	Pennsbury Manor	400 Pennsbury Memorial Ln	Crozier House	Morrisville	PA	19067	Bucks	Doug Miller	2159460400	doumiller@state.pa.us	Executone	IDS 42		
341	8142	Joseph Priestley House	472 Priestley Ave		Northumberland	PA	17857	Northumberland	Andrea Bashore	5704739474	mbashore@state.pa.us	Executone	IDS 42		
342	9379		Drake Well Park R D 3	Drake Well Museum	Titusville	PA	16354	Crawford	Barbara Zolli	8148272797	bzolli@state.pa.us	NEC	Electra Elite 192	Yes	
343	10493		101 Commonwealth Pl	Fort Pitt Museum	Pittsburgh	PA	15222	Allegheny	Karl Smith	4122819285	c-kasmith@state.pa.us	NEC	Electra Elite IPK	Yes	
344	6849		908 Market St	Commonwealth Conservation Center	Harrisburg	PA	17101	Dauphin	Brenda Reigle	7177872292	breigle@state.pa.us	Western Electric	1A2		
345	5973	Cornwall Iron Furnaces	2103 Rexmont Rd		Cornwall	PA	17016	Lebanon	Steve Somers	7172729711	ssomers@state.pa.us	Executone	N/A		
346	9031	Anthracite Heritage Museum	AHN 22 Bald Mountain Rd		Scranton	PA	18504	Lackawanna	Chester Kulesa	5709634804	ckulesa@state.pa.us	Toshiba	Strata DK 424		
347	5528	Daniel Boone Homestead	400 Daniel Boone Rd		Birdsboro	PA	19508	Berks	Jim Lewars	6105824900	jlewars@state.pa.us	Executone	IDS 42		
348	9649	Eckley Miners Village	2 Eckley Main St		Weatherly	PA	18255	Luzerne	David Dubick	5708754708	ddubick@state.pa.us	Toshiba	Encore 4/8		
349	6345	Ephrata Cloister Museum	632 W Main St		Ephrata	PA	17522	Lancaster	Toni Collins	7177336600	tocollins@state.pa.us	Executone	IDS 32		
350	6361	Erie Maritime Museum	150 E Front St		Erie	PA	16507	Erie	Walter Rybka	8144522744	wrybka@state.pa.us	Toshiba	Strata DK 280		
351	6478		553 Bethlehem Pke	Hope Lodge Museum	Fort Washington	PA	19034	Montgomery	Sarah Gallagher - acting	2156461595	sargallagher@state.pa.us	Executone	IDS 42		
352	5569	PA Military Museum	601 Boalsburg Pke		Boalsburg	PA	16827	Centre	William Leech	8144666263	wleech@state.pa.us	Executone	IDS 42		
353	9282		300 Gap Rd	PA Railroad Museum	Strasburg	PA	17579	Lancaster	David Dunn	7176878628	dadunn@state.pa.us	Executone	IDS 84		
354	9167		10649 Somerset Pke	Somerset Historical Center	Somerset	PA	15501	Somerset	Charles Fox	8144456077	chfox@state.pa.us	Toshiba	Strata DK 280		
355	9593	Washington Crossing Historical Park	1112 River Hill Rd		Washington Crossing	PA	18977	Bucks	Michael Bertheaud	2154934076	mbertheaud@state.pa.us	Toshiba	Strata DK 424		
356	6779	Pennsylvania Emergency Management	2605 Interstate Dr		Harrisburg	PA	17105	Dauphin	Jack Wehr	7176512232	jwehr@state.pa.us	Fujitsu	9600 ES	Yes	
357	11979		1150 Riverside Dr		Lewistown	PA	17044	Mifflin	Samantha Rowles	7172481115	srowles@state.pa.us	Fujitsu	9600 US	Yes	
359	15661	DEP Laboratory	2575 Interstate Dr		Harrisburg	PA	17110	Dauphin	Kelly Boylan-Luchau	7173468220	kboylanluc@state.pa.us	NEC	NEAX 2000 IPS		
362	14685	Forest District 3 Office	RR 1 Box 486		Blain	PA	17006	Perry				NEC	NEAX 2000 IPS	Yes	
363	7436	Gifford Pinchot State Park	2200 Rosstown Rd	Park Office	Lewisberry	PA	17339	York				Toshiba	Strata DK 280		
364	9173	Laurel Hill State Park	1454 Laurel Hill Park Rd	Park Office	Somerset	PA	15501	Somerset				Toshiba	Strata VI		
365	7043	Raccoon Creek State Park	3000 State Rte 18	Park Office	Hookstown	PA	15050	Beaver				Executone	IDS 228		

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424	7645		13410 Dunham Rd		Meadville	PA	16335	Crawford	Linda Field	8143326890	lfield@state.pa.us	NEC	Electra Elite 192	Yes	
425	17049	Agriculture Region 4 Office	6 McIntyre Rd		Gibsonia	PA	15044	Allegheny	John Scott	7244431585	johscott@state.pa.us	NEC	Electra Elite 192	Yes	
426	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Bobby McLean	7177874315	bmclean@state.pa.us	NEC	Electra Elite 192	Yes	
427	7832	Lycoming County 911 Comm Ctr	542 County Farm Rd		Montoursville	PA	17754	Lycoming	Paul Schatz	5704332640	pschatz@state.pa.us	Toshiba	Strata DK 280		
428	9428		115 Rte 92 S		Tunkhannock	PA	18657	Wyoming	Ronald Williams	5708362181	ronalwilli@state.pa.us	Inter-Tel	IDS 108		
429	13429		1307 N 7th St		Altoona	PA	16601	Blair	David Mankamyer	8149467315	dmankamyer@state.pa.us	Toshiba	Strata DK 280		
430	6689		1030 McClay St	Farm Show Complex	Harrisburg	PA	17110	Dauphin	Thomas Oyler Jr	7173463223	toylrjr@state.pa.us	NEC	Electra Elite 192	Yes	
431	6771		2305 N Cameron St.		Harrisburg	PA	171100000	O	Dr Helen Acland	7177878808	hacland@state.pa.us	Toshiba	Strata DK 280		
432	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Dr Paul Knepley	7177832200	pknepley@state.pa.us	NEC	Electra Elite 192	Yes	
433	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Mary Bender	7177874833	mabender@state.pa.us	Inter-Tel	IDS 42		
434	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Marc Tosiano	7177873904	Marc_Tosiano@nass.usda.gov	Toshiba	Strategy 24		
435	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Earl Haas	7177725200	ehaas@state.pa.us	Toshiba	Strategy 24		
436	6769		2301 N Cameron St	Agriculture Bldg	Harrisburg	PA	17110	Dauphin	Kent Shelhamer	7177879089	kshelhamer@state.pa.us	Inter-Tel	IDS 42		
438	5738		1 Alexandra Ct		Carlisle	PA	17013	Cumberland	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
440	9800	WBR117	101-105 N Main St		Wilkes Barre	PA	18701	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	Samsung	Falcon 50-SI		
442	8152		106 Duncumb St		Oil City	PA	16301	Venango	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	N/A		
443	8865		1090 Commons Blvd		Reading	PA	19605	Berks	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Electra Elite	Yes	
446	6576		115 W Otterman St		Greensburg	PA	15601	Westmoreland	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
448	6950		1201 N Church St		Hazleton	PA	18201	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
449	7247	KIT056	1270 N Water St		Kittanning	PA	16201	Armstrong	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DKT 2010-H		
453	9005		135 Franklin Ave		Scranton	PA	18503	Lackawanna	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
455	9470	UNT116	140 N Beeson Ave		Uniontown	PA	15401	Fayette	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata		
457	10882		1309 French St		Erie	PA	16501	Erie	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
459	9497		1500 Garret Rd		Upper Darby	PA	19082	Delaware	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
461	5274	UCSC Allentown	160 W Hamilton St		Allentown	PA	18101	Lehigh	Kevin Paul	7177876188	kepaul@state.pa.us	Samsung	Falcon 50-SI		
462	5274	UCSC Allentown	160 W Hamilton St		Allentown	PA	18101	Lehigh	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	NEAX 1400 IMS		
466	13869		1855 New Hope St		Norristown	PA	19401	Montgomery	Kevin Paul	7177876188	kepaul@state.pa.us	Inter-Tel	AXCESS		
468	9073		197 Silver St		Sharon	PA	16146	Mercer	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 16		
471	9549		2 Market St		Warren	PA	16365	Warren	Kevin Paul	7177876188	kepaul@state.pa.us	Inter-Tel	AXCESS		
473	7182	JHN066	200 Lincoln St		Johnstown	PA	15901	Cambria	Kevin Paul	7177876188	kepaul@state.pa.us	Northern Telcom	Norstar (6 x 16)		
474	9580	WSH011	201 W Wheeling St		Washington	PA	15301	Washington	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Electra Elite 192		
475	5255		2020 Main St		Aliquippa	PA	15001	Beaver	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 16		
478	5414	Team PA CareerLink	2103 9th Ave		Beaver Falls	PA	15010	Beaver	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DKT 2010-H		
479	9306		216 N 6th St		Sunbury	PA	17801	Northumberland	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Electra Elite		
480	9334		217 Center St		Tamaqua	PA	18252	Schuylkill	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
481	12918	SHR140	217 W State St		Sharon	PA	16146	Mercer	Kevin Paul	7177876188	kepaul@state.pa.us	Meridian	N/A		
482	9391	TOW033	218 Main St		Towanda	PA	18848	Bradford	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
483	9177		218 N Kimberly Ave		Somerset	PA	15501	Somerset	Kevin Paul	7177876188	kepaul@state.pa.us	Meridian	N/A		
486	5503	UCBR - UC Referee Office	224 Nazareth Pke		Bethlehem	PA	18020	Northampton	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
487	7554	PennDOT DLC-16 Malvern	225 Lancaster Ave		Malvern	PA	19355	Chester	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
488	8319		235 W Chelten Ave		Philadelphia	PA	19144	Philadelphia	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
489	7390		243 Schneider Dr		Lebanon	PA	17046	Lebanon	Kevin Paul	7177876188	kepaul@state.pa.us	Premier	ESPM DX		
490	13211		25 Westwood Ctr		Pottsville	PA	17901	Schuylkill	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Electra Elite		
491	5913		250 E Harmony St		Coatesville	PA	19320	Chester	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	N/A		
493	12803	PennDOT District 1-0 Oil City	255 Elm St		Oil City	PA	16301	Venango	Kevin Paul	7177876188	kepaul@state.pa.us	Fujitsu	N/A		
494	9940	YRK120	2550 Kingston Rd		York	PA	17402	York	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	N/A		
498	8343		2901 Grant Ave		Philadelphia	PA	19114	Philadelphia	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Meridian Mark II		
501	8750		300 Kennedy Blvd		Pittston	PA	18640	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	Model 32		
503	15377		300-G Laird St		Wilkes Barre	PA	18702	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	NEAX 2000		
505	5880		306 E Locust St		Clearfield	PA	16830	Clearfield	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata		
506	12783	LAN122	313 W Liberty Ave		Lancaster	PA	17603	Lancaster	Kevin Paul	7177876188	kepaul@state.pa.us	Nortel	Nortel SL1		
507	12999	CATS / Lancaster	315 W James St		Lancaster	PA	17602	Lancaster	Kevin Paul	7177876188	kepaul@state.pa.us	Samsung	Falcon 50-SI		
508	9822		32 E Union St		Wilkes Barre	PA	18702	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
510	10209		3303 Pleasant Valley Blvd		Altoona	PA	16602	Blair	Kevin Paul	7177876188	kepaul@state.pa.us	Meridian	N/A		
513	5628		395 Main St		Brookville	PA	15825	Jefferson	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DK 8		
515	5587		40 Davis St		Bradford	PA	16701	McKean	Kevin Paul	7177876188	kepaul@state.pa.us	AT&T	Spirit 2448		
516	7924		40 E Main St		Nanticoke	PA	18634	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
518	16602	Allentown OVR Office	45 N 4th St		Allentown	PA	18102	Lehigh	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		

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520	10744	CLF069	501 E Market St		Clearfield	PA	16803	Clearfield	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	Electra Elite		
521	7074		54 Pennsylvania Ave		Huntingdon	PA	16652	Huntingdon	Kevin Paul	7177876188	kepaul@state.pa.us	Panasonic	KX-TD 1232		
523	6594	LNGRN229	599 Sells Ln		Greensburg	PA	15601	Westmoreland	Kevin Paul	7177876188	kepaul@state.pa.us	Sieman	N/A		
527	7202		607 Main St		Johnstown	PA	15901	Cambria	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
528	5335		615 Howard Ave		Altoona	PA	16603	Blair	Kevin Paul	7177876188	kepaul@state.pa.us	Northern Telcom	Norstar (6 x 16)		
530	5833		701 Crosby St		Chester	PA	19013	Delaware	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DKT 2010-H		
532	6959	HAZ139	75 N Laurel St		Hazleton	PA	18201	Luzerne	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
533	7169	Team PA Career Link	76 Susquehanna St		Jim Thorpe	PA	18229	Carbon	Kevin Paul	7177876188	kepaul@state.pa.us	Comdial	N/A		
537	18626		8419 Sharon-Mercer Rd		Mercer	PA	16137	Mercer	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata		
540	14453		914 Penn Ave		Pittsburgh	PA	15222	Allegheny	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
541	8494		930 Washington Ave		Philadelphia	PA	19147	Philadelphia	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	N/A	Yes	
542	8727		933 Penn Ave		Pittsburgh	PA	15222	Allegheny	Kevin Paul	7177876188	kepaul@state.pa.us	Inter-Tel	AXXESS		
546	6688		1010 N 7th St	Eastgate Bldg	Harrisburg	PA	17102	Dauphin	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata VI		
549	6828		555 Walnut St	Forum Place	Harrisburg	PA	17105	Dauphin	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	NEAX 2000	Yes	
550	7206		727 Goucher St	Hiram G Andrews Center	Johnstown	PA	15905	Cambria	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
551	9341	TAN086	Rte 611		Tannersville	PA	18372	Monroe	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
553	8365		1400 Spring Garden St	Philadelphia State Office Building	Philadelphia	PA	19130	Philadelphia	Kevin Paul	7177876188	kepaul@state.pa.us	Inter-Tel	AXXESS		
554	8615		300 Liberty Ave	Pittsburgh State Office Building	Pittsburgh	PA	15222	Allegheny	Kevin Paul	7177876188	kepaul@state.pa.us	Premier	System V		
555	8999		1006 Pittston Ave	Polish National Union Building	Scranton	PA	18505	Lackawanna	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
556	8885		625 Cherry St	Reading State Office Building	Reading	PA	19602	Berks	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
558	9852		208 W 3rd St	The Grit Building	Williamsport	PA	17701	Lycoming	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
660	5672	PennDOT District 10-2 Butler	351 New Castle Rd		Butler	PA	16001	Butler	Dennis Steibel	(724) 284-8220	DSTEIBEL@state.pa.us	NEC	Electra Elite IPK	Yes	
661	5926	PDOT District 11-0 Bridgeville	45 Thoms Run Rd		Bridgeville	PA	15017	Allegheny	Lisa Little	412-429-6041	lilittle@state.pa.us	NEC	Electra Elite IPK	Yes	
662	6998	PennDOT District 9-0 Hollidaysburg	1620 N Juniata St		Hollidaysburg	PA	16648	Blair	Brenda Sekerak	814-696-7285	brsekerak@state.pa.us	Fujitsu	9600 ES	Yes	
663	7095	PennDOT District 2-2 Hyde	Washington Ave		Hyde	PA	16843	Clearfield	Chad Diviney	8147680524	cdviney@state.pa.us	NEC	Electra Elite IPK	Yes	
664	7130	PennDOT District 10-0 Indiana	2550 Oakland Ave		Indiana	PA	15701	L_VDO	Tom Mason	(724) 357-2817	TMASON@state.pa.us	NEC	Electra Elite 192	Yes	
665	7266	PennDOT District 10-1 Kittanning	4P Kittanning St		Kittanning	PA	16201	Armstrong	Brent Piccola	(724) 543-1811	BPICCOLA@state.pa.us	NEC	Electra Elite 192	Yes	
666	7501	PennDOT District 2-3 Lock Haven	99 2nd Ave		Lock Haven	PA	17745	Clinton	Joann Zettle	(570) 893-2430	jzettle@state.pa.us	Executone	Encore 2464		
667	8318	PDOT DLC-5 Philadelphia	2320 Island Ave		Philadelphia	PA	19142	Philadelphia	James Stone	215-937-1355	jstone@state.pa.us	Toshiba	Encore 4/8		
668	8841	PennDOT District 10-5 Punxsutawney	205 Witherow St		Punxsutawney	PA	15767	Jefferson	Ed Baker	(814) 938-6300	edbaker@state.pa.us	Toshiba	N/A		
669	8946	PennDOT District 11-2 Rochester	155 Stewart Ave		Rochester	PA	15074	Beaver	Lisa Little	412-429-6041	lilittle@state.pa.us	NEC	Electra Elite IPK	Yes	
670	9124	PennDOT District 10-3 Shippenville	21057 Paint Blvd		Shippenville	PA	16254	Clarion	Courtney Lyle	(814) 226-8200	clyle@state.pa.us	Executone	N/A		
671	9171	PennDOT District 9-7 Somerset	1312 N Center Ave		Somerset	PA	15501	Somerset	Ronald Saler Jr	814-445-7905	rsalerjr@state.pa.us				
672	9244	PDOT District 2-8 St Marys	805 Thersia St		St Marys	PA	16726	Elk	Dave Matheson	(814) 772-0038	dmatheson@state.pa.us	NEC	Electra Elite 192	Yes	
673	11172	PennDOT District 11-1 Pittsburgh	AHN 2 Fox Chapel Rd		Pittsburgh	PA	15238	Allegheny	Lisa Little	412-429-6041	lilittle@state.pa.us	NEC	Electra Elite 192	Yes	
674	12270	PennDOT District 2-6 Coudersport	101 Locust St		Coudersport	PA	16915	Potter	Floyd Keefer	(814) 274-9181	fkefer@state.pa.us	Executone	N/A		
675	12294	PennDOT District 2-5 Smethport	300 Bingham Rd		Cyclone	PA	16726	McKean	Wanita Lynch	(814) 465-7754	walynch@state.pa.us	Executone	10VX-4		
676	12383	PennDOT District 9-3 Edensburg	4595 Admiral Perry Hwy		Ebensburg	PA	15931	Cambria	Donald Godish	814-472-7100	dgodish@state.pa.us				
677	12398	PennDOT District Office 09-50	AHN 1 William Penn Hwy		Huntingdon	PA	16652	Huntingdon	Robert Higgins	814-643-0150	rhiggins@state.pa.us				
678	13079	PennDOT District 9-1 Bedford	630 E Penn St		Bedford	PA	15522	Bedford	James Brough	814-623-6144	jbrough@state.pa.us				
679	11145		1701 Duncan Ave		McCandless	PA	15101	Allegheny	Frank Molinaro	412-366-3905	fmolinaro@state.pa.us	Executone	Encore 4/8		
680	9032	PDOT DLC-4 Selinsgrove	1015 Rte 522 S		Selinsgrove	PA	17870	Snyder	Dan Snyder	570-374-1854	dansnyder@state.ps.us	Toshiba	Encore 4/8		
681	9803	PDOT DLC-17 Wilkes-Barre	1085 Hanover St		Wilkes Barre	PA	18706	Luzerne	Robert Yochem	570-826-2050	ryochem@state.pa.us	Toshiba	Encore 4/8		
682	11140	PDOT DLC-12 Philadelphia	1108 Market St		Philadelphia	PA	19107	Philadelphia	Lynn Evans	215-560-2460	goevans@state.pa.us	Toshiba	Encore 4/8		
683	6388	PDOT DLC-2 Erie	4221 Buffalo Rd	Eastway Plz	Erie	PA	16510	Erie	Jon Krahe	814-899-2571	jkrahe@state.pa.us	Toshiba	N/A		
684	8452	PDOT DLC-20 Philadelphia	6400 Frankford Ave		Philadelphia	PA	19135	Philadelphia	Harry Cohn	215-333-4871	hcohn@state.pa.us	Toshiba	Encore 4/8		
685	7554	PennDOT DLC-16 Malvern	225 Lancaster Ave		Malvern	PA	19355	Chester	Dean Putt	610-640-2935	deputt@state.pa.us	Toshiba	Encore 4/8		
686	8017	PDOT DLC-9 New Kensington	1600 Greensburg Rd		New Kensington	PA	15068	Westmoreland	Don Nobel	215-953-7354	dnobel@state.pa.us	Toshiba	Encore 4/8		
687	8017	PDOT DLC-9 New Kensington	1600 Greensburg Rd		New Kensington	PA	15068	Westmoreland	Susan Gahagan	724-339-5027	sgahagan@state.pa.us	Toshiba	Encore 4/8		
688	9288	PennDOT DLC-36 Snydersville	4218 Manor Dr		Stroudsburg	PA	18360	Monroe	Bernie Biros	570-992-3629	bbiros@state.pa.us	Toshiba	Encore 4/8		
689	15770	PDOT DLC 34 Lancaster	131 Rohrerstown Rd	Regency Square Shopping Ctr	Lancaster	PA	17603	Lancaster	Ed Sargent	717-299-7649	esargent@state.pa.us	Toshiba	Encore 4/8		
690	9113	PDOT DLC-32 Shillington	500 E Lancaster Ave		Shillington	PA	19606	Berks	Phyllis Miller	610-775-4130	phymiller@state.pa.us	Toshiba	Encore 4/8		
691	9935	PDOT DLC-10 York	2130 S Queen St		York	PA	17403	York	Chuck Gallagher	717-771-4403	chgalleghe@state.pa.us	Toshiba	Encore 4/8		
692	8206	PDOT DLC-26 Pittsburgh	1162 Keleket Dr		Pittsburgh	PA	15235	Allegheny	Russell Withrow	412-371-1978	rwithrow@state.pa.us	Toshiba	Encore 4/8		
693	5278	PennDOT DLC-25 Allentown	1710 Hoover Ave		Allentown	PA	18103	Lehigh	Ron Rhodes	610-264-3242	ronrhodes@state.pa.us	Toshiba	Encore 4/8		
694	8274	PDOT DLC-108 Philadelphia	1530 S Columbus Blvd		Philadelphia	PA	19147	Philadelphia	Ray Crowe	215-952-1020	racrowe@state.pa.us	Toshiba	Encore 4/8		
695	8492	PDOT DLC-19 Philadelphia	919B Leveck St		Philadelphia	PA	19111	Philadelphia	John Houg	215-744-3208	jhough@state.pa.us	Executone	Encore 6/16		
696	5597	PDOT DLC-13 Bridgeville	1025 Washington Pke	Chartiers Valley Shopping	Bridgeville	PA	15017	Allegheny	Dwaine Kromer	412-220-0289	dkromer@state.pa.us	Executone	Encore 6/16		

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697	7091	PDOT DLC-35 Huntingdon Valley	2022 E County Line Rd		Huntingdon Valley	PA	19006	Montgomery	Eugene Clark	215-355-5802	euclark@state.pa.us	Executone	Encore 6/16		
699	5791	PDOT DLC-21 Chambersburg	190 Mill Rd		Chambersburg	PA	17201	Franklin	Charles Shank	717-267-0596	cshank@state.pa.us	Executone	Encore 4/8		
700	6201	PDOT DLC-41 East Rochester	149 Stewart Ave		East Rochester	PA	15074	Beaver	Carl Rumbel	724-773-7463	jrumbel@state.pa.us	Executone	Encore 6/16		
701	7646	PDOT DLC-23 Meadville	16942 Patricia Dr		Meadville	PA	16335	Crawford	Richard Gardner	814-333-4465	ricgardner@state.pa.us	Executone	Encore 4/8		
702	7200	PDOT DLC-45 Johnstown	563 Walters Ave		Johnstown	PA	15901	Cambria	Jerry Dugan	814-269-1405	jedugan@state.pa.us	Executone	Encore 6/16		
703	5759	PDOT DLC-47 Carlisle	950 Walnut Bottom Rd	Stonehendge Square Shopping Ctr	Carlisle	PA	17013	Cumberland	Bill Paige	717-249-3837	wpaige@state.pa.us	Executone	Encore 6/16		
704	9483	PDOT DLC-40	855 N Gallatin Ave Ext		Uniontown	PA	15401	Fayette	Tim Neil	724-439-7407	tneil@state.pa.us	Executone	Encore 6/16		
705	6139	PDOT DLC-51 Dublin	161 N Main St		Dublin	PA	18917	Bucks	Ron Wilkerson	215-249-1412	rowilkinso@state.pa.us	Executone	Encore 6/16		
707	6336	PennDOT District 2-4 Emporium	Star Rte 120		Emporium	PA	15834	Cameron	Karen May	(814) 486-1643	kamay@state.pa.us	Toshiba	Strata DK 280		
708	7611	PennDOT District 9-4 McConnellsburg	22907 Great Cove Rd		Fort Littleton	PA	17223	Fulton	Randy Waters	717-485-3816	rawaters@state.pa.us				
709	5279	PennDOT District 5-3 Allentown	1712 Lehigh St		Allentown	PA	18103	Lehigh	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	AT&T	Dimension 75		
710	5557	PennDOT District 3-1 & 3-3 Bloomsburg	45 Lunger Dr		Bloomsburg	PA	17815	Columbia	Betty Conner	5703682450	beconner@state.pa.us	Toshiba			
712	5799	PennDOT District 8-3 Chambersburg	619 N Franklin St		Chambersburg	PA	17201	Franklin	Eddie Leighty	7173644117	eleighty@state.pa.us	Executone	N/A		
713	5863	PennDOT District 4-2 Clarks Summit	Grove St & Morgan Ave		Clarks Summit	PA	18411	Lackawanna	Bernie Scanlon	5705862211	bscanlon@state.pa.us	Toshiba	Strata DK 280		
715	6488	PennDOT District 1-5 Franklin	1460 Pittsburg Rd		Franklin	PA	16323	Venango	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	NEC	Electra Elite 192	Yes	
716	6522	PennDOT District 8-1 Gettysburg	1185 Fairfield Rd		Gettysburg	PA	17325	Adams	Jerry Hartman	7173343155	jhartman@state.pa.us	Executone	Encore 4/8		
717	6601	PennDOT District 12-5 Greensburg	AHN 702 Matt Shields Rd		Greensburg	PA	15601	Westmoreland	Warren Albright	7248325387	lalbright@state.pa.us	Toshiba	Strata DK 280		
718	7025	PennDOT District 4-6 Honesdale	Rte 6		Honesdale	PA	18431	Wayne	Kathleen Oneill	5702533130	kneill@state.pa.us	Inter-Tel	AXXESS	Yes	
719	7333	PennDOT District 8-7 Lancaster	2105 Lincoln Hwy E		Lancaster	PA	17604	Lancaster	John Hocker	7172997621	johnhocker@state.pa.us	Toshiba	Strata DK 280		
721	7834	PennDOT District 3-0 Montoursville	715 Jordan Ave		Montoursville	PA	17754	Lycoming	Kim Poretta	5703684320	kporetta@state.pa.us	Fujitsu	9600 ES	Yes	
722	7835	PDOT District 3-2 Montoursville	716 Jordan Ave		Montoursville	PA	17754	Lycoming	Kim Poretta	5703684320	kporetta@state.pa.us	Fujitsu	9600 ES		
724	7948	PennDOT District 8-9 New Bloomfield	421 W Main St		New Bloomfield	PA	17068	Perry	Mike Shirey	7177056175	mshirey@state.pa.us	Inter-Tel	AXXESS		
726	9033	PennDOT District 3-5 Selinsgrove	150 Sand Hill Rd		Selinsgrove	PA	17870	Snyder	Kim Poretta	5703684320	kporetta@state.pa.us	Toshiba	Strata DK 16		
727	9395	PennDOT District 3-9 Towanda	340 York Ave		Towanda	PA	18848	Bradford	Kim Poretta	5703684320	kporetta@state.pa.us	Inter-Tel	AXXESS		
729	9551	PennDOT District 1-6 Warren	2579 E Pennsylvania Ave		Warren	PA	16365	Warren	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	NEC	Electra Elite 192	Yes	
730	9588	PennDOT District 12-4	89 Murland Ave		Washington	PA	15301	Washington	Susan Howard	7242234480	suhoward@state.pa.us	Toshiba	Strata DK 280		
731	9601	PennDOT District 1-2 Waterford	9031 Peach St		Waterford	PA	16441	Erie	Jean Zarger	8148714411	zarger@state.pa.us	Toshiba	Strata DK 280		
732	9626	PennDOT District 12-2 Waynesburg	129 Jefferson Rd		Waynesburg	PA	15370	Greene	Beth Kennedy	7246276131	bkennedy@state.pa.us	Toshiba	DKT 2010-H		
733	9660	PennDOT District 3-7 Wellsboro	6 Berwert St		Wellsboro	PA	16901	Tioga	Kim Poretta	5703684320	kporetta@state.pa.us	Toshiba	Strata DK 16		
736	9930	PennDOT District 8-4 York	1920 Susquehanna Trail N		York	PA	17405	York	Mike Shirey	7177056175	mshirey@state.pa.us	Nortel	Meridian 1		
737	11071	PennDOT District 6-0 King of Prussia	7000 Geerdes Blvd		King of Prussia	PA	19406	Montgomery	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	Executone	N/A		
738	11164	PennDOT District 1-1 Meadville	18492 Smock Hwy		Meadville	PA	16335	Crawford	John Moyer	8143326880	johmoyer@state.pa.us	Toshiba	Strata DK 280		
739	12581	PennDOT District 3-4 Sunbury	355 Sunwart St		Sunbury	PA	17801	Northumberland	Kim Poretta	5703684320	kporetta@state.pa.us	Executone	IDS 42		
740	13911		625 Elm St		Tionesta	PA	16353	I_O	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	NEC	Electra Elite 192	Yes	
741	14246		4680 5th St Hwy		Temple	PA	19560	I_VO	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	Executone	Encore 4/8		
742	14525	PennDOT District 8-5 Harrisburg	2140 Herr St Rear		Harrisburg	PA	17103	Dauphin	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	Inter-Tel	AXXESS	Yes	
743	15526		PO. Box 245		Hyde	PA	168430000	V	Chad Diviney	8147680524	cdiviney@state.pa.us	NEC	Electra Elite IPK		
744	18716	District 7-20	Rte 443 Box 7042	Eastern PA Training Facility	Grantville	PA	17028	Lebanon	George Kirlin	(717) 783-5142	gkirlin@dot.state.pa.us	NEC	Electra Elite IPK	Yes	
745	7079	South Central Regional Office	Rte 22 PO Box 537		Huntingdon	PA	16652	Huntingdon	Kimberly Ross	81464631831	kiross@state.pa.us	NEC	Electra Elite 192	Yes	
746	6740	Game Comission Hdqtrs	2001 Elmerton Ave		Harrisburg	PA	17110	Dauphin	Rose McGuigan	7177875670	romcguigan@state.pa.us	Executone	ISOTECH Digital Sys		
747	6048	PGC Northeast Regional Hdqtrs	Intersection Rte 415 & 118		Dallas	PA	18612	Luzerne	Elaine Hudak	5706751143	ehudak@state.pa.us	Executone	ISOTECH Digital Sys		
748	12151	Southeast Region Office	448 Snyder Rd		Reading	PA	19605	Berks	Deborah Hoshauer	6109263136	dhoshauer@state.pa.us	Executone	N/A		
749	10502	Northwest Regional Office	1509 Pittsburgh Rd		Franklin	PA	16323	Venango	Shirley Peters	8144323187	speters@state.pa.us	Toshiba	N/A		
750	12142	North Central Regional Office	1566 S Rte 44 Hwy		Jersey Shore	PA	17740	Lycoming	Debra Sweitzer	5703984744	sweitzer@state.pa.us				
751	17454	PGC Southwest Region	4820 Rte 711		Rolivar	PA	159230000	Westmoreland	Nancy Stump	7242389523	nstump@state.pa.us	Toshiba	N/A		
753	10882		1309 French St		Erie	PA	16501	Erie	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
754	11119		1885 New Hope St		Norristown	PA	19401	Montgomery	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DKT 2010-H		
755	10882		1309 French St		Erie	PA	16501	Erie	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	NEAX 2000		
757	7963	CTL238	102 Margaret St		New Castle	PA	16101	Lawrence	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DKT 2010-H		
758	7963	CTL238	102 Margaret St		New Castle	PA	16101	Lawrence	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
759	17729		1 Corporate Dr		Bedford	PA	15522	Bedford	Kevin Paul	7177876188	kepaul@state.pa.us	Northern Telcom	Norstar 824 (8 x 24)		
760	10882		1309 French St		Erie	PA	16501	Erie	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 16		
761	6847		901 N 7th St	Capital Associates Building	Harrisburg	PA	17102	Dauphin	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata DK 280		
762	7206		727 Goucher St	Hiram G Andrews Center	Johnstown	PA	15905	Cambria	Kevin Paul	7177876188	kepaul@state.pa.us	Fujitsu	N/A		
763	6697	Bureau of Workers Compensation	1171 S Cameron St	Olcam Building	Harrisburg	PA	17104	Dauphin	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	Strata VI		
764	9852		208 W 3rd St	The Grit Building	Williamsport	PA	17701	Lycoming	Kevin Paul	7177876188	kepaul@state.pa.us	NEC	N/A		
765	8615		300 Liberty Ave	Pittsburgh State Office Building	Pittsburgh	PA	15222	Allegheny	Kevin Paul	7177876188	kepaul@state.pa.us	Toshiba	DKT 2010-H		
766	8727		933 Penn Ave		Pittsburgh	PA	15222	Allegheny	Kevin Paul	7177876188	kepaul@state.pa.us	Inter-Tel	AXXESS		

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767	6847		901 N 7th St	Capital Associates Building	Harrisburg	PA	17102	Dauphin	Kevin Paul	7177876188	kepaul@state.pa.us	Fujitsu	N/A		
768	14494	BUT062	Hollywood Dr	Pullman Commerce Ctr	Butler	PA	16001	Butler	Kevin Paul	7177876188	kepaul@state.pa.us	Nortel	Nortel SL1		
770	12567		75 North Laurel Street		Hazleton	PA	182010000	O	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		
781	9852		208 W 3rd St	The Grit Building	Williamsport	PA	17701	Lycoming	Kevin Paul	7177876188	kepaul@state.pa.us	Executone	N/A		

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IP Not Available	Configuration	PBX	Key	Yr Installed	Installation Vendor	Warranty Expiration Date	Maintenance Only	Time and Material	Month to Month	Agency Contract	Contract Nbr	Maintenance Vendor	DID Trunks	DOD Trunks	Combo Trunks	2-Way Trunks	DS1 Trunks	ISDN Trunks	Centrex Lines
			X	26-Apr-94									0	0	0	0	0	0	0
			X	10-Mar-04									0	0	0	0	0	0	0
		X		01-Jan-92									0	0	0	0	0	0	0
			X	23-Mar-94									0	0	0	0	0	0	0
			X	01-Jan-99									0	0	0	0	0	0	0
			X	01-Jan-99									0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X	01-Jan-03	Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	0
			X		Unknown								0	0	0	0	0	0	77
			X	01-Nov-01	Third Generation		Yes	Yes					0	0	0	0	0	0	7
	226 to 450 universal ports	X			Unknown								9	0	0	17	0	0	0
	226 to 450 universal ports	X		01-Sep-96	Unknown	01-Sep-01	Yes			Yes			4	0	0	0	0	0	49
		X			Unknown								6	0	0	15	0	0	9
		X			Unknown		Yes	Yes		Yes			8	0	0	0	0	0	85
		X		01-Jul-05	Unknown	30-Jun-06	Yes	Yes		Yes			10	0	0	0	0	0	62
			X	01-Jul-05	Unknown	01-Jul-06	Yes	Yes		Yes			0	0	0	0	0	2	12
			X	01-Sep-05	Unknown			Yes		Yes			12	0	2	0	0	0	96
			X		Unknown								8	0	0	0	0	0	48
			X		Unknown								0	0	0	0	0	0	56
			X		Unknown				Yes				0	0	0	0	0	0	27
			X	01-Jan-01	Unknown		Yes	Yes		Yes			3	0	0	11	0	0	15
			X		Unknown		Yes	Yes		Yes			8	0	0	13	0	0	0
			X	24-Nov-04	Unknown	24-Nov-09	Yes			Yes			0	0	0	0	0	0	20
			X	24-Oct-04	Unknown	24-Oct-09	Yes			Yes			0	0	0	0	0	0	39
			X		Unknown								9	0	0	0	0	0	31
			X	20-Apr-04	Unknown	20-Apr-09	Yes			Yes			0	0	0	15	0	0	75
	32 trunks - 88 stations		X	01-Jun-02	Unknown		Yes			Yes			0	0	0	0	0	0	25
			X	01-Jan-97	Unknown		Yes			Yes			0	0	0	0	0	0	33
			X		Unknown								9	0	0	0	0	0	5
			X		Unknown	01-Jan-87							0	0	0	0	0	0	40
			X		Unknown								4	0	0	0	0	0	41
			X	01-Mar-06	Black Box Network Services (TSM)								0	0	0	0	0	0	34
			X		Unknown								3	0	0	0	0	0	27
			X	01-Apr-03	Unknown	01-Apr-04							3	0	0	11	0	0	9
	6 trunks - 16 stations		X		Unknown								0	0	0	0	0	0	8
	6 trunks - 16 stations		X		Unknown								0	0	0	0	0	0	5
	6 trunks - 16 stations		X		Unknown								0	0	0	0	0	0	4
			X		Unknown								0	0	0	0	0	0	50
			X		Unknown								0	0	0	0	0	0	17
			X	01-Jan-92	Unknown								10	0	0	15	0	0	1
			X		Unknown		Yes	Yes		Yes			12	0	0	17	0	0	0
			X		Unknown								15	0	0	20	0	0	0
			X	01-Jan-93	Unknown								7	0	0	21	0	0	4
			X	01-Sep-00	Unknown	01-Sep-05	Yes		Yes				6	0	0	0	0	0	23
			X	16-Mar-05	Unknown	16-Mar-10	Yes			Yes			0	0	0	0	0	0	7
			X	21-Jun-03	Unknown	21-Jun-08	Yes	Yes		Yes			4	0	0	0	0	0	36
			X	25-Sep-04	Unknown	25-Sep-09	Yes	Yes		Yes	Yes		4	0	0	0	1	0	17
	16 trunks - 32 stations		X	07-Nov-03	Unknown	07-Nov-08	Yes			Yes			0	0	0	0	0	0	8
			X		Unknown								0	0	0	0	0	0	6
	6 trunks - 16 stations		X	19-Apr-06	ET&T								0	0	0	0	0	0	4
			X		Unknown								0	0	0	0	0	0	7

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		X	Unknown								0	0	0	0	0	0	7
		X	Unknown								0	0	0	0	0	0	17
		X	Unknown								0	0	0	0	0	0	2
		X	Unknown								0	0	0	0	0	0	2
		X	Unknown								0	0	0	0	0	0	2
		X	Unknown								0	0	0	0	0	0	7
	32 trunks - 88 stations	X	Executone (e-Comm)								0	0	0	0	0	0	35
	6 trunks - 16 stations	X	Black Box Network Services (TSM)								0	0	0	0	0	0	15
		X	GS-TEK (Federal Contractor)	Yes							5000	0	0	216	0	0	100
	6 trunks - 16 stations	X	Black Box Network Services (TSM)								0	0	0	0	0	0	6
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	7
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	6
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	3
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	25
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	15
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	5
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	5
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	6
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	21
		X	Unknown								0	0	0	0	0	0	18
		X	Third Generation	Yes							100	0	0	0	0	0	17
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	5
	6 trunks - 16 stations	X	Unknown								0	0	0	0	0	0	5
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	4
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	7
		X	Black Box Network Services (TSM)								0	0	0	0	0	0	5
		X	Unknown								0	0	0	0	0	0	4
	75 trunks - 125 stations	X	Unknown								0	0	0	0	0	0	114
		X	Unknown								0	0	0	0	0	0	7
		X	Unknown								0	0	0	0	0	0	7
		X	Unknown								0	0	0	0	0	0	10
		X	Unknown	Yes							340	0	0	0	0	0	28
		X	Unknown								0	0	0	0	0	0	5
		X	Unknown								0	0	0	0	0	0	8
		X	Unknown								0	0	0	0	0	0	20
		X	Unknown								0	0	0	0	0	0	4
	16 trunks - 32 stations	X	Unknown								0	0	0	0	0	0	19
	6 trunks - 16 stations	X	Unknown								0	0	0	0	0	0	8
		X	Unknown								0	0	0	0	0	0	2
		X	Unknown								0	0	0	0	0	0	19
		X	Unknown								0	0	0	0	0	0	15
		X	Unknown								0	0	0	0	0	0	16
	16 trunks - 32 stations	X	Unknown								0	0	0	0	0	0	13
		X	Unknown								0	0	0	0	0	0	3
	32 trunks - 88 stations	X	Unknown								0	0	0	0	0	0	19
	16 trunks - 32 stations	X	Unknown								0	0	0	0	0	0	20
		X	Unknown								0	0	0	0	0	0	3
		X	Unknown								0	0	0	0	0	0	12
		X	Unknown								0	0	0	0	0	0	4
	6 trunks - 16 stations	X	09-Jan-06 Black Box Network Services (TSM)								0	0	0	0	0	0	3
		X	Unknown	Yes							120	0	0	0	0	0	23
	6 trunks - 16 stations	X	Unknown								0	0	0	0	0	0	5
		X	Unknown								0	0	0	0	0	0	17
	6 trunks - 16 stations	X	01-Jan-01 Executone (e-Comm)								0	0	0	0	0	0	6
	6 trunks - 16 stations	X	01-Jan-01 Executone (e-Comm)								0	0	0	0	0	0	5
		X	01-Nov-99 Third Generation	Yes	Yes						0	0	0	0	0	0	0
		X	01-Oct-96 Third Generation	Yes	Yes						0	0	0	0	0	0	8
	6 trunks - 16 stations	X	01-Feb-01 Third Generation	Yes	Yes						0	0	0	0	0	0	5

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		X		ET&T		Yes					0	0	0	0	0	0	0
		X	01-Jun-96	Advanced Telecom, Inc (ATI)		01-Jul-97	Yes			Yes	0	0	0	0	0	0	0
		X	01-Feb-95	Executone (e-Comm)		30-Jun-05	Yes			Yes	0	0	0	0	0	0	7
		X	01-Jan-96	Advanced Telecom, Inc (ATI)		01-Jan-97	Yes		Yes		0	0	0	0	0	0	15
		X		ET&T			Yes				0	0	0	0	0	0	0
		X		Advanced Telecom, Inc (ATI)			Yes		Yes		0	0	0	0	0	0	15
		X		Executone (e-Comm)				Yes			0	0	0	0	0	0	7
		X	01-Jan-90	Sprint/United Telephone			Yes				0	0	0	0	0	0	12
		X	01-Jan-90	Sprint/United Telephone			Yes				0	0	0	0	0	0	8
		X	01-Jan-96	Advanced Telecom, Inc (ATI)			Yes				0	0	0	0	0	0	35
		X	01-Jan-97	Advanced Telecom, Inc (ATI)			Yes				0	0	0	0	0	0	59
		X	01-Jan-97	Advanced Telecom, Inc (ATI)			Yes				0	0	0	0	0	0	77
		X	01-Jan-91	ET&T			Yes				0	0	0	0	0	0	4
		X	01-Jan-97	Advanced Telecom, Inc (ATI)			Yes				0	0	0	0	0	0	24
		X	01-Jan-03	Black Box Network Services (TSM)			Yes				0	0	0	0	0	0	8
		X	01-Jan-02	Black Box Network Services (TSM)			Yes				0	0	0	0	0	0	9
		X	01-Jan-96	Advanced Telecom, Inc (ATI)		01-Jan-97	Yes		Yes		0	0	0	0	0	0	15
		X	26-Jun-90	ET&T		01-Jan-96	Yes		Yes		0	0	0	0	0	0	15
		X	03-Feb-98	ET&T		01-Jan-05	Yes		Yes		0	0	0	0	0	0	15
	32 trunks - 88 stations	X	01-Jun-96	Black Box Network Services (TSM)		01-Jun-97	Yes		Yes		0	0	0	0	0	0	0
		X	10-Apr-96	ET&T			Yes		Yes		0	0	0	0	0	0	25
		X	01-Mar-97	Executone (e-Comm)		01-Jan-03	Yes		Yes		0	0	0	0	0	0	0
		X	01-Apr-94	ET&T			Yes		Yes		0	0	0	0	0	0	11
		X	27-Feb-98	Black Box Network Services (TSM)			Yes		Yes		0	0	0	0	0	0	0
		X	15-Dec-94	Advanced Telecom, Inc (ATI)		30-Jun-05	Yes		Yes		0	0	0	0	0	0	0
		X	01-May-95	ET&T			Yes		Yes	Yes	0	0	0	0	0	0	13
		X	01-Aug-96	ET&T			Yes		Yes	Yes	0	0	0	0	0	0	3
		X	03-May-95	ET&T			Yes		Yes		0	0	0	0	0	0	44
		X		ET&T			Yes				0	0	0	0	0	0	0
		X	13-Mar-97	ET&T			Yes				0	0	0	0	0	0	0
		X		ET&T			Yes			Yes	0	0	0	0	0	0	0
		X	01-Jul-92	Verizon		01-Jul-93	Yes		Yes		0	0	0	0	0	0	0
	32 trunks - 88 stations	X	01-Jan-99	Executone (e-Comm)		01-Jan-00	Yes		Yes		0	0	0	0	0	0	9
		X	01-Aug-89	Black Box Network Services (TSM)		01-Aug-90	Yes		Yes		0	0	0	0	0	0	0
		X	20-May-97	ET&T			Yes		Yes		0	0	0	0	0	0	0
		X	10-Oct-01	ET&T			Yes		Yes		0	0	0	0	0	0	24
	32 trunks - 88 stations	X	25-Jun-98	ET&T			Yes		Yes		0	0	0	0	0	0	2
		X		Executone (e-Comm)			Yes		Yes	Yes	0	0	0	0	0	0	2
		X	01-Apr-97	ET&T			Yes		Yes		0	0	0	0	0	0	0
		X	01-Jan-02	Verizon		01-Jan-08					0	0	0	0	0	4	54
		X	01-Jan-04	Verizon		01-Jan-08					0	0	0	0	0	4	50
		X		Advanced Telecom, Inc (ATI)			Yes		Yes		0	0	0	0	0	0	0
		X	01-May-96	Advanced Telecom, Inc (ATI)		01-May-97	Yes		Yes		0	0	0	0	0	0	0
		X	01-Nov-94	Advanced Telecom, Inc (ATI)		01-Nov-95	Yes		Yes		0	0	0	0	0	0	0
		X	01-Sep-94	Advanced Telecom, Inc (ATI)		01-Sep-95	Yes		Yes		0	0	0	0	0	0	0
	16 trunks - 32 stations	X	01-Jan-90	Advanced Telecom, Inc (ATI)		01-Jan-00	Yes		Yes		0	0	0	0	0	0	0
		X	26-Sep-95	ET&T		30-Jun-03	Yes			Yes	0	0	0	0	0	0	0
		X	03-Feb-98	ET&T			Yes			Yes	0	0	0	0	0	0	19
		X	01-Jun-02	ET&T			Yes			Yes	0	0	0	0	0	0	0
	16 trunks - 32 stations	X	01-Oct-95	Black Box Network Services (TSM)		01-Oct-96	Yes		Yes		0	0	0	0	0	0	0
		X	21-Mar-94	Executone (e-Comm)		30-Jun-06	Yes		Yes	Yes	0	0	0	0	0	0	2
		X	18-Feb-97	Executone (e-Comm)		30-Jun-06	Yes		Yes	Yes	0	0	0	0	0	0	0
		X	19-Aug-96	Executone (e-Comm)		30-Jun-05	Yes		Yes	Yes	0	0	0	0	0	0	0
		X	22-May-95	Advanced Telecom, Inc (ATI)		30-Jun-04	Yes			Yes	0	0	0	0	0	0	36
		X	23-Jan-01	Advanced Telecom, Inc (ATI)		22-Jan-06	Yes			Yes	0	0	0	0	0	0	15
		X	30-Sep-97	Advanced Telecom, Inc (ATI)		30-Jun-07	Yes			Yes	0	0	0	0	0	0	14
		X	27-Jan-95	Advanced Telecom, Inc (ATI)		30-Jun-05	Yes			Yes	0	0	0	0	0	0	12
		X	01-Nov-96	Advanced Telecom, Inc (ATI)		01-Nov-97	Yes		Yes		0	0	0	0	0	0	0

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		X	01-Jan-99	Executone (e-Comm)								0	0	0	0	0	0	0
		X		Unknown		Yes						0	0	0	27	0	0	29
	32 trunks - 88 stations	X		Advanced Telecom, Inc (ATI)								0	0	0	10	0	0	0
		X	01-May-95	Third Generation		Yes	Yes					0	0	0	0	0	0	16
		X	01-May-01	Third Generation		Yes	Yes					0	0	0	0	0	0	8
		X	01-May-97	Third Generation		Yes	Yes					0	0	0	0	0	0	8
	451 tp 900 universal ports	X	01-Jan-98	Fujitsu	01-Jan-03	Yes		Yes	Yes	CTAR-9999N1		15	0	0	0	0	0	3
		X	01-Jan-02	Black Box Network Services (TSM)	01-Jan-06	Yes		Yes	Yes	58N5-56		24	0	0	0	0	0	42
		X	01-Jan-02	Black Box Network Services (TSM)	28-Jun-05	Yes		Yes	Yes	58N5-56		9	0	0	0	0	0	32
		X	01-Jan-98	Fujitsu	01-Jan-01	Yes		Yes	Yes	CTAR-9999N1		12	0	0	0	0	0	16
		X	01-Jan-97	Fujitsu	01-Jan-02	Yes		Yes	Yes	CTAR-9999N1		7	0	0	0	0	0	21
		X	01-Jan-01	Fujitsu	01-Jan-05	Yes		Yes	Yes	CTAR-9999N1		12	0	0	0	0	0	24
		X	01-Jan-97	Fujitsu	01-Jan-01	Yes		Yes	Yes	CTAR-9999N1		35	0	0	0	2	0	35
		X	01-Jan-94	Fujitsu	01-Jan-98	Yes		Yes	Yes	CTAR-9999N1		15	0	0	0	0	0	31
		X	01-Jan-02	Black Box Network Services (TSM)	01-Jan-06	Yes		Yes	Yes	58N5-56		12	0	0	0	0	0	27
		X	01-Jan-01	Fujitsu	01-Jan-05	Yes		Yes	Yes	CTAR-9999N1		40	0	0	0	0	0	40
		X	01-Jan-95	Fujitsu	01-Jan-00	Yes		Yes	Yes	CTAR-9999N1		8	0	0	0	0	0	16
		X	01-Jan-98	Fujitsu	01-Jan-02	Yes		Yes	Yes	CTAR-9999N1		12	0	0	0	0	0	47
		X	01-Jan-95	Fujitsu	01-Jan-99	Yes		Yes	Yes	CTAR-9999N1		5	0	0	0	0	0	21
		X	01-Jan-01	Fujitsu	01-Jan-05	Yes		Yes	Yes	CTAR-9999N1		6	0	0	0	0	0	22
		X	01-Jan-97	Fujitsu	01-Jan-01	Yes		Yes	Yes	CTAR-9999N1		23	0	0	24	0	0	13
		X		Alltell		Yes		Yes	Yes	CTAR-9999N1		6	0	0	9	0	0	0
		X	01-Jan-99	Fujitsu	01-Jan-04	Yes		Yes	Yes	CTAR-9999N1		9	0	0	0	0	0	26
		X	01-Jan-97	Fujitsu	01-Jan-02	Yes		Yes	Yes	CTAR-9999N1		28	0	0	0	2	0	20
		X		Unknown		Yes	Yes	Yes				0	0	0	0	0	0	6
		X		Unknown		Yes	Yes	Yes				0	0	0	0	0	0	14
	16 trunks - 32 stations	X	01-Jan-03	Black Box Network Services (TSM)	01-Jan-08	Yes	Yes					0	0	0	0	0	0	0
		X	01-Dec-99	Third Generation		Yes	Yes					0	0	0	0	0	0	8
		X	01-Jun-96	Third Generation		Yes	Yes					0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		ET&T		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		ET&T		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
	16 trunks - 32 stations	X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
	6 trunks - 16 stations	X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		ET&T		Yes	Yes	Yes	Yes			0	0	0	0	0	0	0
		X		Executone (e-Comm)		Yes	Yes					0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes		Yes				0	0	0	0	0	0	0
		X		Executone (e-Comm)		Yes	Yes					0	0	0	0	0	0	0
		X		Third Generation		Yes	Yes					0	0	0	0	0	0	0
		X		ET&T		Yes		Yes				0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes		Yes				0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes		Yes				0	0	0	0	0	0	0
		X		Black Box Network Services (TSM)		Yes		Yes				0	0	0	0	0	0	0
		X		ET&T		Yes		Yes				0	0	0	0	0	0	0
		X	01-Aug-95	Altura		Yes	Yes					48	48	1	2	4	2	0
		X	01-Aug-99	Altura		Yes						7	7	0	0	0	1	0
		X	01-Jun-05	Black Box Network Services (TSM)	01-Jun-06	Yes	Yes					300	0	0	0	0	3	8
	75 trunks - 125 stations	X	01-Jan-02	Unknown								0	0	0	0	0	0	9
		X		Unknown			Yes					0	0	0	0	0	0	0
		X	01-Jan-89	Sprint/United Telephone								0	0	0	0	0	0	5
		X	01-Jan-98	Executone (e-Comm)			Yes					0	0	0	0	0	0	15

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16 trunks - 32 stations	X		Unknown									0	0	0	0	0	0	0
6 trunks - 16 stations	X	01-Jan-00	Executone (e-Comm)				Yes					0	0	0	0	0	0	0
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)	01-Dec-05								0	0	0	0	0	0	4
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	3
16 trunks - 32 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	14
6 trunks - 16 stations	X	01-Jan-04	ET&T									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	ET&T									0	0	0	0	0	0	2
16 trunks - 32 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	4
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	ET&T									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-03	Unknown									0	0	0	0	0	0	4
6 trunks - 16 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	2
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)	01-Jan-05								0	0	0	0	0	0	2
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	ET&T	01-Jan-05								0	0	0	0	0	0	20
6 trunks - 16 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	2
6 trunks - 16 stations	X	01-Jan-03	Black Box Network Services (TSM)									0	0	0	0	0	0	2
6 trunks - 16 stations	X	01-Jan-02	Black Box Network Services (TSM)									0	0	0	0	0	0	4
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	2
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	8
6 trunks - 16 stations	X	01-Jan-04	ET&T									0	0	0	0	0	0	5
6 trunks - 16 stations	X	01-Jan-05	Black Box Network Services (TSM)									0	0	0	0	0	0	2
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)									0	0	0	0	0	0	3
6 trunks - 16 stations	X	01-Jan-03	ET&T									0	0	0	0	0	0	0
16 trunks - 32 stations	X	01-Jan-04	Unknown									0	0	0	0	0	0	10
6 trunks - 16 stations	X	01-Jan-04	ET&T									0	0	0	0	0	0	2
901 universal ports and up	X	01-Jan-04	Black Box Network Services (TSM)	01-Jan-05								0	0	0	0	0	0	20
	X	01-Jan-95	Unknown									0	0	0	0	0	0	18
	X	01-Jan-96	Unknown									0	0	0	0	0	0	98
	X	01-Jan-94	Unknown									0	0	0	0	0	0	60
	X		Unknown									0	0	0	0	0	0	20
	X		Unknown									0	0	0	0	0	0	0
6 trunks - 16 stations	X	01-Jan-04	Black Box Network Services (TSM)	01-Jan-05								0	0	0	0	0	0	2
	X	01-Jan-95	Unknown									0	0	0	0	0	0	15
	X	01-Jan-98	Unknown									0	0	0	0	0	0	20
901 universal ports and up	X	01-Jan-05	Black Box Network Services (TSM)	21-Sep-10								0	0	0	0	0	0	21
	X	01-Jan-00	Unknown									0	0	0	0	0	0	4
	X	01-Jan-98	Unknown									0	0	0	0	0	0	3
	X	01-Jan-00	Unknown									0	0	0	0	0	0	4
	X	01-Jan-92	Unknown									0	0	0	0	0	0	2
	X	01-Jan-00	Unknown									0	0	0	0	0	0	2
	X		Unknown									0	0	0	0	0	0	13
	X		Unknown									0	0	0	0	0	0	16
	X		Unknown									0	0	0	0	0	0	12
	X	01-Jan-94	Unknown									0	0	0	0	0	0	20
	X		Unknown									0	0	0	0	0	0	13
	X	01-Jan-98	Unknown									0	0	0	0	0	0	4
16 trunks - 32 stations	X	01-Jan-04	ET&T	04-Aug-07								0	0	0	0	0	0	8
75 trunks - 125 stations	X	01-Jan-96	Applied Digital Solutions									0	0	0	0	0	0	5

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		X		01-Jan-04								0	0	0	0	0	0	0
			X	01-Jan-02								0	0	0	0	0	0	0
			X	01-Jan-90								0	0	0	0	0	0	0
			X	31-Jan-95								0	0	0	0	0	0	0

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Business Lines	Total Stations	Installed	Wire	Max Growth	ACD Agents	ACD Supervisors	VM N/A	VM Standalone	VM Integrated	VM Type	Nbr Ports/Trunks	Tie Lines	Quantity	Tie Line Type	Distant End Location	Purpose	BA Nbr
0	40				0	0			Yes		0	0	0				12
0					0	0					0	0	0				12
0					0	0					0	0	0				12
0	16				0	0					0	0	0				12
0	15				0	0					0	0	0				12
0	4				0	0			Yes		0	0	0				12
0 43	43	43		0	0	0		Yes	Yes	Anlog Voice Mail	0	Yes	1 25pr		66 block	lower level extensions	25
0 64	0	14		0	14	0		Yes			0	Yes	2 Cat5e Plenem		14th floor	co & stations	25
0 60	60	60		0	0	0		Yes		Phone Xpress	0	Yes	1 100 pr.		to Dmark	t-1 line	25
0 58	58	33		0	0	0		Yes		Phone Xpress	0		0 N/A				25
0 66	66	52		0	0	0		Yes		Phone Xpress	0	Yes	1 25 pr.		basement dmark	T-1 numbers via t-1/CB	25
0 75	75	74		0	0	0		Yes		Phone Xpress	0	Yes	1 300 pr.		to dmark	Tie for Lines	25
0 6	0	6		0	0	0			Yes	svmi card	0	Yes	2 4 pr. Cables also 50 pair feed to Dmarc		old closet to new closet	Tie ext to stations	25
0 43	48	43		0	0	0		Yes		Phone Xpress	0	Yes	1 25 pr		dmarc	Tie for lines	25
0 0	128	85		0	0	0			Yes		0	Yes	100 cat 5		first floor	feed	25
0 48	24	24		0	0	0		Yes	Yes	AVT Phone Express	0		0 N/A				25
18 0	350	350		0	0	0					0		0 N/A				11
0 0	432	432		0	0	0					0		0 N/A				11
3 0	264	264		0	0	0					0		0 N/A				11
2 0	264	264		0	0	0					0		0 N/A				11
2 0	211	300		0	0	0					0		0 N/A				11
0 0	88	128		0	0	0					0		0 N/A				11
0 0	90	90		0	0	0					0		0 N/A				11
0 0	264	264		0	0	0					0		0 N/A				11
0 0	350	350		0	0	0					0		0 N/A				11
0 0	280	325		0	0	0					0		0 N/A				11
26 0	260	260		0	0	0					0		0 N/A				11
18 0	260	260		0	0	0					0		0 N/A				11
0 0	290	290		24576	0	0					0		0 N/A				11
0 0	48(including 2 consoles)	768		24576	0	0					0		0 N/A				11
2 0	500	500		0	0	0					0		0 N/A				11
1 0	750	2304		24576	0	0					0		0 N/A				11
0 0	68	128		192	0	0					0		0 N/A				11
0 0	264	264		0	0	0					0		0 N/A				11
15 0	260	260		0	0	0					0		0 N/A				11
3 0	0	0		0	0	0					0		0 N/A				11
0 0	260	260		0	0	0					0		0 N/A				11
1 0	482	768		24576	0	0					0		0 N/A				11
3 0	0	0		0	0	0					0		0 N/A				11
13 7	7	7		24576	0	0					0		0 N/A				11
0 0	8	16		0	0	0					0		0 N/A				11
0 0	8	16		0	0	0					0		0 N/A				11
2 0	8	16		0	0	0					0		0 N/A				11
2 0	0	0		0	0	0					0		0 N/A				11
0 0	17	17		0	0	0					0		0 N/A				11
3 0	400	400		0	0	0					0		0 N/A				11
1 0	0	0		0	0	0					0		0 N/A				11
11 0	0	0		0	0	0					0		0 N/A				11
0 0	400	400		0	0	0					0		0 N/A				11
0 0	0	448		0	0	0					0		0 N/A				11
0 0	7	7		0	0	0					0		0 N/A				11
13 0	300	768		24576	0	0					0		0 N/A				11
13 0	546	768		24576	0	0					0		0 N/A				11
0 0	40	64		192	0	0					0		0 N/A				11
0 0	6	6		0	0	0					0		0 N/A				11
0 7	7	7		16	0	0			Yes		0		0 N/A				11
0 0	7	7		0	0	0					0		0 N/A				11

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00	7	7	0	0	0					0	0 N/A				11
20	19	19	0	0	0					0	0 N/A				11
20	4	4	0	0	0					0	0 N/A				11
30	4	4	0	0	0					0	0 N/A				11
20	4	4	0	0	0					0	0 N/A				11
00	7	7	0	0	0					0	0 N/A				11
00	45	0	0	0	0					0	0 N/A				13
00	14	0	0	0	0					0	0 N/A				13
00	4000	0	0	0	0					0	0 N/A				13
00	6	0	0	0	0					0	0 N/A				13
00	5	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
00	4	0	0	0	0					0	0 N/A				13
00	11	0	0	0	0					0	0 N/A				13
00	13	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
00	8	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
00	30	0	0	0	0					0	0 N/A				13
00	26	0	0	0	0					0	0 N/A				13
00	90	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
0 20	14	64	192	0	0					0	0 N/A				13
00	4	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
00	9	0	0	0	0					0	0 N/A				13
0 234	150	320	512	0	0					0	0 N/A				13
00	10	0	0	0	0					0	0 N/A				13
00	8	0	0	0	0					0	0 N/A				13
00	15	0	0	0	0					0	0 N/A				13
00	330	0	0	0	0					0	0 N/A				13
00	4	0	0	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
00	23	0	0	0	0					0	0 N/A				13
00	9	0	0	0	0					0	0 N/A				13
0 52	12	128	192	0	0					0	0 N/A				13
00	4	16	0	0	0					0	0 N/A				13
00	5	0	0	0	0					0	0 N/A				13
00	32	0	0	0	0					0	0 N/A				13
00	16	0	0	0	0					0	0 N/A				13
00	16	0	0	0	0					0	0 N/A				13
0 28	44	64	192	0	0					0	0 N/A				13
00	7	0	0	0	0					0	0 N/A				13
0 68	31	128	192	0	0					0	0 N/A				13
0 64	26	64	192	0	0					0	0 N/A				13
00	5	0	0	0	0					0	0 N/A				13
00	18	0	0	0	0					0	0 N/A				13
00	8	0	0	0	0					0	0 N/A				13
00	20	48	192	0	0					0	0 N/A				13
0 124	110	192	512	0	0					0	0 N/A				13
00	6	12	0	0	0					0	0 N/A				13
00	18	0	0	0	0					0	0 N/A				13
0 24	17	17	7	0	0			Yes		4	0 N/A				68
0 12	10	10	2	0	0			Yes		4	0 N/A				68
0 72	51	60	0	0	0			Yes	AVT Phone Express	0	0 N/A				25
0 64	48	59	0	0	0			Yes	AVT Phone Express	0	0 N/A				25
0 16	15	16	0	0	0			Yes	Yes AVT Phone Express	0	0 N/A				25

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0 48 digital, 8 analog	44 digital, 7 analog	44 digital, 7 analog	0	0	0	Yes			0	0 N/A			25
0 31	31	21	0	0	0	Yes		Strategy 6.225/5.5	0	0 N/A			25
0 44	55	44	0	0	0	Yes	Yes	Anlog Voice Mail	0 Yes	1 100pr.	to patch panel 72 port	patch ext to stations	25
0 36	36	23	0	0	0		Yes	Stratagy DK	0 Yes	1 25 pr	66 block lower level	not in use	25
0 55	64	55	0	0	0		Yes	Infostar EVX-V	0	0 N/A			25
0 372	372	317	0	0	0	Yes		Stratagy	0 Yes	2 200 pr.	Basement D Mark	tie to 5th floor	25
0 36	36	30	0	0	0	Yes		Phone Xpress	0	0 N/A			25
0 0	16	0	0	0	0				0	0 N/A			13
0 0	7	0	0	0	0				0	0 N/A			13
0 0	20	0	0	0	0				0	0 N/A			13
0 0	135	0	0	0	0				0	0 N/A			13
0 0	18	0	0	0	0				0	0 N/A			13
0 0	7	0	0	0	0				0	0 N/A			13
0 0	6	0	0	0	0				0	0 N/A			13
0 12	8	64	192	0	0				0	0 N/A			13
0 0	11	0	0	0	0				0	0 N/A			13
0 0	32	64	192	0	0				0	0 N/A			13
0 0	6	0	0	0	0				0	0 N/A			13
0 0	2	0	0	0	0				0	0 N/A			13
0 0	90	0	0	0	0				0	0 N/A			13
0 0	170	0	0	0	0				0	0 N/A			13
0 0	45	0	0	0	0				0	0 N/A			13
0 0	15	0	0	0	0				0	0 N/A			13
0 0	250	0	0	0	0				0	0 N/A			13
0 0	6	0	0	0	0				0	0 N/A			13
0 0	56	128	192	0	0				0	0 N/A			13
0 0	7	0	0	0	0				0	0 N/A			13
0 0	52	64	192	0	0				0	0 N/A			13
0 0	15	0	0	0	0				0	0 N/A			13
0 0	8	0	0	0	0				0	0 N/A			13
9 24	8	64	192	0	0				0	0 N/A			13
0 0	7	0	0	0	0				0	0 N/A			13
0 0	20	0	0	0	0				0	0 N/A			13
0 0	3	0	0	0	0				0	0 N/A			13
0 0	8	0	0	0	0				0	0 N/A			13
0 0	6	0	0	0	0				0	0 N/A			13
0 0	8	0	0	0	0				0	0 N/A			13
0 83	83		25	0	0		Yes		8	0 N/A			15
0 121	121		48	0	0		Yes		8	0 N/A			15
0 14	14	0	10	7	1		Yes		4	0 N/A			15
0 32	24	0	4	0	0		Yes		4	0 N/A			15
0 78	78	0	6	0	0				0	0 N/A			15
18 84	18Ln/?	0	84	0	0				0	0 N/A			20
0 24 lines 32 stations	0	0	240	0	0	Yes			0	0 N/A			20
0 24 lines/32 stations	0	0	32	0	0				0	0 N/A			20
0 24Ln/32Sta.	0	0	240	0	0				0	0 N/A			20
0 24 lines/32 stations	0	0	32	0	0				0	0 N/A			20
0 84	0	0	84	0	0				0	0 N/A			20
0 84	0	0	84	0	0				0	0 N/A			20
0 32	11	11	32	0	0				4	0 N/A			20
0 24	0	0	32	0	0				0	0 N/A			20
0 16 Ln/48Sta	0	0	0	0	0				0	0 N/A			20
0 24 Ln/32 Sta	0	0	0	0	0				0	0 N/A			20
0 24 Ln/32 Sta	0	0	0	0	0				0	0 N/A			20
0 108	0	60	108	0	0				0	0 N/A			20
0 8 X 24	0	40	11	0	0				0	0 N/A			20
0 24 Ln/32 Sta	0	0	0	0	0				0	0 N/A			20
0 24 lines 32 stations	0	0	240	0	0				0	0 N/A			20

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0 24 lines/32 stations	0	0	32	0	0				0	0 N/A	20
0 24 lines/32 stations	0	0	32	0	0				0	0 N/A	20
0 24 lines/32 stations	0	0	32	0	0				0	0 N/A	20
0 112	86	100	300	0	0		Yes		8	0 N/A	20
0 100	N/A	N/A	N/A	0	0		Yes		6	0 N/A	21
11 20	N/A	N/A	N/A	0	0		Yes		4	0 N/A	21
7 20	N/A	N/A	N/A	0	0				0	0 N/A	21
0 75	N/A	N/A	N/A	0	0		Yes		8	0 N/A	21
4 20	N/A	N/A	N/A	0	0				0	0 N/A	21
7 40	N/A	N/A	N/A	0	0		Yes		6	0 N/A	21
14 160	N/A	N/A	N/A	0	0		Yes		8	0 N/A	21
7 40	N/A	N/A	N/A	0	0				0	0 N/A	21
13 40	N/A	N/A	N/A	0	0				0	0 N/A	21
0 60	N/A	N/A	N/A	0	0		Yes		6	0 N/A	21
0 40	N/A	N/A	N/A	0	0		Yes		6	0 N/A	21
18 60	N/A	N/A	N/A	0	0		Yes		6	0 N/A	21
8 60	N/A	N/A	N/A	0	0				0	0 N/A	21
0 100	N/A	N/A	N/A	0	0		Yes		12	0 N/A	21
0 140	N/A	N/A	N/A	10	1		Yes		12	0 N/A	21
0 60	N/A	N/A	N/A	0	0				0	0 N/A	21
22 40	N/A	N/A	N/A	0	0		Yes		8	0 N/A	21
0 60	N/A	N/A	N/A	0	0		Yes		6	0 N/A	21
0 16	10	20	192	0	0		Yes		2	0 N/A	67
0 0	16	64	192	0	0		Yes		2	0 N/A	67
0 16	9	20	192	0	0		Yes		2	0 N/A	67
0 0	0	0	0	0	0		Yes		0	0 N/A	67
0 88	82	112	240	0	112	Yes			8	0 N/A	67
0 8	6	12	192	0	0		Yes		2	0 N/A	67
0 8	7	12	192	0	0		Yes		2	0 N/A	67
0 16	11	20	192	0	0		Yes		2	0 N/A	67
0 16	9	20	192	0	0		Yes		2	0 N/A	67
0 16	10	20	192	0	0		Yes		2	0 N/A	67
0 8	7	12	192	0	0		Yes		2	0 N/A	67
0 16	11	20	192	0	0		Yes		2	0 N/A	67
0 16	9	20	192	0	0		Yes		2	0 N/A	67
0 16	11	20	192	0	0		Yes		2	0 N/A	67
0 16	13	20	192	0	0		Yes		2	0 N/A	67
0 48	40	72	192	0	0		Yes		8	0 N/A	67
0 8	8	16	192	0	0		Yes		2	0 N/A	67
2 8+4	7+1	0	1+3	0	0				0	0 N/A	22
0 0	84	0	0	0	0		Yes		8	0 N/A	22
2 16+4	9+2	0	7+2	0	0				0	0 N/A	22
2 8	5	0	3	0	0				0	0 N/A	22
1 8	6	0	2	0	0				0	0 N/A	22
0 0	7	0	0	0	0				0	0 N/A	22
4 16	12	0	4	0	0		Yes		2	0 N/A	22
0 0	19	0	0	0	0				0	0 N/A	22
2 8+4	7+1	0	1+3	0	0				0	0 N/A	22
1 8	4	0	4	0	0				0	0 N/A	22
0 0	12	0	0	0	0				0	0 N/A	22
2 0	6	0	0	0	0				0	0 N/A	22
4 0	9	0	0	0	0				0	0 N/A	22
2 0	11	0	0	0	0				0	0 N/A	22
2 16+4	8+1	0	8+3	0	0				0	0 N/A	22
2 0	7	0	0	0	0				0	0 N/A	22
4 0	7	0	0	0	0				0	0 N/A	22
5 0	10	0	0	0	0				0	0 N/A	22
4 0	6	0	0	0	0				0	0 N/A	22

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4 0	7	0	0	0	0	0				0	0 N/A			22
0 32	40	32	N	0	0	0	Yes			0	0 N/A			25
0 56	48	44	0	0	0	0	Yes		AVT	0	0 N/A			25
0 32	24	32	0	0	0	0	Yes	Yes	Strategy DK	0	0 N/A			25
0 32	23	32	0	0	0	0	Yes	Yes	Strategy	0	0 N/A			25
0 16	16	16	0	0	0	0	Yes		AVT Phone Express	0	0 N/A			25
0 460	N/A	N/A	N/A	0	0	0				12	0 N/A			21
0 820	N/A	N/A	N/A	0	0	0				8	0 N/A			21
0 500	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 416	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 180	N/A	N/A	N/A	0	0	0				8	0 N/A			21
0 200	N/A	N/A	N/A	0	0	0				8	0 N/A			21
0 1220	N/A	N/A	N/A	0	0	0				12	0 N/A			21
0 500	N/A	N/A	N/A	0	0	0				12	0 N/A			21
0 600	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 500	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 100	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 320	N/A	N/A	N/A	0	0	0				8	0 N/A			21
0 200	N/A	N/A	N/A	0	0	0				4	0 N/A			21
0 360	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 400	N/A	N/A	N/A	0	0	0				16	0 N/A			21
0 60	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 110	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 418	N/A	N/A	N/A	0	0	0				0	0 N/A			21
0 6	6	6	unsure	0	0	0				0	0 N/A			26
0 16	16	16	unsure	0	0	0				0	0 N/A			26
0 0	12	64	192	0	0	0				0	0 N/A			30
0 40	21	29	0	0	0	0		Yes	Strategy IVP8	0	0 N/A			25
0 88	20	20	0	0	0	0	Yes		AVT Phone Express	0	0 N/A			25
0 0	4	0	0	0	0	0				0	0 N/A			30
0 0	10	0	0	0	0	0				0	0 N/A			30
0 0	5	0	0	0	0	0				0	0 N/A			30
0 0	8	0	0	0	0	0				0	0 N/A			30
0 0	5	0	0	0	0	0				0	0 N/A			30
0 0	27	0	0	0	0	0				0	0 N/A			30
0 0	18	0	0	0	0	0				0	0 N/A			30
0 0	4	0	0	0	0	0				0	0 N/A			30
0 0	18	64	192	0	0	0				0	0 N/A			30
0 0	15	64	192	0	0	0				0	0 N/A			30
0 0	13	0	0	0	0	0				0	0 N/A			30
0 0	6	0	0	0	0	0				0	0 N/A			30
0 0	9	0	0	0	0	0				0	0 N/A			30
0 0	7	0	0	0	0	0				0	0 N/A			30
0 0	13	0	0	0	0	0				0	0 N/A			30
0 0	11	0	0	0	0	0				0	0 N/A			30
0 0	15	0	0	0	0	0				0	0 N/A			30
0 0	8	0	0	0	0	0				0	0 N/A			30
0 0	10	0	0	0	0	0				0	0 N/A			30
0 0	11	0	0	0	0	0				0	0 N/A			30
0 0	6	0	0	0	0	0				0	0 N/A			30
0 0	30	0	0	0	0	0				0	0 N/A			30
0 300 plus	300 plus	300 plus	400 phones	0	0	0				4	0 N/A			31
7 15	15	15	25	12	1	1				0	0 N/A			31
0 296	255	296	2000	0	0	0		Yes		16	0 N/A			35
0 0	52	64	512	0	0	0				0	0 N/A			38
6 0	13	0	0	0	0	0				0	0 N/A			38
0 0	1	0	0	0	0	0				0	0 N/A			38
0 0	21	0	0	0	0	0				0	0 N/A			38

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40	0	0	0	0	0				0	0 N/A			38
816	15	0	28	0	0				0	0 N/A			38
014	16	20	192	0	0		Yes		2	0 N/A			67
08	8	12	192	0	0		Yes		2	0 N/A			67
00	16	64	192	0	0		Yes		2	0 N/A			67
016	15	20	192	0	0		Yes		2	0 N/A			67
032	28	48	192	0	0		Yes		4	0 N/A			67
016	9	20	1024	0	0		Yes		2	0 N/A			67
08	6	12	48	0	0		Yes		2	0 N/A			67
016	7	20	1024	0	0		Yes		2	0 N/A			67
08	8	12	192	0	0		Yes		2	0 N/A			67
08	8	12	192	0	0		Yes		2	0 N/A			67
00	16	64	192	0	0		Yes		2	0 N/A			67
016	8	20	1024	0	0		Yes		2	0 N/A			67
016	9	20	192	0	0		Yes		2	0 N/A			67
08	6	12	192	0	0		Yes		2	0 N/A			67
08	7	12	192	0	0		Yes		2	0 N/A			67
08	7	64	192	0	0				0	0 N/A			67
016	9	20	192	0	0		Yes		2	0 N/A			67
048	48	72	1024	0	0				0	0 N/A			67
08	6	12	192	0	0		Yes		2	0 N/A			67
08	8	12	192	0	0		Yes		2	0 N/A			67
016	10	20	192	0	0		Yes		2	0 N/A			67
08	4	12	192	0	0		Yes		2	0 N/A			67
08	5	12	192	0	0		Yes		2	0 N/A			67
08	8	12	48	0	0				0	0 N/A			67
08	7	12	192	0	0		Yes		2	0 N/A			67
08	8	12	192	0	0		Yes		2	0 N/A			67
016	12	16	1024	0	0		Yes		2	0 N/A			67
016	9	20	192	0	0		Yes		2	0 N/A			67
016	9	20	192	0	0		Yes		2	0 N/A			67
08	7	12	192	0	0		Yes		2	0 N/A			67
016	9	20	1024	0	0		Yes		4	0 N/A			67
048	40	64	192	0	0		Yes		8	0 N/A			67
016	9	20	1024	0	0		Yes		2	0 N/A			67
052	52	64	512	0	0				0	0 N/A			67
060	60	64 ?	64 ?	0	0		Yes		4	0 N/A			67
075 (approx)	75 (approx)	site has KTS used w/ cntrx		0	0		Yes	Octel with SMDI link	30	0 N/A			67
0200	200	280	240	12	0		Yes		8	0 N/A			67
00	0	0	0	0	0				0	0 N/A			67
00	0	0	0	0	0				0	0 N/A			67
08	7	16	192	0	0				0	0 N/A			67
064	54	96	240	0	0		Yes		4	0 N/A			67
040	30	60	?	0	0		Yes		8	0 N/A			67
092	85	116	512	0	0		Yes		8	0 N/A			67
016	10	20	0	0	0				0	0 N/A			67
08	5	12	0	0	0				0	0 N/A			67
016	9	20	0	0	0				0	0 N/A			67
08	5	12	0	0	0				0	0 N/A			67
08	5	12	0	0	0				0	0 N/A			67
056	50	72	0	0	0		Yes		8	0 N/A			67
080	74	96	0	0	0		Yes		8	0 N/A			67
040	36	56	0	0	0		Yes		4	0 N/A			67
048	45	68	240	0	0		Yes		4	0 N/A			67
00	0	0	0	0	0		Yes		4	0 N/A			67
032	26	36	192	0	0				0	0 N/A			67
032	30	30	2	0	0			Yes	8	0 N/A			68
056	49	49	7	0	0			Yes	4	0 N/A			68

System Inventory for Contract 5805-55 Section 2

0 40	34	34	6	0	0	Yes	4	0 N/A	68
0 24	23	23	1	0	0	Yes	4	0 N/A	68
0 32	30	30	2	0	0	Yes	4	0 N/A	68
0 32	28	28	4	0	0	Yes	4	0 N/A	68
0 36	31	31	5	0	0	Yes	8	0 N/A	68
0 32	26	26	6	0	0	Yes	4	0 N/A	68
0 40	38	38	2	0	0	Yes	4	0 N/A	68
0 56	55	55	1	0	0	Yes	4	0 N/A	68
0 32	26	26	6	0	0	Yes	4	0 N/A	68
0 16	11	11	5	0	0		0	0 N/A	68
0 32	28	28	4	0	0	Yes	8	0 N/A	68
0 64	57	57	7	0	0	Yes	8	0 N/A	68
0 12	10	10	2	0	0	Yes	2	0 N/A	68
0 38	21	24		0	0			0	12
0 12	8			0	0			0	12
0 0	6			0	0			0	12
0 22				0	0			0	12
0 0	17			0	0			0	12
0 0	11			0	0			0	12
0 0	18			0	0	Yes		0	12
0 46	40			0	0			0	12
0 0	12			0	0			0	12
0 5				0	0			0	12
0 0	16			0	0			0	12
0 6	20	24		0	0	Yes	4	0	12
0 9	12			0	0			0	12
0 53	16			0	0	Yes	4	0	12
0 4				0	0			0	12
0 25				0	0			0	12
0 6				0	0			0	12
0 48	40			0	0	Yes	8	0	12
0 6	12			0	0			0	12
0 16	30			0	0	Yes		0	12
0 5	10			0	0			0	12
0 9	18			0	0			0	12
0 12	10			0	0			0	12
0 12	23			0	0	Yes		0	12
0 10	20			0	0	Yes		0	12
0 6	7			0	0			0	12
0 24	35			0	0			0	12
0 34	22			0	0	Yes		0	12
0 35	32			0	0			0	12
0 7	10			0	0			0	12
0 24	15			0	0			0	12
0 4	43			0	0	Yes		0	12
0 64	63			0	0	Yes	8	0	12
0 8	11			0	0			0	12
0 8	5			0	0			0	12
0 88	85			0	0			0	12
0 7	10			0	0			0	12
0 24	9			0	0			0	12
0 24	19			0	0	Yes	4	0	12
0 22	20			0	0			0	12
0 7	42			0	0			0	12
0 4	6			0	0			0	12
0 8	23			0	0	Yes		0	12
0 19	9			0	0			0	12
0 48	37	48		0	0	Yes	6	0	12

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00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
140	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
024	22	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
030	0	0	0	0	0	0			Yes	0	0,0	0	0	78
00	36	64	192	0	0	0				0	0,0	0	0	78
00	14	0	0	0	0	0				0	0,0	0	0	78
028	0	0	0	0	0	0			Yes	4	0,0	0	0	78
00	8	24	0	0	0	0			Yes	4	0,0	0	0	78
00	24	0	0	0	0	0			Yes	0	0,0	0	0	78
00	240	0	0	0	0	0			Yes	0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
60	24	0	0	0	0	0				0	0,0	0	0	78
020	14	0	0	0	0	0				0	0,0	0	0	78
032	24	0	0	0	0	0			Yes	4	0,0	0	0	78
00	52	64	192	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
020	0	0	0	0	0	0				0	0,0	0	0	78
028	18	0	0	0	0	0				0	0,0	0	0	78
00	0	40	0	0	0	0			Yes	0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
028	19	0	0	0	0	0			Yes	0	0,0	0	0	78
00	40	64	192	0	0	0				0	0,0	0	0	78
00	0	0	0	0	0	0				0	0,0	0	0	78
00	8	24	0	0	0	0				0	0,0	0	0	78
00	75	128	192	0	0	0				0	0,0	0	0	78
00	28	64	192	0	0	0				0	0,0	0	0	78
12	52	64	192	0	0	0				0	0,0	0	0	23
0	129	129		0	0	0				0	0,0			23
0	16			0	0	0				0	0,0			23
0				0	0	0				0	0,0			23
6				0	0	0				0	0,0			23
822				0	0	0				0	0,0			23
9				0	0	0				0	0,0			23
0	63			0	0	0				0	0,0			12
0	41			0	0	0			Yes	0	0,0			12
072	67			0	0	0			Yes	8	0,0			12
0	34			0	0	0			Yes	0	0,0			12
048	26			0	0	0			Yes	4	0,0			12
024	21			0	0	0				0	0,0			12
0	6			0	0	0				0	0,0			12
0	4			0	0	0				0	0,0			12
0	150			0	0	0			Yes	0	0,0			12
0	12			0	0	0				0	0,0			12
0				0	0	0				0	0,0			12
0	13			0	0	0			Yes	0	0,0			12
0	31			0	0	0				0	0,0			12

System Inventory for Contract 5805-55 Section 2

0	6			0	0		Yes		0	0			12
0	62			0	0		Yes		0	0			12
0	26			0	0				0	0			12
0	4			0	0				0	0			12

System Inventory for Contract 5805-55 Section 2

Department of Labor and Industry	Kevin Paul	7177876188	kepaul@state.pa.us	UCBR 9125	Yes	
Department of Labor and Industry	Kevin Paul	7177876188	kepaul@state.pa.us	BWDP 0606	Yes	
Department of Labor and Industry	Kevin Paul	7177876188	kepaul@state.pa.us	BWDP 0804	Yes	
Department of Labor and Industry	Kevin Paul	7177876188	kepaul@state.pa.us	BWC 1386	Yes	

Contract 5805-55

Statewide Procurement for Telephone Systems and Services

And

Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems

And

Statewide Procurement for Private Branch eXchanges (PBX) and Services

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Section 1 Statewide Procurement for Telephone Systems and Services

1. Purpose: The purpose of this section in the bid is to solicit proposals to establish statewide coverage for the outright purchase or installment purchase of new telephone systems and services. All telephone systems installed will be turnkey installations. Vendor/manufacturer, and/or a consortium of vendors (now called offeror) must propose and have the capability to install and serve any combination of zones throughout the Commonwealth of Pennsylvania (now called State). All telephone systems installed will be turnkey. The State is divided into three (3) zones. County borders define each zone. Offerors may propose to serve any combination of zones: one (1) zone, two (2) zones, or all three (3) zones (Statewide). Attachment 1 is a map delineating these zones of coverage. The selected offeror must have the capability of installing and servicing all counties within the zone(s) proposed and must carry a product line(s) that handle all requirements stated in the bid for the four (4) configurations including both voice mail and automatic call distribution (ACD) capabilities. Each zone will be evaluated separately and an award will be made for each zone. The State plans to award contracts to all offerors qualifying with different manufacturers per zone/one (1) manufacturer per zone. Offerors may bid on more than one (1) manufacturer.

The selected offerors will be contracted to furnish, install, maintain and support the common equipment, station equipment, cable records and all other ancillary equipment to make the systems fully operational. The State will consider the selected offerors to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the cost of any contract.

2. Read and Review: It shall be the offeror's responsibility to read this entire document, review all enclosures and attachments, and comply with all requirements and the State's Department of General Services intent as specified herein. If an offeror discovers an inconsistency, error or omission in the bid, the offeror should request a clarification from the State's contact person listed in this bid. Questions and clarifications must be submitted in writing and may be submitted by personal delivery, letter, fax or e-mail within the time period identified in the bid.
3. Attachment 2 is the Office of Administration Enterprise Architecture Policies & Domain Standards – Information Technology Bulletins (ITB). The awarded offeror(s) delivering services/system to agencies under the Governor's Jurisdiction are required to comply with the IT standard and policies issued by the Governor's Office of Administration, Office for Information Technology (OA/OIT), for the State enterprise (see www.oit.state.pa.us). The below link is to the Enterprise Domain (NET) ITB-NET003 Enterprise Voice Communications. Offeror's should refer to the below link to see when changes are made to the ITB.

<http://www.oit.state.pa.us/oaoit/cwp/view.asp?A=722&Q=202555>

4. Offeror Responsibility: The offerors will be responsible for investigating and recommending the most effective and efficient technical configuration. Consideration shall be given to the stability of the proposed configuration and the future direction of technology, confirming to the best of their ability that the recommended approach is not short lived. Several approaches may exist for hardware configurations, other products and any software. The offerors must provide a justification for their proposed hardware, product and software solutions along with cost therefore. Offerors are encouraged to present explanations of benefits and merits of their proposed solutions together with any

accompanying services, maintenance, warranties, value added services or other criteria identified herein.

5. Pricing: Offeror will submit separate pricing for each manufacture covering zone(s) pricing to include minimum; variety of single line and multi-line telephones, variety of cards for (stations (electronic & analog), trunks (tie-line, DS1, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 2-way trunks, Centrex, Business lines, etc.) variety of attendant consoles and add-on modules busy lamp field (BLF)/direct station select (DSS), music on hold, complete paging systems (amplifiers, horns, speakers, paging access card), variety of jacks (hot and prewire) and cabling levels, remote system trouble alarm (if available), surge/transient protection systems, variety of patch panel systems and 66 blocks, etc., racks for equipment, variety of sized voice mail systems, variety automated attendants, variety of automatic call distribution (ACD) systems and applications, variety of hourly rates, PC based systems for consoles and/or administration, volume control handsets, operator headsets, tone ringer wall mounted/volume control, extension ringer, loud ringing bell, cut-off switch, variety sizes of handset cords and line cords, AM/FM tuner, door answering units, chime ringer, variety of UPS and battery back-up systems, power failure jack and cable credit per station if existing cabling is used. Associated costs must be clearly identified and included in the offeror's proposal. Offeror will develop the pricing and add the attachment to their bid response under 5. Pricing and 6 Feature and Manufacturer Product Line.

Complete separate sheets for each zone coverage and manufacturer bid. Complete the summary sheet totals and enter the Grand Total on the Official Bid Sheet.

6. Feature and Manufacturer Product Line: The offeror must provide a matrix of standard and optional features for each manufacturer product line/system type proposed. Each feature should be identified as standard or optional and fully described in its function. Any feature (standard or optional) requiring the additional of hardware or software to function as described should be identified along with the types associated with the additional components. Associated costs must be clearly identified and included in the offeror's proposal. Offeror will develop and add a pricing attachment to their bid response under 5. Pricing and 6 Feature and Manufacturer Product Line. The attachment will have pre-install (pricing from proposal pricing to the system installation) and post-install pricing (pricing after the installation). Include on the attachment whether or not the features that are listed are available using the VoIP and if there are additional costs.

7. Technical Requirements:

Offeror must carry a product line(s) that handles all requirements listed. If one product line can handle all below configurations please explain how and the advantages (i.e., module system/equipment).

a. General System Requirements:

Offeror will submit an installment cost for all the following configurations:

<u>CONFIGURATION</u>	<u>TRUNKS</u>	<u>STATIONS</u> (telephones)	<u>FEATURE ELECTRONIC</u> <u>TELEPHONE/SET</u> <u>KEY TELEPONES</u>
I	6	16	ALL
II	16	32	ALL
III	32	88	44 feature sets/44 single line sets
IV	75	125	63 feature sets/62 single line sets

The required features for all four (4) configurations of telephone systems are the same with the exception of Automatic Call Distribution (ACD) with standard reports and integrated voice processing. They are options for configurations I and II. They are requirements for configurations III and IV. **To be considered, each offeror must submit pricing for each of the four (4) configurations being addressed in the cost data attachment 3-1 – 3-9 (configurations 1-4) of the bid.**

- b. Offeror will include a narrative of the telephone system(s) it's proposing as a solution to the system requirements requested by the State under this bid.
- c. Indicate what instruments and or other components, if any, are interchangeable throughout its entire configurations of products.
- d. Explain what data requirements can be integrated with its system(s).
- e. Describe technically what power failure and transient or surge protection are provided standard and are optional. Offeror will include the optional power failure and transient or surge protection in its cost proposal.
- f. Explain what security measures are provided to control access to the telephone system (key service unit (KSU)/server) and to prevent toll fraud.
- g. What systems, if any, its proposing which offers trunk-to-trunk connection, call park and call waiting.
- h. Describe technological innovation(s) distinguishes its product line from others in the industry.
- i. Provide a complete description of both the house and the station cabling that is proposed, including category or level. Review Section 8. Cabling.

- j. Select any three (3) features of any configuration and explain how they can benefit a using agency.
- k. Describe the capabilities of the Automatic Call Distribution (ACD) required in configurations III and IV. Include any reporting capabilities both standard and optional. Describe what, if any, ACD capabilities that are available in configurations I and II. All optional costs for reporting will be included in its cost proposal.
- l. Describe the integrated voice processing features required in configurations III and IV. Include information on attendant delay announcement, automated attendant, voice mail, etc. Describe what, if any, integrated voice processing features available in configurations I and II.
- m. Describe the integration with system(s) proposed and ***VoIP when the State is ready for its future use***. Offeror will address attachment 12 – IP Telephony Options.
- n. Technical Manuals are not required with the submission of the bid. Offeror will supply brochures of its product line at a kick off meeting for the agencies. The offerors will also include a product brochure when submitting the agencies attachments 4, 5 and 6.
- o. The estimated value of the contract in 2005 was \$655,242.30, 30 systems were installed.

8. Cabling:

- a. A minimum of one power failure jack and 2500 type telephone set must be included in the cost of each system and must be located in a convenient, accessible area such as at the receptionist's desk or manager's office, unless otherwise designated by the agency Telecommunications Management Officer (TMO).
- b. Technical Requirements: The scope of the voice cabling support starts at the demarc (or extended demarc), includes the main distribution frame (MDF), any intermediate distribution frames (IDFs), other wiring closets, the jacks located in the user space, and all wiring in between. The demarc being defined as the point between the wiring that comes in from the local telephone company and the wiring used to connect to the telephone system. A demarc might be anything as simple as an RJ-11C jack (one trunk) or an RJ-14C (two trunks) or an RJ-21X (up to 25 trunks or a 66 or 110 punchdown block).
- c. All cabling will be labeled at both ends. Additionally, the patch panel or wiring block will be labeled with the telecommunications outlet number and locations of the remote end. The numbering scheme will be kept uniform and consistent throughout an entire site. Each installation will be required to have up-to-date cable records located at the MDF, IDF, or patch panel. The patch panel or wiring block will be labeled with the telecommunications outlet number and locations of

the remote end. Documentation/labeling are typically done in accordance with the TIA 606 standard. These cable records are and will remain the property of the State.

- d. On-site technicians must have all necessary tools and materials to perform cable, jack inserts, terminal box, faceplates, testing and labeling.
- e. All cabling will be installed and tested in accordance with the current version of the EIA/TIA-568 Commercial Building Wiring Standard and all associated reference documents.
- f. Voice circuits are typically terminated with industry standard telecommunications jacks (e.g., RJ11, RJ45). Jacks will be wired according to Electronic Industries Association/Telecommunications Industry Association (EIA/TIA)-568 Commercial Building Wiring Standard EIA/TIA 568B, bulletin TSB-36, or bulletin TSB-40A standards, based on relevancy.
- g. Testing may include, but is not limited to, attenuation testing, near-end crosstalk (NEXT) testing, distance testing (time domain reflectometer – TDR), wiremap testing, and tone testing for any and all of the circuits and systems outlined above. The nature of the testing is determined by the devices in use and the circuit type. Testing is typically per TIA/EIA TSB-67 standard and all associated reference documents. As a minimum the test results for each telecommunications outlet location must contain the jack number and wire map. Depending on the nature of the problem attenuation, near end crosstalk (NEXT), and cable impedance may also be required. Testing/troubleshooting specific to ISDN includes full channel (analog only) / half channel (analog and digital) measurements (particularly when there is a PBX with ISDN interface), attenuation, line level, peak code word, crosstalk, idle channel noise, bit error testing, error measurement (short and long term), and coder offset. Due to the higher frequency of ISDN, voltage and current measurement alone is insufficient for ISDN testing.
- h. All new cabling is required for each installation and must be type CMR unless cabling is run in air plenum space in which case cabling must be CMP. The offeror may use existing cabling **ONLY** where it has prior approval from both the using office and the agency Telecommunications Management Officer (TMO). Contract prices will prevail where cabling runs are home run within 150 feet. The offeror must notify the agency TMO when cabling runs exceed this distance and any additional cost must be justified in accordance with the length of run. If TMO approves the reuse of existing cabling the offeror will provide a dollar per jack credit in the bid response attachment 5. Re-used cabling requires testing. The TMO must also be notified if any additional labor is required because of drilling through concrete, etc. Additional labor of this kind is expected to be minimal. The offeror must provide a minimum of 25% spare cable pairs at the mainframe and/or IDF. A TMO list of agencies will be provided upon an offeror award of a contract.
- i. Testing and certification is required to insure all cables and their associated jacks, patch panels and jumpers meet the appropriate standard for the type of network

being installed. (i.e., voice, data). The offeror shall provide a complete copy of all certification test results to the agency TMO.

- j. At a minimum standard all 5e unshielded twisted pair (UTP) cable will be installed and will adhere to the installation and testing requirements of the current versions of IIA/TIA/TSB-36 and TSB-40.
- k. MDF Cable Record Form Update Process:

The State has updated cable management records to one format for all building housed by the State agencies. The offeror and offeror's sub-contractor will follow the same formatted cable records when installing systems.

If cable records are in a facility they must be updated whenever a move/add/change (MAC) is made that affects the internal building wiring or location of a telephone number in any way. These records are to be updated by **anyone** that is involved in performing any work that changes any of the information in this form.

- l. Attachment 8 is the Cable Management Record Form to be used by all contractors or subcontractors and agency personnel when performing any voice or data telecommunications work that affects cable and wiring information within State facilities. Offerors will be responsible for filling out the portion of the form which pertains to the work they perform and send the completed form to the agency TMO. The agency TMO will enter the Cable Management Record Form into the Cable Management System into the established State's Integrated Support System (ISS).

Awarded offerors may be required, in the future, to electronically keep their cable records updated through the Commonwealths Cable Management System. Access will be made available through the website to the current Integrated Support System's (ISS) Cable Management Section for updating purposes only when cable changes and/or new services are requested by an agency. Once access has been given the offerors, this information must be provided before billing takes place. In the case of a MAC order where a telephone set is moved, the offeror is responsible for insuring the cable records are updated. Cable Management Records for updating purposes falls under minor malfunction and will be updated within eight (8) working hours. Until electronic implementation has been made, offerors will continue to provide hardcopy forms to the TMO's for their updating into the ISS system.

- m. Offeror agrees that all proposed agency turnkey pricing of a telephone system, plus pre-approved additional costs (if any), will constitute the final cost of a given installation. Also, that those final costs of a given installation, are predicated on cable runs that are "home run" at distance no more than 150 feet from the main frame to the station. Also, no travel time, site visit charge or delivery costs are acceptable. The offeror will submit information on a telephone system price reconciliation sheet and a telephone maintenance reconciliation sheet for each installation to the using agency requesting a quote. Reference attachments 4, 5 and 6.

9. Maintenance:

- a. Offeror will include a narrative of the proposed solution to the maintenance services requested. State its understanding of the State requirements and describe the services, maintenance philosophy and resources available to service.
- b. Indicate how long offeror agrees to warrant the system for parts and labor. The offeror will include maintenance costs after the warranty period totaling a five (5) year period. Reference attachment 4.
- c. Include information on its dispatch center responsible for zone(s) proposed handling service calls. The dispatch center will have a toll free number(s) used by the State agencies when placing service calls via telephone. Offeror will have sufficient amount of telephone lines and telephone operators to meet the needs of the State in supporting its dispatch center. Include the procedure for receiving, screening and logging service calls. Describe in detail the proposed automated system that will be used in the dispatch center for logging, tracking, updating and reporting service calls. If the offeror has web access for reporting trouble calls please provide the link if an agency elects to report troubles electronically.

A number of Commonwealth agencies would like the ability to report services troubles electronically through the offeror's website. If the offeror supplies this explain what steps are then taken.

- d. Explain what trouble report information is collected from the locations when an agency places a trouble call for service. Explain what steps are then taken to assure that the problem is corrected in a timely manner.
- e. Explain other than a complete crash/outage of a telephone system, how do it's prioritize a service call.
- f. Describe what other maintenance support is available to the maintenance personnel.
- g. All parts used in providing maintenance will be new or warranted as new, and meet or exceed Original Equipment Manufacturer (OEM) specifications.
- h. List all offerors maintenance locations within the State and indicate what counties are covered by each center. Complete the following maintenance center information Attachment 9.
- i. Offeror will have trained, experienced and certificated technicians assigned to work on a project under the contract resulting from this bid.
- j. Offeror will have fully equipped and stocked service vehicles available to service the State.
- k. Offeror will have remote support available when system remote alarms are activated indicating system problems.

- l. Submit with the bid a manufacturer's letter guaranteeing parts available for ten (10) years.
- m. Identify each subcontractor proposed. Describe the service provided by each and describe its function(s) under any contract that may be entered into as a result of this bid.
- n. Offeror will have on-hand inventory of replacement parts.
- o. Offeror will have a plan in the event a required part is out of stock and/or unavailable to the service technician performing the maintenance work.
- p. Surge/transient protection is mandatory for each installation and must be included in all systems installed. Provide the following required power failure and transient or surge protection name or manufacturer and model, response time, voltages served, clamping level, amp surge level, technology employed and special features. Explain what is standard and optional. If optional include cost associated with the service in the telephone system pricing in attachment 5.
- q. Software Upgrades, explain the process that must be followed when a new version or release of software is being loaded on the System or station software updates are being performed. Explain whether the system must be shut down or if these types of activities take place in an on-line environment and what happens to calls that are in-progress.
- r. Customer References:
 - i. Offeror must list customer accounts for the proposed system. List a minimum of three (3), but no more than five (5). Preferably, references should be located within the zone on which it's proposing. Provide the following information for each referenced customers:
 - 1. Company name
 - 2. Address
 - 3. Type of business
 - 4. Date of installation
 - 5. Equipment configuration
 - 6. Contact person and alternate:
 - a. Name
 - b. Title
 - c. Phone number
 - d. Address
 - e. Hours available
- s. Company Profile:
 - A. Provide the following information for the **prime offeror:**
 - 1. Complete company name, address and telephone number.
 - 2. Provide a financial Statement or company annual report for the last year.
 - 3. Federal identification number.
 - 4. State in which company is incorporated.

5. Description of company's organization, including organization charts, and indicates company offers by name, where applicable.
6. Principal type of business.
7. Total number of years in the principal business.
8. Number of years in the telecommunications business.
9. Total full time work force assigned to contract functions.
10. Total full time telephone system and services work force located in each zone its proposing to serve.
11. Does its company owe the State any taxes?
12. Is its company not currently under suspension or debarment by the State, any other State, or federal government? (If under suspension or debarment, its bid may not be accepted or considered.)
13. Does it agree that the State may offset the amount of any State tax liability or other debt of its company or its subsidiaries owed to the State, and not being contested on appeal against any payment due its company under any contract that may be entered into as a result of this bid?

B. If **subcontractors** are proposed in this bid, answer the following for each:

1. Complete subcontractor name and address.
2. Federal identification or social security number.
3. State in which incorporate, if applicable.
4. Type business.
5. Total years in the business for which the Sub is being proposed in this bid.
6. Number of years in the telecommunications business.
7. Provide a financial Statement or company annual report for the last year.
8. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years?
9. Provide as many as possible but no less than three (3) references for the project described in number 8 above. Include at least the following information:
 - a. Company name
 - b. Address
 - c. Type of business
 - d. Description of the element(s) of the project being assigned.
 - e. Identify any subcontractor(s) and its role in these studies or projects.
 - f. A brief description of the system or hardware to be installed.
 - g. Contract person and alternate:
 - i. Name
 - ii. Title
 - iii. Phone number
 - iv. Address
 - v. Hours available

- h. Total full time work force assigned to projects related to project on this bid.
- i. Total full time work force located in the zone(s) of the State being proposed by the response to this bid.

10. Other Requirements:

- a. Offeror will state what zones are being proposed.
- b. Explain how this award will be administrated including how it plans to monitor and evaluate the performance of its personnel installing systems and evaluate the performance of all subcontractor personnel, if applicable. Explain the program to evaluate the performance of personnel maintaining the system during the life of the contract.
- c. Explain how it will successfully meet the installation intervals requirements as stated below in 15, Liquidated Damages. Liquidated Damages are imposed on the offerors when they cannot install a system within sixty (60) days from the date of issuance of a Purchase Order to the offeror.
- d. Offeror's responsibility to coordinate all telephone matters between the using agency and the serving ILEC or CLEC.
- e. Offeror's installation will take place without any loss of service.
- f. A project manager designed by the offeror in the response shall be responsible for coordination of all activities between the Issuing Office, using agency and offeror and the offeror's subcontractors. Provide the name of the project manager to coordinate activities between the Issuing Office, using agency, ILEC/CLEC and the offeror and offeror's subcontractors. Describe in detail the functions that will be performed by the project manager. The project manager assigned to the State project will not be removed from the project without written consent from the State.
- g. Offeror will install the most advance feature package(s)/software for each system installed.
- h. Offeror will guarantee that installation of the system will be in full compliance with all federal, State, and local government building and fire statues, codes, regulations as well as industry standards.
- i. The offeror will install a system when telephones are in multiple buildings. Offeror will protect both the system and employees from high voltage electrical surge cased when lighting strikes the cabling between the buildings.
- j. Offeror will include the finance rate when agency elects for installment purchase in attachments 3 configurations 1-4. The finance period will be forty-eight (48) months.
- k. The attachment 10 is the appendix to Contract No. 5805-55 Installment Purchase Option, including Exhibits A through D, contains the terms and conditions for the

installment purchase option. These terms and conditions are not subject to negotiation.

11. Training:

- a. The offeror will provide a training plan for office technical staff that will support the system administration during the life of both the initial warranty period and any subsequent maintenance contracts. Training will include the process for completing moves, adds, and changes (MAC) for the general phone systems, voice mail, ACD, call accounting packages, and other peripherals purchased from the contract.
- b. Training classes will be provided for the office technical staff, executive staff, and general staff at the location where the telephone system is being installed. Training will be conducted for those employees who work shift work during their working hours. Examples of training elements to be trained are; all varieties of telephones, attendant consoles, voice mail, automatic call distribution (ACD) administrative terminal, etc. The training dates will be coordinated between the offeror and the using agency.
- c. Courses must be completed prior to activation of the telephone system and peripheral systems. Specific courses for the administrator of the voice mail, ACD, and attendant console training must be conducted separately.
- d. Training documentation will be provided to each system installed by the offeror. The offeror will develop, update and maintain all training documentation.
- e. Offeror will provide unlimited follow-up training as required by the agency. After initial installation, training will be required when peripherals are added, for example voice mail, ACD, etc. to an installed system.
- f. Describe the manufacturer's formal certificate/specialization program offerings for the type of system proposed. Include the number of seats in the pricing.

12. New Equipment: All equipment installed will be new. All equipment installed will be fully covered by the warranty.

13. Site Visit: Since various using agencies of the State will install telephone systems, and the proposed locations of these systems are unknown to the Issuing Office until time of notification by the using agency, the following procedures will ensure after the offeror is notified by the using agency of its intention to procure:

- a. The offeror will conduct a SITE VISIT within five (5) business days upon notification from the using agency.
- b. If at the time of the SITE VISIT, the offeror determines that there are unusual installations factors that will require additional cost which will subsequently affect the offeror's total price, offeror will submit, in writing to the

requesting agency, a specific explanation of the additional cost and specific reasons for same.

- c. Offerors will complete attachment 5 a telephone price reconciliation sheet for the agency listing the quantities, equipment, maintenance, etc that will be used for issuing a Purchase Order (PO). Also, complete attachment 6 telephone system maintenance reconciliation. The offerors will include product brochure with the telephone system price reconciliation sheet and all pertinent bid cost sheets.
 - d. The telephone system, plus any additional costs that have been approved by the Issuing Office, will then constitute the final costs of a given Purchase Order (PO). A PO will then be issued to the offeror by the using agency for that particular installation.
14. Negotiate System Design: The Issuing Office reserves the right to negotiate system design changes prior to issuance of a Purchase Order (PO). If such changes in a basic system are required by the using agency, the offeror will be given the right to alter costs upon agreement of the using agency and the Issuing Office. The State reserves the right to require the offeror to furnish additional or lesser quantities of equipment or features in order to reflect any system requirements, which may become known after issuing the bid. The unit prices furnished with the bid proposals will be used to modify the offeror's quoted price.
15. Liquidated Damages: All contractual arrangements with the offeror will contain a schedule and timetable for installation. The maximum time for any installation to start will be sixty (60) days from the date of issuance of a Purchase Order to the offeror. If for any reason (except those beyond the control of the offeror), the defined installation date is not met, the offeror shall be liable to the State for damages which shall be calculated at the rate of one-half of one percent per business day of delinquency, but not to exceed fifty (50) percent of the cash price of the system.
16. Maintenance Liquidated Damages:
- A. General:
 1. The offeror must provide facilities to receive repair calls on a 24-hour per day basis, 365 days of the year, during the warranty period, the contract period, and for any years beyond the contract period i.e.; a total of five (5) years.
 2. The terms "working hours" and "Business Day" shall mean 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays. Liquidated damage charges as specified in the following paragraphs will not be assessed where performance of the offeror's obligation is prevented or delayed by acts of God, freight embargoes, strikes, fire or acts of government, provided the vendor notifies the using agency of such circumstances and the using agency reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the offeror. The dollar amount of liquidated damages being imposed by the State may be deducted from

payment due, or to become due, to the offeror or may be billed separately.

B. Routine Services:

1. To provide **routine services** to the equipment, the offeror shall respond, between 8:00 A.M. and 5:00 P.M., Monday through Friday, within eight (8) working hours after notification.
2. For the purpose of this bid, routine services shall be defined as, but not limited to, malfunction of any equipment or cabling which is not affecting services as outlined in subparagraph C.1. and D.1. below.

C. Minor Malfunctions:

1. Following the cutover date, the offeror shall respond, between 8:00 A.M. and 5:00 P.M, Monday through Friday, to repair **minor malfunctions**, refer to C.2 below, in the equipment and cabling within eight (8) working hours after notification. The term “respond” as used shall mean arriving at the site of the minor malfunction. If the offeror fails to respond within eight (8) working hours, the offeror will pay the State \$100.00 as initial liquidated damages and \$10.00 for each and every working hour, full sixty (60) minutes, of delay after the first eight (8) working hours. All repairs and/or replacements shall be started within twenty-four (24) working hours following the response to notification of a minor malfunction. In the event the twenty-four (24) working hour period expires at a time other than on a business day, the offeror must start repairs or replacement by 8:00 A.M. on the next business day. The offeror must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following initial response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs and/or replacement of the malfunctioning equipment within twenty-four (24) working hours following initial response, the offeror will pay the State as liquidated damages the sum of \$100.00 for each and every completed calendar of delay.
2. For the purpose of this bid, a minor malfunction shall be defined as, but not limited to, an occurrence of any or all of the following:
 - a. A failure of between 10% and up to 39% of the trunks or a total number of three (3) trunks or greater to function as normally intended.
 - b. A failure of between 10% and up to 39% of the stations or equipment or a total of three (3) stations or greater.

- c. Any failure of supervisor and answering positions.
- d. A failure of any peripheral equipment, which renders it incapable of functioning as it was intended to and/or has an impact on paragraphs C.1.a & b. above. This includes features such as, ACD, auto attendant, voice mail, etc.
- e. An indication of minor alarm condition in any of the switch equipment, if the switch provides the alarm feature.

D. Major Malfunctions:

1. Following the cutover date, the offeror shall respond to a **major malfunction**, refer to D.3 below, including malfunctions of the key service unit (KSU)/switch, trunk/station cards, peripheral equipment and cable, by arriving at the site of the malfunction on a twenty-four (24) hour per day basis, 365 days of the year, within two (2) hours after notification. Agencies will have the option of selecting either two (2) hour or four (4) hour response times. The two (2) hour would be used by agencies requiring expedited maintenance for Public Health & Safety outages. If the offeror fails to respond within two (2) hours, the offeror will pay the State \$200.00 as initial liquidated damages and \$20.00 for each and every working hour, full sixty (60) minutes, after the first four (4) hours. All repairs and/or replacements shall be started within twenty-four (24) hours following the response to notification of a major malfunction and the offeror must exhibit a best efforts approach to completion of the repairs and/or replacement of the malfunctioning equipment during the first twenty-four (24) working hours following response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs or replacement within twenty-four (24) working hours following initial response to notification, the offeror will pay the State as liquidated damages the sum of \$200.00 for each and every completed calendar of delay.
2. Following the cutover date, the offeror shall respond to a **major malfunction**, refer to D.3 below, including malfunctions of the key service unit (KSU)/switch, trunk/station cards, peripheral equipment and cable, by arriving at the site of the malfunction on a twenty-four (24) hour per day basis, 365 days of the year, within four (4) hours after notification. If the offeror fails to respond within four (4) hours, the offeror will pay the State \$200.00 as initial liquidated damages and \$20.00 for each and every working hour, full sixty (60) minutes, after the first four (4)

hours. All repairs and/or replacements shall be started within twenty-four (24) hours following the response to notification of a major malfunction and the offeror must exhibit a best efforts approach to completion of the repairs and/or replacement of the malfunctioning equipment during the first twenty-four (24) working hours following response to notification. If the ractor fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs or replacement within twenty-four (24) working hours following initial response to notification, the offeror will pay the State as liquidated damages the sum of \$200.00 for each and every completed calendar of delay.

3. For the purchase of this bid, a major malfunction shall be defined as, but not limited to, an occurrence of any or all of the following:
 - a. A failure of the system, its common equipment or power supply, which renders it incapable of performing its normal functions.
 - b. A failure of any or all of the consoles (if supplied) which prevents the attendant(s) from handling incoming or outgoing calls.
 - c. A failure of any peripheral equipment, which renders it incapable of functioning as it was intended to and/or has an impact on paragraphs D.1d. & e. below. This includes features such as ACD, auto attendant, voice mail, etc.
 - d. A failure of 40% or more of the trunks to function as they are normally intended to.
 - e. A failure of 40% or more of the stations to function as they are normally intended to.
 - f. An indication of a major alarm condition in any of the switch equipment, if the switch provides the alarm feature.

17. Standards of Performance: Standards of Performance criteria are those standards, which assure compliance with the contract. Testing, administered by personnel of the agency, after the system is installed, will examine normally accepted standards of workmanship, construction and electrical codes, and performance testing to assure compliance with contractual specifications and requirements.

The offeror's system(s) must successfully complete a Standard of Performance. The system(s) must operate at 99% up time for a total of fifteen (15) continuous days before the State will accept the system(s).

18. Test and Acceptance: A test and acceptance will be conducted by the site agency contact as soon as practicable after cutover. The offeror will provide a list of installed components. The list of installed components will be the document used by both the site agency and the assigned installer/installation manager. They will verify the list of components together and both parties will sign the list of components document if there are no items missing and/or any outstanding issues. If problems and/or items are missing the information will be written down then the problems/items will be resolved by the offeror. Only when all items and/or issues are resolved will both parties sign the components document. Warranty will not begin until the system has met the standards of performance and accepted by the using agency.
19. Prime Offeror Responsibilities: The offeror will be required to assume responsibilities for delivery, installation, and maintenance of all equipment, systems, subsystems, and support services offered in the bid whether or not they are manufactured or produced by the offeror. Further, the State will consider the offeror to be the sole point of contact with regard to contractual matters.
20. Substitution: If during the term of the contract new equipment and/or software become available, the offeror may, with the written approval of the issuing office, substitute new equipment or software if it offers features equal to or greater than, and at a cost that is equal to or less than, the original equipment or software.
21. Pennsylvania Prevailing Wage Act No. 442: For those orders which exceed \$25,000, the general prevailing minimum wage rates as determined by the Secretary of Labor and Industry shall be paid for each craft or classification of all workmen needed to perform any order during the term of the contract in the county in which the work is to be performed. The appropriate documentation on the wage rates from the Department Labor and Industry will be made available to the offeror at the time an order for a particular installation. The prevailing minimum wage rates are applicable only for the installation of the system and the warranty period. Subsequent years are to be calculated at the offeror's wage rates.

If any telephone system installation exceeds \$25,000, it is the responsibility of the **using agency** to request the Prevailing Wage documentation prior to installation for the particular location. The agency will provide to the offeror the prevailing wage to the offeror. Prevailing Wage documentation is obtained from the Department of Labor and Industry, Prevailing Wage Division, 1301 Labor & Industry Building, Harrisburg, PA 17120, telephone number (717) 787-4763.

22. Management Reports: Each offeror shall furnish cumulative monthly management report, which shall be emailed to Georgia Baer to gbaer@state.pa.us. The management report will consist of a summary of installed telephone systems provided for all counties in Pennsylvania under contract with the offeror. The summary is to include, at a minimum, agency name, agency address, system installed, installed date, system configurations (installed, equipped for, and maximum growth) and cost of the system.

The second report, offeror will design and provide a maintenance management report. The report will be associated with the planned dispatch center logging, tracking, and updating State service calls as proposed in the bid. The offeror will manage the State's Section 15. Maintenance Liquidated Damages. The report will also be provided to Georgia Baer monthly with a mutable report structure and emailed to gbaer@state.pa.us.

23. Criteria: Evaluation of proposals will be accomplished based on the following:
 - a. Price/Cost: Lowest manufacturers price for equipment systems and maintenance that meet the scope of this bid for that the offeror bids.
 - b. Pricing in attachments 3-1 – 3-9 (configurations 1-4) and 4 will be used to factor the lowest manufacturer pricing. Offerors will include in the bid all other components in their bid as referenced in Section 5. Pricing and Section 6. Feature and Manufacturer Product Line.
 - c. Offeror's will complete the official bid sheet attachment 7.
24. Contract Requirements: As a result of this bid, the contractual agreement with the selected offeror will in no way obligate the State to purchase (either by outright purchase or installment) any telephone systems under this contract. The State agrees, in entering into any contract, to purchase only such system in such quantities as represent its actual requirements as determined by the State. The actual number of systems purchased in any particular county will depend upon the State requirements in that county.
25. Rejection of Bid Responses: The Issuing Office reserves the right to reject any and all bid responses received as a result of this bid.
26. Offeror and Manufacture Statement: Explain why it believes its company and the manufacture selected best satisfies all aspects of this bid.
27. Economy of Bid Response Preparation: Six (6) written responses to the bid will be required, and one (1) electronic copy of the Offeror's written response to the bid and cost data will be required. The written response to the bid should be prepared simply and economically, providing a straightforward, concise description of the offeror's ability to meet the requirements of this bid. Sections to the offeror's responses must be in binders tabbed in the same order as the bid; pages numbered consecutively for ease of review and in binders that are labeled with the bid number, offerors name and the manufacturer name. Offerors are not allowed to change any part of a bid response after submission. The Offeror proposal must remain valid until a contract is executed.
 - a. No technical manuals are required with the submission of the bid. After the awards are made the offerors will supply technical manuals on the request of an agency.
 - b. Provide an annual report.

28. Cost Data Bid Section Preparation:

- a. For each configuration, provide a breakout of itemized installed costs for the exact number equivalent including the installed cost of the common equipment, software to enable the required features, line and station cards, telephone equipment, etc.
 - i. Beginning with attachment 3 (configurations 1 – 4) for submitting system configurations cost and the three (3) years of guaranteed maintenance after the first year. Include finance rate when an agency elects to finance the system over 48 months.
 - ii. Complete attachment 4 for submitting maintenance charges.
 - iii. Complete attachment 7 Official Bid Sheet.
 - iv. List all other costs not addressed above. These would be networking, VoIP, future enhancements, etc. Reference Section 5. Pricing 6. Feature and Manufacture Product Line.
- b. The State will not pay for any additions, omissions or errors in offeror's cost proposals that was submitted to an agency prior to installation, during and one (1) month after cutover. It is the offeror's responsible to design the system correctly the first time. The State reserves the right to purchase, lease or finance the purchase of the proposed system whichever is deemed to be in the best interest of the State.

29. Definitions:

Administrative Terminal: The capability for the system administrator to perform system administrative functions. Such functions include; create, delete, set password, set class of service, etc. and disk maintenance.

Business Day: Any day that the State conducts normal business.

CLEC: Competitive Local Exchange Carrier. A company not affiliated with one of the "Bell" or "independent" telephone companies (e.g. TelCove), which competes to provide local transmission services under the Telecommunications Act of 1996 and its interpretation by the FCC and PUC.

Contract: The written agreement executed by the State and the selected offeror to provide and install the material and equipment necessary to provide the system and/or services in accordance with its response and the provisions of this bid.

Cost: Cost and price are defined as meaning the same dollar amount. The price of the offeror is the cost to the user agencies.

Disadvantage Business Participation and Enterprise Zone Small Business

Participation: An agency in the Department of General Services

ILEC: Incumbent Local Exchange Carrier. The local telephone company, which can be a Bell (Verizon) operating company, an independent (e.g. ALLTEL) or a company not affiliated with one of the Bell or independent telephone companies, which provides local transmission services.

Independent Telephone Company: A telephone company not affiliated with one of Bell (Verizon) telephone companies (e.g. ALLTEL).

Issuing Office: The government entity named in the bid.

Issuing Officer: The individual named in the bid.

Modular: Equipment is said to be modular when it is made of “plug-in units” which can be together to make a system larger, improve its capabilities or expand its size.

Offeror: A person or company submitting a written proposal in response to this bid.

Pandemic Flu: Pandemic flu is a virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person.

Prime Offeror: The offeror selected by the Issuing Office to receive award of the contract and who (as the offeror) will be the sole point of interface to the State and have the sole responsibility for timely provision of all goods and services procured through this contract.

Project Manager: The person named by the offeror who shall be responsible for coordination of all activities between the Issuing Office, user agencies, and the offeror and the offeror’s sub-contractors.

Proposal: A firm written offer submitted by a person or company in response to this bid.

Provide: Means supply and install, unless otherwise stated.

Response: Offeror arriving at the site of the minor/major malfunctions.

Station: Telephone instrument used with a telephone systems.

Sub Contractor: A person or firm contracting with the prime offeror to perform part of the contract.

Telecommunications Management Officer (TMO): The individual assigned by each agency to coordinate all related telecommunications matters for the agency.

Turnkey System: An entire phone system with hardware and software assembled and installed by an offeror and sold as a total package. Including a cabling system, training, and agency desired peripheral equipment.

User Agency: An agency, which is the recipient and user of the goods and services identified in the bid.

Working Hours: Working hours for the contract resulting from this bid is 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays.

30. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor’s Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in Attachment 11.
- a. The Contractor shall comply with a new policy for the Pennsylvania State Police (PSP) requiring all contractors to have a PSP picture ID badge (green card) for the entrance to their facilities. PSP currently has a location in Harrisburg for the picture ID processing. PSP are in the process of obtaining approvals for two (2) additional facilities for picture ID in Greensburg and Bethlehem.

31. Business Continuity Planning for Pandemic Scenarios:

Pandemic Preparedness:

In the event of a pandemic emergency, widespread infection may severely reduce the available workforce for up to three months. The Department of Health and Human Services has stated that [A pandemic may come and go in waves, each of which can last for six to eight weeks](#). Because of the nature of government, a pandemic plan is required.

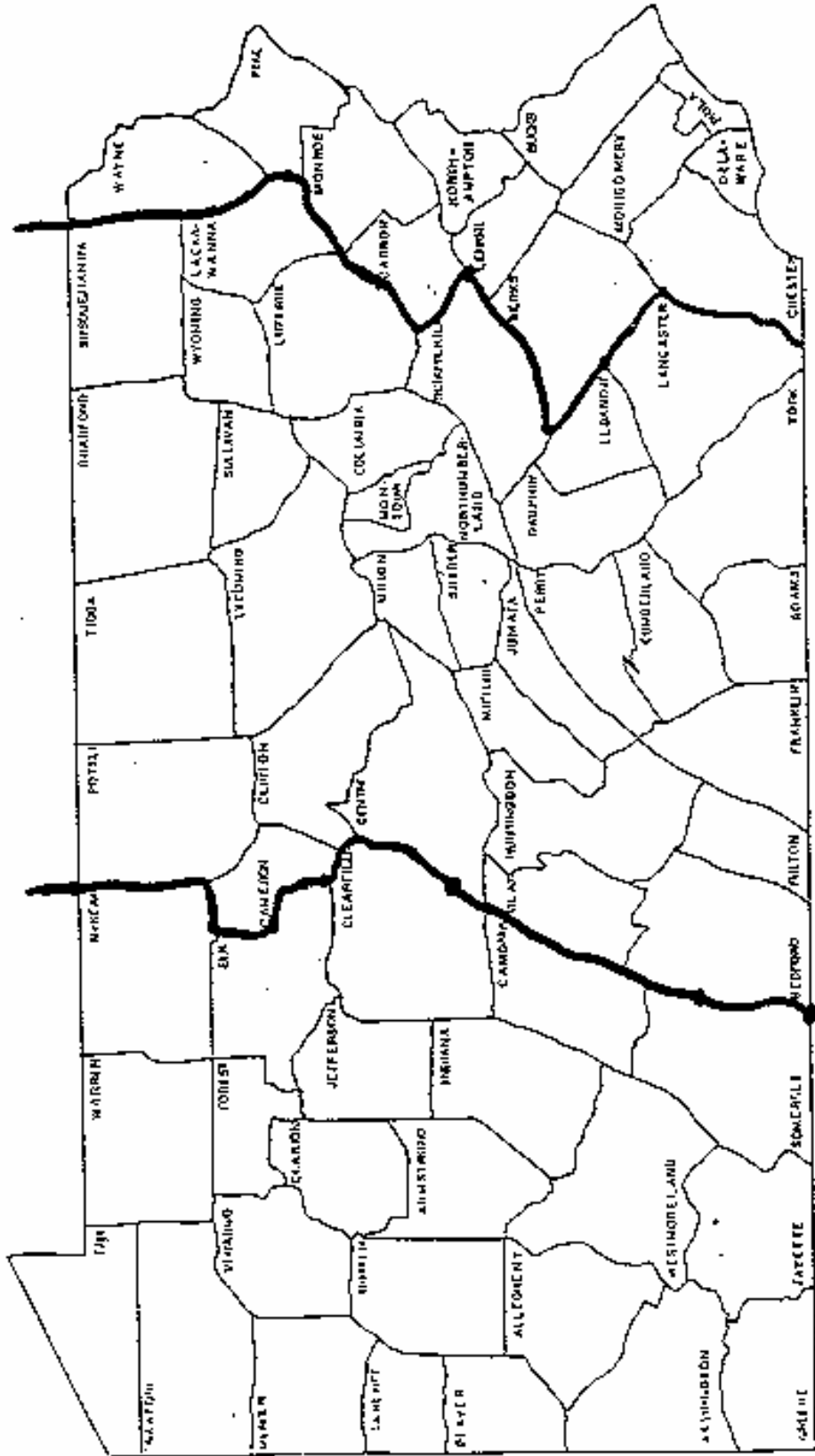
1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your pandemic response continuity of operations plan. Please attach a copy of the plan.
3. Your plan should include the following at a minimum:
 - employee training (describe your training plan, and how frequently your plan will be shared with employees).
 - identified essential business functions and key employees necessary to carry them out.
 - contingency plans for:
 - how you will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - how employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
 - how you will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
 - how essential business functions will be carried out.
 - how and when the plan will be tested, and if the plan will be tested by a third-party.
 - how your suppliers will be affected and how will this affect your business.
 - any associated cost in the cost section of the BID that would be passed on to your customers for services rendered during a Pandemic emergency.
 - our opportunities to receive prioritization of service in the event that a pandemic emergency overloads your system or causes partial loss of service and our options for priority restoration of service.
 - the SLA's (service level agreements) can you offer to support the Commonwealth during a pandemic emergency.

Attachment 1 (on the next page)

ZONE (3)

ZONE (2)

ZONE (1)



Attachment 1 Continued

The offeror can qualify in one or more of the following zones. Qualification in a zone requires support at all locations within the zone.

Zone 1 – Western Pennsylvania – includes the following counties:

Erie, Crawford, Mercer, Lawrence, Beaver, Washington, Greene, Fayette, Westmoreland, Allegheny, Butler, Venango, Warren, McKean, Forest, Elk, Clarion, Jefferson, Armstrong, Indiana, Clearfield, Cambria, Somerset.

Zone 2 – Central Pennsylvania – includes the following counties:

Potter, Cameron, Clinton, Centre, Blair, Bedford, Fulton, Huntingdon, Tioga, Lycoming, Union, Snyder, Mifflin, Juniata, Perry, Cumberland, Franklin, Adams, York, Lancaster, Lebanon, Dauphin, Northumberland, Montour, Columbia, Schuylkill, Luzerne, Wyoming, Sullivan, Lackawanna, Bradford, Susquehanna.

Zone 3 – Eastern Pennsylvania – includes the following counties:

Wayne, Pike, Monroe, Carbon, Northampton, Lehigh, Berks, Bucks, Montgomery, Chester, Delaware, Philadelphia.

Attachment 2

Network Domain (NET) ITB-NET003 Enterprise Voice Communications

Network Domain (NET)

[Back](#) [Printable Version](#)

ITB-NET003 Enterprise Voice Communications

Information Technology Bulletin

State of Pennsylvania

Governor's Office of Administration/Office for Information Technology

Issued by: Deputy Secretary for Information Technology
Date Issued: September 15, 2005
Date Revised:

Domain: Network
Discipline: Physical Network
Technology Area: Voice

Abstract:

The purpose of this Information Technology Bulletin (ITB) is to establish a definitive policy concerning the procurement of voice switched services.

Policy:

This ITB establishes an enterprise-wide policy for voice switched services. TelCove provides Centrex, Centrex Voice Mail, and Centrex ACD. These are the services State Agencies must use, unless they are not available in a specific location.

For those locations where Centrex is not available, TelCove provides Business Lines (Analog/ISDN) which shall be considered first, then PBX or Electronic Key Systems. PBX or Electronic Key Systems are available for purchase through the use of two State Contracts: PBX 5805-56 and Electronic Key 5805-55. The purchase of a PBX or Electronic Key System **in any circumstance** requires review and approval from the Community of Practice Planners

General:

This ITB applies to all Departments, Boards, Commissions and Councils under the Governor's jurisdiction.

For the past 8 years, Centrex has been the chosen provisioning method of service for the State. There is sound enterprise strategic, fiscal, and technical reasons for this position that overrides cost considerations for single sites.

Strategic: From a business perspective, Centrex is supported because of its ability to:

- Ensure interoperability and intercommunications between agencies

- Maximize the best possible service for the least possible current and future operating costs
- Aggregate users to cost effectively provide commonly needed services
- Make the best use of the state's valuable human and material resources on an enterprise or agency level
- Focus technology as well as design and application expertise to serve as a resource for the entire enterprise

Fiscal:

The State enjoys some of the best rates in the country. These rates can be enjoyed by any Agency regardless of its size. This is directly the result of economies of scale. With nearly 70,000 Centrex lines and 20,000 voice mailboxes, the State is well positioned to receive competitive pricing.

In addition, Centrex is outsourced, relieving the State of a substantial investment in hardware that must be maintained, administered, and frequently upgraded.

Technical:

The State has chosen Centrex since it allows the State the best alternative for moving into new technologies at the enterprise-level by supplying technical stability. Stovepipe, proprietary technologies used in premise base systems create incompatibilities and restrict enterprise-wide deployments plans.

Definition of Services:

Centrex Analog/ISDN Services.

Centrex is available in Analog and ISDN. Analog service and equipment is less expensive, flexible, and has many features. ISDN service and equipment is expensive, and should be used only when Analog does not provide required features such as: intercom, multi-line appearances, bridged lines, and monitoring capability.

Centrex is a reliable service provided by the phone company. There are redundant features built into a central office such as: load-sharing circuitry, on-line diagnostics, 24/hour on-site personnel, and battery backup. With Centrex, each person has their own line. There are no constraints for incoming calls or outgoing calls. Unfortunately, Centrex is not available everywhere in Pennsylvania. For these locations, Business Lines (Analog/ISDN) should be considered before the purchase of a PBX or Electronic Key System.

PBX & Electronic Key Systems

PBX and Electronic Key Systems are possible solutions; however, there is a substantial cost to purchase and install them. Instead of the phone company owning the switch, the Agency location must own, operate, maintain, and manage the switch. Features and functionality of the system are determined by software purchased with the system, such as voice mail, auto attendant, automatic call distribution, etc. Cost for a premises system can appear less over an extended period of time (5 or more years). However, the delta has not proven sufficient to override the use of Centrex as the State's strategic enterprise solution.

ACD/Call Center Services

These services must be acquired using TelCove Centrex ACD, or by using the premises ACD services available from the Department of General Services; Contract 5850.10 and 5850.05. The PBX and Electronic Key system contracts may not be used to avoid using either of the above noted contracts for ACD/Call Center Services.

VoIP Services

The Office of Administration acknowledges that merging of voice, data, and video on an IP network appears to be in the State's best interest and may be the network of the future. The goal is to achieve seamless migration of voice, data, and video to a converged IP network. This is best served by ensuring interim services are off-premise, carrier-hosted applications such as Centrex.

The State is focused on hosted IP services at the carrier class level and will be conducting pilots. A Team consisting of Agency representatives, TelCove, and Bureau of Infrastructure and Operations staff has been formed to design and implement pilots to assess the future migration to hosted converged networks.

The results of the pilots will provide input for the formation of the strategic direction for the State enterprise network and its services. The final strategy will require participation from voice, video, data, and security groups. There are situations where VoIP is the right solution and there are also many situations where it is not. As an enterprise, we will practice sound risk management by making sure all migration components are considered. A VoIP Technical Overview is referenced below, [STD-NET003A](#), and will be revised as required.

Refresh Schedule:

All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemptions & Waiver Requests:

In the event an agency chooses to seek an exemption from the use of Centrex, an [Enterprise Standards Waiver Request](#) form must be submitted in writing or via e-mail to the Community of Practice (CoP) Planner at [OIT CoP Planning Team](#). Core business or technical requirements that are not supported by Centrex must be defined on the Waiver Request.

Questions:

Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Attached File:



[STD_NET003A - VOIP Technical Overview.doc](#)

Attachment 3-1

CONFIGURATION #I (1 to 16 ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
1. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
2. single line tone dial desk telephone (K-2500 type)	_____	_____
3. single line tone dial wall telephone (K-2550 type)	_____	_____
4. proprietary single line digital telephone, model # _____	_____	_____
5. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
6. volume control handsets, model # _____	_____	_____
7. lightweight portable operator headsets, model # _____	_____	_____
8. tone ringer wall mounted/volume control, model # _____	_____	_____
9. extension ringer, model # _____	_____	_____
10. loud ringing bell, model # _____	_____	_____
11. cut-off switch, model # _____	_____	_____
12. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
13. CO trunk card, _____ trunks per card, model # _____	_____	_____
14. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
15. DID trunk card, _____ trunks per card, model # _____	_____	_____
16. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-1) Configuration 1 (1 to 16 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
___ button add-on, model # _____	_____	_____
___ button add-on, model # _____	_____	_____
___ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ ports, model # _____	_____	_____
expansion unit 2 configuration, ___ ports, model # _____	_____	_____
expansion unit 3 configuration, ___ ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-1) Configuration 1 (1 to 16 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model # _____	_____	_____
0.6 AMPS/24 volt power supply, model # _____	_____	_____
talkback horn, mode # _____	_____	_____
26. flush mounted ceiling speaker - 8", model # _____	_____	_____
27. paging horns		
15 watt paging horns, model # _____	_____	_____
30 Watt paging horns, model # _____	_____	_____
28. volume control, model # _____	_____	_____
29. AM/FM tuner, model # _____	_____	_____
30. paging access card, model # _____	_____	_____
31. power failure telephone, model # _____	_____	_____
32. wall mount unit for telephones, model # _____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model # _____	_____	_____
38. ACD Software package, model # _____	_____	_____
39. MIS feature & Software, model # _____	_____	_____
40. MIS terminal, model # _____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____
__ports, hours __, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-1) Configuration 1 (1 to 16 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #___	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
57. SDMR system	_____	_____
58. Hourly rate	_____	_____
59.	_____	_____
60.	_____	_____
61.	_____	_____

*enter the post-install basic price

Continued Attachment (3-1) Configuration #1 (1 to 16 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 44 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

THE VENDOR WILL GUARANTEE THAT THE ANNUAL MAXIMUM INCREASE UNDER DESCRIPTION WILL NOT EXCEED _____% PER YEAR.

Attachment 3-2

CONFIGURATION #2 (16 to 32ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
1. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
2. single line tone dial desk telephone (K-2500 type)	_____	_____
3. single line tone dial wall telephone (K-2550 type)	_____	_____
4. proprietary single line digital telephone, model # _____	_____	_____
5. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
6. volume control handsets, model # _____	_____	_____
7. lightweight portable operator headsets, model # _____	_____	_____
8. tone ringer wall mounted/volume control, model # _____	_____	_____
9. extension ringer, model # _____	_____	_____
10. loud ringing bell, model # _____	_____	_____
11. cut-off switch, model # _____	_____	_____
12. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
13. CO trunk card, _____ trunks per card, model # _____	_____	_____
14. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
15. DID trunk card, _____ trunks per card, model # _____	_____	_____
16. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-2) Configuration 2 (16 to 32 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
____ button add-on, model # _____	_____	_____
____ button add-on, model # _____	_____	_____
____ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ports, model # _____	_____	_____
expansion unit 2 configuration, ___ports, model # _____	_____	_____
expansion unit 3 configuration, ___ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____
*enter the post-install basic price		

Continued Attachment (3-2) Configuration 2 (16 to 32 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model #_____	_____	_____
0.6 AMPS/24 volt power supply, model #_____	_____	_____
talkback horn, mode #_____	_____	_____
26. flush mounted ceiling speaker - 8", model #_____	_____	_____
27. paging horns		
15 watt paging horns, model #_____	_____	_____
30 Watt paging horns, model #_____	_____	_____
28. volume control, model #_____	_____	_____
29. AM/FM tuner, model #_____	_____	_____
30. paging access card, model #_____	_____	_____
31. power failure telephone, model #_____	_____	_____
32. wall mount unit for telephones, model #_____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model #_____	_____	_____
38. ACD Software package, model #_____	_____	_____
39. MIS feature & Software, model #_____	_____	_____
40. MIS terminal, model #_____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model #_____	_____	_____
__ ports, hours __, model #_____	_____	_____
__ports, hours __, model #_____	_____	_____
*enter the post-install basic price		

Continued Attachment (3-2) Configuration 2 (16 to 32 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #___	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels: ___port, category 3, model # _____ ___port, category 3, model # _____ ___port, category 3, model # _____ ___port, category 5, model # _____ ___port, category 5, model # _____ ___port, category 5, model # _____	_____ _____ _____ _____ _____ _____	_____ _____ _____ _____ _____ _____
57. SDMR system	_____	_____
58. Offeror's hourly rate charge	_____	_____
59.	_____	_____
60.	_____	_____
61.	_____	_____

*enter the post-install basic price

Continued Attachment (3-2) Configuration 2 (16 to 32 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 44 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

Attachment 3-3

CONFIGURATION #3 (32 to 88 ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
1. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
2. single line tone dial desk telephone (K-2500 type)	_____	_____
3. single line tone dial wall telephone (K-2550 type)	_____	_____
4. proprietary single line digital telephone, model # _____	_____	_____
5. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
6. volume control handsets, model # _____	_____	_____
7. lightweight portable operator headsets, model # _____	_____	_____
8. tone ringer wall mounted/volume control, model # _____	_____	_____
9. extension ringer, model # _____	_____	_____
10. loud ringing bell, model # _____	_____	_____
11. cut-off switch, model # _____	_____	_____
12. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
13. CO trunk card, _____ trunks per card, model # _____	_____	_____
14. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
15. DID trunk card, _____ trunks per card, model # _____	_____	_____
16. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-3) Configuration 3 (32 to 88 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ports, model # _____	_____	_____
expansion unit 2 configuration, ___ports, model # _____	_____	_____
expansion unit 3 configuration, ___ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-3) Configuration 3 (32 to 88 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model # _____	_____	_____
0.6 AMPS/24 volt power supply, model # _____	_____	_____
talkback horn, mode # _____	_____	_____
26. flush mounted ceiling speaker - 8", model # _____	_____	_____
27. paging horns		
15 watt paging horns, model # _____	_____	_____
30 Watt paging horns, model # _____	_____	_____
28. volume control, model # _____	_____	_____
29. AM/FM tuner, model # _____	_____	_____
30. paging access card, model # _____	_____	_____
31. power failure telephone, model # _____	_____	_____
32. wall mount unit for telephones, model # _____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model # _____	_____	_____
38. ACD Software package, model # _____	_____	_____
39. MIS feature & Software, model # _____	_____	_____
40. MIS terminal, model # _____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-3) Configuration 3 (32 to 88 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #____	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
57. SDMR system	_____	_____
58. Hourly rate	_____	_____
59.	_____	_____
60.	_____	_____
61.	_____	_____

*enter the post-install basic price

Continued Attachment (3-3) Configuration #3 (32 to 88 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

Attachment 3-4

CONFIGURATION #4 (75 to 125 ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
1. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
2. single line tone dial desk telephone (K-2500 type)	_____	_____
3. single line tone dial wall telephone (K-2550 type)	_____	_____
4. proprietary single line digital telephone, model # _____	_____	_____
5. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
6. volume control handsets, model # _____	_____	_____
7. lightweight portable operator headsets, model # _____	_____	_____
8. tone ringer wall mounted/volume control, model # _____	_____	_____
9. extension ringer, model # _____	_____	_____
10. loud ringing bell, model # _____	_____	_____
11. cut-off switch, model # _____	_____	_____
12. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
13. CO trunk card, _____ trunks per card, model # _____	_____	_____
14. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
15. DID trunk card, _____ trunks per card, model # _____	_____	_____
16. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (3-4) Configuration 4 (75 to 125 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
____ button add-on, model # _____	_____	_____
____ button add-on, model # _____	_____	_____
____ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ports, model # _____	_____	_____
expansion unit 2 configuration, ___ports, model # _____	_____	_____
expansion unit 3 configuration, ___ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____
*enter the post-install basic price		

Continued Attachment (3-4) Configuration 4 (75 to 125 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model #_____	_____	_____
0.6 AMPS/24 volt power supply, model #_____	_____	_____
talkback horn, mode #_____	_____	_____
26. flush mounted ceiling speaker - 8", model #_____	_____	_____
27. paging horns		
15 watt paging horns, model #_____	_____	_____
30 Watt paging horns, model #_____	_____	_____
28. volume control, model #_____	_____	_____
29. AM/FM tuner, model #_____	_____	_____
30. paging access card, model #_____	_____	_____
31. power failure telephone, model #_____	_____	_____
32. wall mount unit for telephones, model #_____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model #_____	_____	_____
38. ACD Software package, model #_____	_____	_____
39. MIS feature & Software, model #_____	_____	_____
40. MIS terminal, model #_____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model #_____	_____	_____
__ ports, hours __, model #_____	_____	_____
__ports, hours __, model #_____	_____	_____

*enter the post-install basic price

Continued Attachment (3-4) Configuration 4 (75 to 125 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #___	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
57. SDMR system	_____	_____
58. Hourly rate	_____	_____
59.	_____	_____
60.	_____	_____
60.	_____	_____

*enter the post-install basic price

Continued Attachment (3-4) Configuration #4 (75 to 125 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
61.	_____	_____
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

Attachment 3-5

Configuration I

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE \$ _____
LESS 10% DOWN PAYMENT \$ _____
EQUIPMENT-BALANCE TO BE FINANCED \$ _____
ANNUAL PERCENTAGE RATE \$ _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMLATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4 for computing the total three (3) years of maintenance cost is \$ _____

** Based upon 6 CO trunks and 16 basic multi-button stations ONLY, one (1) power failure telephone and surge/transient protection (no DSS/BLF to be quoted with this configuration).

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 7. Complete a separate sheet for each manufacturer.

Attachment 3-6

Configuration II

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE \$ _____
 LESS 10% DOWN PAYMENT \$ _____
 EQUIPMENT-BALANCE TO BE FINANCED \$ _____
 ANNUAL PERCENTAGE RATE \$ _____
 Manufacture's name: _____

EQUIPMENT MONTHLY PAYMENT	TOTAL YEARLY PAYMENT	SERVICES MONTHLY PAYMENT	SERVICE TOTAL YEARLY PAYMENT	ACCUMLATIVE TOTAL PAYMENT
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon 16 CO trunks and 32 basic multi-button stations ONLY, one (1) power failure telephone, one (1) basic DSS/BLF to be quoted with this configuration and surge/transient protection.

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 7. Complete a separate sheet for each manufacturer.

Attachment 3-7

Configuration III

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE \$ _____
LESS 10% DOWN PAYMENT \$ _____
EQUIPMENT-BALANCE TO BE FINANCED \$ _____
ANNUAL PERCENTAGE RATE \$ _____

EQUIPMENT MONTHLY PAYMENT	TOTAL YEARLY PAYMENT	SERVICES MONTHLY PAYMENT	SERVICE TOTAL YEARLY PAYMENT	ACCUMLATIVE TOTAL PAYMENT
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon 32 CO trunks and 88 stations (44 basic feature sets and 44 single line sets) ONLY, one (1) power failure telephone, surge/transient protection and one (1) basic DSS/BLF to be quoted with this configuration.

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 7. Complete a separate sheet for each manufacturer.

Attachment 3-8

Configuration IV

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

EQUIPMENT MONTHLY PAYMENT	TOTAL YEARLY PAYMENT	SERVICES MONTHLY PAYMENT	SERVICE TOTAL YEARLY PAYMENT	ACCUMLATIVE TOTAL PAYMENT
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon 75 CO trunks and 125 stations (63 basic feature sets and 62 single line sets) ONLY, one (1) power failure telephone, surge/transient protection and one (1) basic DSS/BLF to be quoted with this configuration.

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 7. Complete a separate sheet for each manufacturer.

Attachment 3-9

Equipment Escalation Charges

Guaranteed maximum % escalation of increase in costs of all equipment on all configurations on a yearly basis after year two:

Year 3 _____ % over previous year

Year 4 _____ % over previous year

Year 5 _____ % over previous year

Attachment 4

Maintenance Charges

Manufacturer: _____

MONTHLY COST

A. Year 2 unit maintenance charges per ports after the one (1) year minimal warranty:

- | | |
|---|----------|
| 1. Key system per port | \$ _____ |
| 2. Key system voice mail per port | \$ _____ |
| 3. Key system PC console | \$ _____ |
| 4. Key system PC call accounting | \$ _____ |
| 5. Key system ACD | \$ _____ |
| 6. Paging amplifier | \$ _____ |
| 7. Paging speaker | \$ _____ |
| 8. Paging horn | \$ _____ |
| 9. 2 hour major maintenance response per system | \$ _____ |
| 10. * | \$ _____ |
| * | |

*Offeror must add all additional monthly unit maintenance charges if they are applicable.

B. Guaranteed maximum escalation of maintenance costs on a yearly basis after year two:

- | | |
|--------|----------------------------|
| Year 3 | _____ % over previous year |
| Year 4 | _____ % over previous year |
| Year 5 | _____ % over previous year |

C. Warranty period provided by the offeror: _____

Attachment 5

Example of Offerors Telephone System Price Reconciliation to be Given with each Quotation when an Agency Requests Pricing for a New System

Agency: _____ Date: _____
 Address: _____ Agency contact: _____
 County: _____
 Vendor Salesperson: _____
 Interconnect Vendor: _____ Telephone System Vendor's I.D.: _____

The following reflects "how" the final pricing for the above referenced system was computed.

Configuration: Configuration # ____, Name of System _____
 equipped for: _____ lines + stations _____
 installed: _____ lines + stations _____

 growth available: _____ lines + stations _____
 (without adding additional hardware)

Maximum Growth of System:
 (adding hardware) _____ lines + stations _____

If installment purchase for this system:

_____ telephone system unit (control) _____
 _____ CO trunk card, __ports _____
 _____ electronic station card, __ports _____
 _____ electronic phone, model # _____
 _____ electronic phone, model # _____
 _____ electronic phone, model # _____
 _____ electronic phone, model # _____
 _____ single line telephone _____
 _____ single line station card, __ports _____
 _____ DID trunk card, __ports _____
 _____ add-on module for set, model # _____
 _____ attendant console, model # _____
 _____ single line power failure phone _____
 _____ key service expansion unit _____
 _____ unit configuration, model # _____
 _____ surge protector _____
 _____ paging equipment, model # _____
 _____ paging equipment, model # _____
 _____ paging equipment, model # _____
 _____ AM/FM tuner, model # _____
 _____ prewire cable/jack, __pair__, level _____
 _____ prewire cable/jack, __pair__, level _____
 _____ DTMF receiver, model # _____
 _____ ACD software package, model# _____
 _____ MIS feature & software _____
 _____ MIS terminal, model # _____
 _____ MIS feature & software _____
 _____ auto attendant, model # _____
 _____ voice mail __ ports, hours _____
 _____ model # _____

total cash price: _____
 less down payment: _____
 balance to be financed: _____
 48 monthly payment of: _____
 finance factor used: _____
 total financed cost
 excluding maintenance: _____
 estimated cutover date: _____
 =====
 _____ ground start trunks _____
 _____ T-1 interface _____
cable credit for
reused cable _____
 _____ station message _____
 _____ detail port _____
 _____ 2 hour battery _____
 _____ 4 hour battery _____
 _____ Vendor hourly rate _____
OTHER EQUIPMENT:

TOTAL CASH PRICE* \$ _____
 *if extra labor or other charges are a part of
 this total, please explain reason in detail.
 **this equipment is included in system price

Note: If additional items are needed attach them to this form. Also submit a soft copy of all system components with discounts applied as stated in Section 5 Pricing and Section 6 Feature and Manufacturer Product Line.

Attachment 6

Telephone System Maintenance Reconciliation

Name: _____ Date: _____
Address: _____ Agency Contact: _____
County: _____ Vendor Salesperson's Name: _____
Vendor's Name: _____ Key System Vendor's I.D.: _____

Equipment Costs:

installed cost _____	monthly cost _____
less down payment(____%) _____	(including maintenance)
total to be financed _____	yearly cost _____
terms of finance period: ____months	(including maintenance)
monthly Payments: \$ _____	
total cost of finance term _____	
plus down payment _____	
maintenance cost: year 2 _____	
maintenance cost: year 3 _____	
maintenance cost: year 4 _____	
maintenance cost: year 5 _____	
total maintenance costs: _____	
total cost of system for	
5 years (system + maintenance)	

Specific reason for a need to install this telephone system:

Attachment 7

Official Bid Sheet

Section 1 Statewide Procurement for Telephone Systems and Services – 32 ports to 200 ports:

One bid summary sheet for offeror to complete, one sheet for each manufacturer in each zone bid.

Zone Number: _____

Manufacturer: _____

Costs from attachments 3-5 – 3-8:

<u>Configuration 1:</u>	10% down payment	\$ _____
Attachment 3-5	Equipment balance to be financed	\$ _____
	<u>3 years of maintenance costs after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs is the cost for configuration 1 \$ _____

<u>Configuration 2:</u>	10% down payment	\$ _____
Attachment 3-6	Equipment balance to be financed	\$ _____
	<u>3 years of maintenance costs after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs is the cost for configuration 2 \$ _____

<u>Configuration 3:</u>	10% down payment	\$ _____
Attachment 3-7	Equipment balance to be financed	\$ _____
	<u>3 years of maintenance costs after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs is the cost for configuration 3 \$ _____

<u>Configuration 4:</u>	10% down payment	\$ _____
Attachment 3-8	Equipment balance to be financed	\$ _____
	<u>3 years of maintenance costs after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs is the cost for configuration 4 \$ _____

Grand Total – sum total configurations 1 + 2 + 3 + 4 \$ _____

Enter this Grand Total on the DGS Official Bid Sheet (Excel Spreadsheet)

Continued Attachment 7 Official Bid Sheet

Other cost attachments:

Attachment 3-9 all equipment escalation of increase: _____%

Complete a separate sheet for each zone and manufacturer.

Attachment 8 Cable Management

Section 1			
Agency		Building Number	
Building Address		State Service Order (ISS or CTAR)	
Maintenance Vendor/Technician		Maintenance Date	
Technician Comments		Service Provider	
Circuit Carrier			
Section 2			
Billing Telephone No.		WTN /Circuit No.	
Type of Service		Cable System Type	
2 or 4 Wire Circuit		LEC Office Equipment	
LEC Primary Cable		LEC Primary Patch Panel/Block	
LEC Primary Port/Pair		LEC Secondary Cable	
LEC Secondary Patch Panel/Block		LEC Secondary Port/Pair	
Ext. Demark Primary Cable		Ext. Demark Primary Patch Panel/Block	
Ext. Demark Primary Port/Pair		Ext. Demark Secondary Cable	
Ext. Demark Secondary Patch Panel/Block		Ext. Demark Secondary Port/Pair	
SECTION 3			
MDF Cable		MDF Patch Panel/Block	
MDF Port/Pair		IDF Floor	
IDF ID		IDF Cable	
IDF Patch Panel/Block		IDF Port/Pair	
Station Cable		Station Patch Panel/Block	
Station Port/Pair		Station Jack Number	
Station Cable Category			

Revised 3/11/05

Attachment 8 Cable Management Definitions

Agency – Name of Agency that “owns” the service.

Building Number – The number assigned the building in the ISS or CTAR system.

Building Address – Physical address of building.

State Service Order – ISS or SR Number assigned by the State when requesting service.

Maintenance Vendor/Technician – Name of Vendor and technician performing any work that resulted in a record change.

Maintenance Date – Date any work was performed.

Technician Comments – Enter information on anything about this circuit that may be warranted due to non-standard requirement or installation of this circuit.

Service Provider – The Telecommunication Company that bills the Agency for service which would include: TelCove, Sprint, AT&T and Verizon.

Circuit Carrier – The Telecommunication Company that owns physical infrastructure delivering actual circuit. Such as TelCove, AT&T, State Telephone, Buffalo Valley, Sprint and Verizon.

Billing Telephone Number – The main telephone number either the working telephone number or circuit is billed under.

WTN/Circuit Number – Indicates either the 10 digit telephone number (including area code) or data circuit number being installed, moved or disconnected.

Type of Service – Reflects the type of service such as: Centrex, POTS, analog, digital, fax, TTY, video, radio, ISDN (including SPIDS), Modem, ATM, DSL, BDT, frame relay, ring down and security alarm circuits.

Cable System Type – Indicate if patch panel or block wiring system.

2 or 4 Wire Circuit – Indicate if “2” or “4” wire.

LEC Office Equipment – LEC switch assignment to the circuit.

LEC Primary Cable – The cable identification as it appears entering the MDF room for the primary pair (transmit) of a 4 wire circuit or only pair for a 2 wire circuit.

LEC Primary PP/Block – The primary patch panel or block system located in the MDF.

LEC Primary Port/Pair – The primary port or pair number on the patch panel or block.

LEC Secondary Cable – The cable identification as it appears entering the MDF room for the secondary pair (receive) of a 4 wire circuit.

LEC Secondary PP/Block – The secondary patch panel or block system located in the MDF.

LEC Secondary Port/Pair – Secondary port or pair number on the patch panel or block.

Continued Attachment 8 Cable Management Definitions

Extended Demark Primary Cable – The cable identification for the primary pair (transmit) of a 4 wire circuit for an extended demarcation.

Extended Demark Primary PP/Block – The primary patch panel or block system located at the Extended Demarcation.

Extended Demark Primary Port/Pair – The Extended Demark primary port or pair number on the patch panel or block.

Extended Demark Secondary Cable – The cable identification for the primary pair (transmit) of a 4 wire circuit for an extended demarcation.

Extended Demark Secondary PP/Block – The secondary patch panel or block system located at the Extended Demarcation.

Extended Demark Secondary Port/Pair – The Extended Demark secondary port or pair number on the patch panel or block.

MDF Cable – House cable identification (if any).

MDF PP/Block – The designation of the house patch panel or house block as it appears in the MDF room.

MDF Port/Pair – The designation of the port on the house patch panel or pair on the house block as it appears in the MDF room.

IDF Floor – The floor number the IDF exists on.

IDF ID – The IDF label (if any).

IDF Cable – The cable designation as it enters the IDF closet.

IDF PP/Block – The designation of the IDF patch panel or block as it appears in the IDF.

IDF Port/Pair – The designation of the port on the IDF patch panel or pair on the block as it appears in the IDF.

Station Cable – The cable designation as it leaves the IDF.

Station PP/Block – The designation of the station patch panel or block as it appears in the IDF.

Station Port/Pair – The designation of the port on the station patch panel or pair on the block as it appears in the IDF.

Station Jack Number – The designation of the jack. The designation should appear on the jack and in the case of a new jack, label the jack according to the convention used in the building.

Station Cable Category – Type of cable used, valid types include: Cat3, Cat4, Cat5, Cat5E and Cat6.

Revised 3/11/05

Attachment 9

Maintenance Center Information

A. Maintenance Office location:

B. Telephone number:

C. Hours of Operation:

D. Person in charge:

E. Counties served from this office:

F. Employee titles and experience (list all personnel who will service the proposed equipment):

Note: Fill out separate sheet(s) for each location that will be used to fulfill contract.

Attachment 10

Appendix To Contract No. 5805-55: Installment Purchase Option

I. General.

- (A) This contract 5805-55 requires bidders to offer equipment covered by the contract through an installment purchase as outlined in Exhibit B. Further, an installment purchase (“Installment Purchase”) from the contractor, shall also be in accordance with the following terms (in addition to the terms and conditions of Contract No. 5805-55). The ordering State agency shall indicate its election to make an outright purchase or an Installment Purchase on the applicable purchase order issued to the contractor.
- (B) The contractor may assign such purchase order and Installment Purchase to a third party (“Initial Assignee”), who will fund the purchase of the equipment and assume the right to receive all payments thereunder. The consent of the State to such assignment by the contractor shall not be required. The contractor shall notify the State of its assignment to an Initial Assignee in its acknowledgement to the State agency of the purchase order and by providing the State agency with a copy of an assignment agreement between the contractor and the Initial Assignee.
- (C) Notwithstanding any provisions to the contrary in Contract 5805-55, in the event of an assignment of an Installment Purchase to an Initial Assignee, the Initial Assignee shall only be bound to the obligations of the contractor as they are specified in this Appendix and shall not be responsible for any additional representations, warranties, covenants or obligations of the contractor as provided in the remainder of Contract 5805-55. The State waives any claims it may have against the initial Assignee for any loss, damage or expense caused by the equipment or any defect therein or use or maintenance thereof. The State acknowledges that Initial Assignee is not the supplier of the equipment and is not responsible for its selection or installation. Once an acceptance certificate in the form attached hereto as Exhibit A is executed by the ordering State agency and is received by Initial Assignee, if any portion of the equipment is unsatisfactory for any reason, the ordering State agency shall, nevertheless, continue to make payments under the applicable Installment Purchase and shall make any claim against the contractor or the manufacture, but not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
- (D) The rights of the Initial Assignee and any subsequent assignee to receive payments under an Installment Purchase are absolute and unconditional and shall not be affected by any right of set-off or defense of any kind whatsoever once an acceptance certificate in the form attached hereto as Exhibit A is executed by the ordering State agency and is received by Initial Assignee.

- II. Pricing Plans. The contractor agrees to provide the equipment covered by Contract No. 5805-55 through a forth-eight (48) month Installation Purchase in additional to outright purchase.

- III. Term. The term of each Installment Purchase shall commence on the date the equipment is accepted by the ordering State agency (as evidenced by an acceptance certificate in the form attached hereto as Exhibit A) and shall continue for forty-eight (48) months as designated on the purchase order.
- IV. Rates. The contractor agrees to provide equipment through the forty-eight (48) month pricing plan at interest rates, that will be established by the contractor and provide to the State on a **quarterly basis**, at the beginning of each calendar quarter, in accordance with the following provisions. The rates established for a given calendar quarter shall be effective for all equipment accepted by a State agency during the applicable quarter. The rates for the initial quarter following the execution of this Contract by the parties (“Base Rate”) are set forth in Exhibit D hereto. The “Initial Index Rate”, which represents the average interest rate of two (2) and three (3) year U.S. Treasury Bills at the time the Base Rates are issued, is also set forth in Exhibit D. Through the rates for all subsequent calendar quarters will be adjusted based on the difference between the Initial Index Rate and the average interest rate of two (2) and three (3) year U.S. Treasury Notes as reported by the Federal Reserve Board and published in the “Wall Street Journal” for the week proceeding the Monday closest to forty (40) days prior to the start of the next calendar quarter (The “Rate Adjustment Date”). The Base Rates will be adjusted (up or down) by the amounts (“Adjustment Amounts”) set forth in Exhibit D for each one hundred (100) basis points change in the above-stated average Treasury Bills rate, and will be prorated for changes of other than one hundred (100) basis points. The Base Rates and subsequent rates may be stated for different categories of technology as well as different manufacturers of equipment. The applicable interest rate, and the equipment cost (as determined by Contract 5805-55) shall then be factored together to determine the applicable installment purchase amount.
- V. Payments.
- A. Full term intention. The ordering State agency shall pay the applicable monthly or annual Installment Purchase payment for the equipment, as shown on the payment schedule (in substantially the forms attached hereto as Exhibit B), which must be signed by the contractor or Initial Assignee (if applicable) and the State agency, and attached to the purchase order. Payment shall be made by the ordering State agency, for the full term, unless the purchase order is terminated by the State agency for contractor default under Section VI (F) (2) or herein or for nonappropriation of funds.
- B. Nonappropriation. The State agency’s obligation is payable only and solely from funds allotted for the purpose of the Installment Purchase. If sufficient funds are not appropriated for continuation of performance under any Installment Purchase for any fiscal year subsequent to the one in which the purchase order was issued, the State agency may return the equipment to the contractor or Initial Assignee (if applicable) and thereafter be released of all further obligations, provided: (i) The State agency delivers unencumbered title to the equipment to the contractor or initial Assignee (if applicable), (ii) The equipment is returned to the contractor or Initial Assignee (if applicable) in good condition, reasonable wear and tear excepted, and (iii) thirty (30) days written notice is given to the contractor or Initial Assignee (if applicable) stating the failure of appropriations as the reason for return and certifying that the equipment is not being replaced by similar equipment from another vendor. In the event the State agency returns the

equipment for failure of appropriations, all amounts then due to the contractor or Initial Assignee (if applicable) through the end of the fiscal year from which sufficient funds have been appropriated shall be paid by the State agency.

VI. Title and Security Interest. Title to the equipment passes to the State at the time and place of delivery to the State of each unit of equipment. The contractor or its duly authorized assignee shall have a purchase money security interest in the equipment, its substitutions, replacements, accessions and modifications, until payment of all installments as set forth in the payment schedule are made. Upon payment of the final installment, or any concluding payment option, the contractor or his duly authorized assignee shall have no further interest in the equipment. The equipment shall remain personal property and shall not become a fixture or affixed to real property. At the request of the contractor or Initial assignee (if applicable) the State will join the contractor or Initial Assignee in executing one or more financing statements, pursuant to the Uniform Commercial Code or other registration law applicable to the location of the equipment. The contractor or Initial Assignee (if applicable) will pay the cost of filing the financing statement(s) in all public offices wherever filing is deemed by the contractor or Initial Assignee to be necessary or desirable. The State will keep the equipment free and clear of all encumbrances except the contractor's or any assignee's security interest.

VII. Assumption of Risks.

- A. The State agency shall, after acceptance of the equipment, assume and bear the risk of loss, damage, or theft of the equipment all components parts thereof caused by Act of God and its own employees, agents, or others except the contractor or (if applicable) Initial Assignee. No such loss or damage to the equipment shall impair any obligation of the State agency, which shall continue in full force and effect except as hereinafter provided. In the event that all or part of the equipment shall, as a result of the above-mentioned causes, become lost, stolen, destroyed, or rendered irreparably unusable or damaged, as reasonably determined by the State agency, then the State agency shall provide the contractor or (if applicable) Initial Assignee with written notice in regard thereto and, at its option, either (a) replace the equipment with like equipment, or (b) pay pro rata to the contractor or (if applicable) Initial Assignee all payments then currently due in the amount indicated in payment schedule plus the pro rata principal portion of remaining installments. The pro rata principal portion of remaining installment payments is that percentage of the principal portion of remaining installment payments as of the date of payment that the cost of the units of the equipment lost, stolen, destroyed, or rendered irreparably unusable or damaged bears to the total cost of the equipment determined by the amounts set forth in the purchase order.
- B. The State assumes all risks and liabilities for injury to or death of any person or damage to any property, in any manner arising out of possession, use, operation, condition, or storage of any piece of equipment by the State agency whether such injury or death be with respect to agents or employees of the State or of third parties, and whether such property damage be to the State's property or the property of others; provided, however, that said damage or injury results from the negligence of State, its agents or employees, and provided that judgment has been obtained against the State. This provision shall not be construed to limit the

sovereign immunity of the State, the Department of General Services or any State agency.

- VIII. Insurance. The State shall, during the term of the Installment Purchase, self-insure with respect to the risks which it has assumed under Section VII above including risks of damage or destruction to the equipment caused by fire, boiler explosion, flood and flood-related hazards, or any other natural disasters and risks of public liability and damage under Act 142 of October 5, 1980, P.L. 693, 42 Pa. C.S.A. Section 8522.
- IX. Assignment. The State shall not assign any Installment Purchase hereunder or any interest therein without the prior written consent of the contractor or its assignee. The contractor may assign the purchase order and the Installment Purchase and/or transfer security interests in the equipment to an Initial Assignee and such Initial Assignee may further assign an Installment Purchase and/or grant a security interest therein to a subsequent assignee without the consent of the State. Any other assignment by the contractor shall require the prior written consent of the State. Upon notice to the ordering State agency, the contractor may assign installment payments under the Installment Purchase to a third party.
- X. Early Payment Option. The State agency shall have the right, during the term of the Installment Purchase, to exercise its option to purchase the equipment early upon payment of an amount equal to the concluding payment option as of such date as set forth on the payment schedule and upon the giving of notice to the contractor or Initial Assignee (if applicable) of such intention of the State at least thirty (30) days prior to the date upon which such right will be exercised. After all payments have been made pursuant to the payment schedule including any concluding payment option, the contractor or its assignees shall have no further interest in and to the equipment. The contractor, Initial Assignee or any subsequent assignee will execute and file, at its own expense, the standard UCC release form relinquishing any and all security interests.
- XI. Default.
- A. If the State (1) does not pay an installment payment within thirty (30) days after the due date and such non-payment continues for fifteen (15) days after receipt of written notice from the contractor or Initial Assignee (if applicable) that the State Agency is delinquent in payment of any installment; (2) breaches any other provision under this Appendix and such breach continues for fifteen (15) days after receipt of written notice thereof from the contractor or Initial Assignee (if applicable); or (3) files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency or similar law, the contractor or its assignee may pursue and enforce one of the following remedies:
1. Terminate the applicable purchase order and take possession of any or all items of equipment without any court order or other process of law and for such purpose. The contractor or its assignee may enter upon the premises where the equipment may be and may remove the same therefrom upon written notice of its intention to do same, without being liable to any suit or action or other proceeding by the State. The contractor or its assignee may, at its option, sell the equipment at public

or private sale for cash or credit and may become the purchaser at such sale. The State agency shall be liable for all accrued and unpaid installments, if any, the expense of retaking possession and the removal of the equipment, in addition to the balance of the payments provided for herein, less the net proceeds of the sale at a fair market value of the equipment after deducting all costs of taking, storage, repair, and sale. When the equipment is returned to the contractor or its assignee, it shall include only those items that were originally purchased as per the contract specifications.

2. Recover from the State agency all installment payments then due and all remaining installment payments due under the purchase order.

B. In the event of default by the contractor, the State may pursue one or more of the following remedies.

1. If the installment payments under the purchase order have been assigned to an Initial Assignee, the State shall continue to make installment payments for those units of equipment which have been delivered for which acceptance certificates have been received, and cancel its order without liability for payment for those units which have not been delivered and for which acceptance certificates have not been received. The amount of the installment payments shown in the payment schedule will be recalculated, however, to take into consideration and pay for the actual number of units which were delivered and for which acceptance certificates have been received. If no acceptable units of equipment have been delivered and accepted, the State agency may terminate the purchase order without liability to make any payments.
2. If the payments under this agreement have not been assigned to an Initial Assignee, the State agency may setoff or counterclaim against its obligation to make the payments any and all damages incurred by the State as a result of the contractor's default.

XII. Compliance with Internal Revenue Code. The contractor or its assignee must, if it intends to provide tax exempt financing, file, in timely fashion, any reports that must be filed with the Internal Revenue Service with respect to the order under Section 148 or 149 of the Internal Revenue Code (IRC). The State shall cooperate with the contractor or its assignee in the preparation and execution of these documents. The State shall also keep a copy of each notification of assignment with the State's counterpart of the order and shall not, during the term of the Installment Purchase, permit the equipment to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC. The State represents that it and each ordering State agency that enters into a

Installment Purchase hereunder qualifies as a State or political subdivision of a State for the purpose of Section 103(a) of the IRC. Any misrepresentation of such status under Section 103(a) shall constitute an event of default by the State pursuant to paragraphs VI(K) and VII(F). If (a) the Internal Revenue Service rules that the State or any ordering State agency does not so qualify under Section 103(a) of the IRC, or (b) the State fails to cooperate with the contractor or Initial Assignee in the preparation and execution of any reports required under Section 148 or 149 of the IRC (including 8038G and 8038GC forms), the State will pay the contractor or Initial Assignee (if applicable) upon demand, a sum to be determined by the contractor or Initial Assignee sufficient to return the contractor or Initial Assignee (if applicable) to the economic results it would otherwise have received.

- XIII. Other Documents. Upon request from the contractor or Initial Assignee the State will sign properly completed UCC-1 Forms, as appropriate, and opinions of counsel (in the form attached hereto as Exhibit C). The contractor or Initial Assignee at its expense shall be responsible for completing these forms and filing them with the appropriate offices/parties.
- XIV. Use and Location of Equipment and Alterations. The State agency shall keep the equipment under an Installment Purchase within the confines of the State of Pennsylvania. The State agency will inform the contractor or the Initial Assignee of the location of the equipment upon request. The State agency will not use or deal with the equipment in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The equipment will not be misused, abused, wasted or allowed to deteriorate except for ordinary wear and tear resulting from its intended use. No alterations, changes, or modifications to the equipment shall be made without the approval of the contractor or Initial Assignee (if applicable). Once approval is obtained and an alteration, change or modification is completed, the State will not be required to return the equipment to its original condition, if the equipment is returned to the Contractor, Initial Assignee or subsequent assignee as allowed herein.
- XV. Warranty Disclaimer. IN THE EVENT CONTRACTOR ASSIGNS A INSTALLMENT PURCHASE HEREUNDER TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE STATE TAKES THE EQUIPMENT "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE STATE HAVE ANY REMEDY AGAINST THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR, CONSEQUENTIAL DAMAGES, ANY LOSS OF SAVINGS OR LOSS OF USE.
- VI. Governing Law: Severability. All Installment Purchases hereunder shall be governed by and construed in accordance with the laws of the State of Pennsylvania, however the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under this Appendix. If any provision of this Appendix is held to be invalid or unenforceable, all other provisions shall remain in effect. All disputes arising in connection with this Appendix shall be resolved in accordance with Section 22 of the General Conditions and Instructions to Bidders contained in Contract No. 5805-55.

- VII. Notices. Service of all notices under this Appendix shall be sufficient if delivered by hand or overnight courier or mailed to the State at the address set forth in the applicable purchase order, or to the contractor or Initial Assignee (if applicable) at the address set forth in its acknowledgment to the purchase order (or any document attached thereto). Notices by mail shall be effective when deposited in the U.S. mail, duly addressed and postage prepaid. Notices delivered by hand or by overnight courier shall be effective when actually received.
- VIII. Contract No. 5805-55 Terms. The terms and conditions of this Appendix are in addition to the terms and conditions of Contract No. 5805-55 except to the extent the contractor assigns a Installment Purchase hereunder to an Initial Assignee, in which case the Initial Assignee shall only be bound to the obligations of the contractor indicated in this Appendix and shall not be responsible for any additional representations, warranties, covenants or obligations of the contractor as provided by the current terms and conditions of Contract 5805-55. To the extent that there is a conflict between the terms and conditions of Contract No. 5805-55 and the terms and conditions of this Appendix, the terms and conditions of this Appendix shall prevail to the extent that an installment purchase option is selected by the ordering State Agency. All other terms and conditions of Contract No. 5805-55 which are not amended by this appendix, shall remain in full force and effect.

EXHIBIT A

Purchase Order No. _____ dated _____, 19 __, by and between _____ (the contractor) and _____ (State agency).

ACCEPTANCE CERTIFICATE

The undersigned hereby certifies and represents to, and agrees with, the contractor or its assignee as follows:

1. A unit(s) of the equipment and/or financed item(s) identified on the attached schedule have has been delivered to _____ and accepted on the date indicated below.
2. The State agency had conducted such inspection and/or testing of the unit(s) of the equipment and/or financed item(s) as it deems necessary and appropriate and hereby acknowledges that it accepts the such unit(s) of equipment.
3. The State agency is not in any event of default as defined in Contract No. 5805-55 or its Appendix and no event which, with notice or lapse of item, or both, would become an event of default, has occurred and is continuing at the date thereof.

(State Agency)

By:

Title

Date

EXHIBIT B (Installment Purchase)

Purchase Order No. _____ dated _____, 19 __, by and between
_____ (the contractor) and _____ (State
agency).

PAYMENT SCHEDULE

FOR: _____ (Description of Equipment and all
components with serial numbers)

Payment Number and Due Date	Amount of Payment	Principal Portion	Interest Portion	Concluding Payment Option
--------------------------------------	-------------------------	----------------------	---------------------	---------------------------------

- 1.
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- 48.

**EXHIBIT C
OPINION OF COUNSEL**



DATE: _____

Ladies and Gentlemen:

As counsel for the State of Pennsylvania, Department of General Services, I am familiar with Contract No. 5805-55 (the "Agreement") dated as of _____, 19 ____, and Purchase Order No. _____, dated _____ (both referred to as the "Agreement"), between _____ as the contractor and the State of Pennsylvania, including all exhibits and attachments to the Agreement.

Based on the examination of these and such other documents, records, and papers as I deemed to be relevant and necessary as the basis for my opinion set forth below, It is my opinion that:

1. The State is authorized to enter into the transaction contemplated by the Agreement and to carry out its obligations thereunder.
2. The Agreement set forth above has been duly authorized, executed, and delivered by the State and constitutes a legal, valid, and binding agreement enforceable in accordance with its term.
3. No further approval, consent, or withholding of objections is required from any federal, state, or local governmental authority with respect to the entering into or performance by the State of the Agreement and the transactions contemplated thereby.
4. The entering into and performance of the Agreement and other related documents will not violate any judgment, order, law, or regulation applicable to the State or result in any breach of, or constitute a default under, or result in the creation of, any lien, charge, security interest, or other encumbrance upon any assets of the State or the equipment pursuant to any indenture, mortgage,

deed or trust, bank loan, credit agreement or other instrument by which the State is a party or by which it or its assets may be bound.

5. There are no actions, suits, or proceedings pending or, to the knowledge of the State, threatened against or affecting the State, in any court or before any governmental commission board or authority which, if adversely determined, will have a material adverse effect on the ability of the State to perform its obligations under the Agreement.
6. All required public bidding procedures regarding the award of the Agreement have been followed by the State.
7. The State is self-insured and is authorized to self-insure the equipment with respect to the risks assumed by this Agreement.

Sincerely,

Assistant Counsel

Exhibit "D"

FIRST QUARTER ASSUMPTIONS:

BASE INSTALLMENT PURCHASE RATES: 48 MONTHS = _____% PERCENT

INSTALLMENT PURCHASE ADJUSTMENT FACTOR = _____% PERCENT

SECOND QUARTER ASSUMPTIONS:

AVERAGE TREASURY BILLS = _____% PERCENT

(INDEX RATE _____) PLUS (SECOND QUARTER ADJUSTMENT RATE)
DIFFERENCE BETWEEN FIRST QUARTER & SECOND QUARTER _____
EQUALS AVERAGE TREASURY BILLS NUMBER.

ADJUSTED INSTALLMENT PURCHASE RATE:

48 MONTHS = (BASE INSTALLMENT PURCHASE RATE) _____ PLUS
((SECOND QUARTER ADJUSTMENT RATE) X (INSTALLMENT PURCHASE
ADJUSTMENT FACTOR)) = (EQUALS) NEW INSTALLMENT PURCHASE
RATE TOTAL

Attachment 11

Office of Administration Office for Information Technology Information Technology Bulletin (ITB)

Security Domain (SEC)

[Back](#) [Printable Version](#)

ITB-SEC009 Minimum Contractor Background Checks Policy

Information Technology Bulletin Commonwealth of Pennsylvania Governor's Office of Administration/Office for Information Technology

Issued by: Deputy Secretary for Information Technology
Date Issued: November 25, 2002
Date Revised: December 27, 2002, reissued March 23, 2006 **(Replaces ITB I.1.6)**

Domain: Security
Discipline: Security, Privacy & Business Continuity Planning
Technology Area:

Abstract:

This Information Technology Bulletin (ITB) establishes the enterprise-wide policy for minimum contractor employee background checks. The purpose of this policy is to establish the requirement that, as a condition for award of a contract or purchase order, contractors providing Information Technology (IT) services to the Commonwealth (*IT Providers*) conduct criminal background checks for all contract employees (*IT Employees*) who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities via on site or remote computer access. Currently, pre-employment criminal background checks are conducted by the Pennsylvania State Police (PSP) for all Commonwealth employees. However, background checks are not universally conducted by the Commonwealth for *IT Employees* working on Commonwealth IT projects, facilities, systems, or operations. This policy is intended to ensure the protection, security, and privacy of Commonwealth employees, customers, and Commonwealth information and information systems.

General:

This ITB applies to all departments, boards, commissions and councils under the Governor's jurisdiction (Agencies). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this policy.

This policy applies to all contracts issued by Commonwealth agencies through which employees of an *IT Provider*, or of its subcontractors, have on site or remote computer access to Commonwealth facilities.

The level of investigation may vary depending on the sensitivity of the area in which the *IT Employee* will work [e.g., more detailed background checks may be required

for an *IT Employee* involved with Homeland Security, but are always required for any *IT Employee* with access to any data or connectivity to the Commonwealth Law Enforcement Assistance Network (CLEAN)].

Policy:

This policy requires *IT Providers*, as a condition of award of a contract or purchase order, to conduct a pre-employment background check on any *IT Employee* who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities via on site or remote computer access. Criminal records are to be checked for the previous five (5) years. For *IT Employees* retained by the Commonwealth for more than one year, the *IT Provider* is to conduct such criminal record check annually. This policy applies, but is not limited to, services provided for the following types of projects:

1. IT Initiatives involving the development of programs and systems
2. Application hosting
3. IT infrastructure work

Criminal background checks are to be conducted by the Pennsylvania State Police via the [Request For Criminal Record Check](#) form and procedure. Information provided by the prospective *IT Employee* will be screened against state and local systems containing information on criminal arrests, convictions, warrants, and incarcerations. A fingerprint database search will be required for *IT Employees* having access to the PA Commonwealth Law Enforcement Assistance Network (CLEAN) by either on site or remote computer access.

IT Providers will be responsible for the payment of all fees associated with background checks for their *IT Employees* and/or subcontracted employees.

In addition to the above procedure, the following language must be included in all Commonwealth procurement vehicles and documents, including: Requests for Proposal (RFPs), Invitations for Bid (IFBs), Invitations to Qualify (ITQs), Requests for Quote (RFQs), sole-source contracts, renewals, amendments, and agency Statements of Work (SOWs) for IT services to be performed on site at Commonwealth facilities or via on site or remote computer access:

"The *IT Provider* must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to Commonwealth IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>. The background check must be conducted prior to initial access by an *IT employee* and annually thereafter.

Before the Commonwealth will permit an *IT Employee* access to Commonwealth facilities, the *IT Provider* must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an *IT Employee* has a criminal record that includes a felony or misdemeanor involving terroristic threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal

security, or is otherwise job-related, the *IT Provider* shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of the *IT Provider* to comply with the terms of this paragraph may result in default of the *IT Provider* under its contract with the Commonwealth."

Agencies may exceed this policy at their discretion, and may enter into an amendment solely for the purpose of implementing this policy.

Note: Obtaining a DGS-issued photo ID card will ensure that background checks are obtained annually for the *IT Employee*, since a criminal background check is required to obtain the photo ID card. Vendor/contractor Photo ID cards expire one (1) year from the date of issuance. In addition, the ID card will expire at the end of a project or upon removal of an *IT Employee*, even if a year has not passed.

Refresh Schedule:

All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee.

Exemption from this policy:

In the event an agency needs an exemption from this policy, an [Enterprise Standards Waiver Request](#) form must be submitted via e-mail to the agency CoP Planner. See CoP Planner contact information at: [OIT-CoP Planning Team](#).

Questions:

Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Attachment 12

IP Telephony Options

1. IP Telephony Options

- a. Briefly describe the architecture and elements of the IP telephony communications system design.
- b. Describe the advantages of the IP-PBX platform that you propose for the Commonwealth.
- c. Describe the local survivability call processing options available with your VOIP platform.
- d. Describe the switch process when the WAN connectivity is disrupted and indicate if there is a delay to implement new calls when failover occurs.
- e. Describe the switchback process automatic or manual and how long the process takes to implement. Indicate if connected calls are affected in any way.

2. Migration Strategies from Legacy to IP Systems

- a. Briefly, describe the strategy you would propose for the State to convert from a legacy PBX system to your proposed IP PBX based system.

3. Environmental Requirements

- a. Define the space, power, and environmental requirements for the proposed IP Communication Systems.

4. Distance Limitations

- a. Identify and describe the distance limitations to your station equipment, consoles, administrative terminals, etc from the data switches.

5. Session Initiation Protocol (SIP)

- a. Does the offering support Session Initiated Protocol (SIP)? Do the IP desktop telephone instruments currently conform to Internet Engineering Task Force SIP standards.
- b. Indicate if the proposed systems can currently support SIP-based trunk networking.

6. H.323 Protocol

- a. Does the system you propose support H.323-compliant gateways from other manufacturers. Explain how your proposed solutions accomplish this.

7. IP PBX Network Trunking

- a. Describe the VoIP system's ability to accept VoIP trunking from the Central Office.

8. Networking

- a. Each "network" system should have the option to share or not share adjunct systems such as voice mail or, network facilities and simplified dialing functionality between each other.
- b. Please describe if your offering provides for the capability of installing systems as a "standalone" or as a "network" system?
- c. Describe your systems networking capabilities.
- d. Define on an item-by-item basis the difference between the off-net and on-net services they are proposing and what limitations the State would face adding "standalone" systems to the network.
- e. Describe authentication processes embedded in your solution to prevent unauthorized access to common control elements, data sources; and abuse of telephony services, such as toll fraud.

9. 911 Information Provided to Local Public Safety Answering Point (PSAP)

- a. The system must be able to deliver the correct 911-location information to the local PSAP from where the call was originated.
- b. Describe how your traditional systems can be implemented in a building, on a campus, or across a WAN and correctly deliver 911-location information to the local PSAP.
- c. Describe how your VoIP systems can be implemented in a building, on a campus, or across a WAN and correctly deliver 911-location information to the local PSAP.

10. Collaborative Computing/Virtual Meetings

- a. Describe the system capability to integrate collaborative technologies across a network such as web based call centers or video conferencing.

11. Automatic Number Identification (ANI)

- a. Does the system have the capability to deliver the calling line number and have it displayed on stations that have been equipped with an LCD. Describe your systems ability to provide the ANI feature.

12. Hard IP Telephone Descriptions

- a. Provide a brief description for each telephone that is being proposed in response to this RFP. Provide one set of documentation that provides a

picture and brief description of each telephone in a separate appendix and clearly identified.

13. IP Soft Phones

- a. IP Communication Systems must have the capability to provide an IP Soft Phone. A brief description describing the features and functionality of the Soft Phone must be provided. Minimally, the information listed below should be included as part of the description.
- b. Provide a general description of the IP soft phone and its features and capabilities.
- c. Identify the PC operating systems with which the IP Soft Phone can integrate.
- d. Provide the PC requirements for the IP Soft Phone.
- e. Identify the standards that are supported by the IP Soft Phone.
- f. Explain if the IP Soft Phone supports Microsoft NetMeeting.
- g. Explain if a physical IP phone is required in addition to the IP Soft Phone.

14. Centralized or Remote System Administration

- a. Describe how the system provides the capability to perform all systems administration functionality to systems located throughout the State from workstations located at either the premise or other remote sites such as an employee's home.
- b. Describe if there are any limitations to the number of workstations that are supported and any functionality that cannot be performed remotely.
- c. Describe the required hardware, software, and connectivity.

15. Call Detail—Output

- a. Describe the systems capability to output call detail records. Describe the format of the output. Does the system provide for records of the following parameters: long distance, local outbound, incoming, on-net, or station-to-station, etc. Identify the total number of CDR access ports that are available.

**Section 2 Statewide Moves, Adds and Changes
(MAC), Cabling and Maintenance of Installed
Systems**

1. Purpose: The purpose of this section in the bid is to solicit proposals to perform moves, adds and changes (MAC) and minimal cabling services and maintenance on installed systems. Vendor/manufacturer, and/or a consortium of vendors (now called offeror) must propose and have the capability to perform MAC, cabling and maintenance on installed systems and serve any combination of zones throughout the Commonwealth of Pennsylvania (now called State). Minimal cabling services are defined as cabling for only a few telephone stations. All large cabling will be performed through the Department of General Services statewide Contract 9985-40 Telecommunications Cabling Services. Large cabling will be defined as a floor, building and/or campus. In addition to MAC and cabling services, maintenance services are required on a variety of telecommunications systems servicing various agencies. This bid addresses the equipment that the State wishes to have maintained and serviced for MACs. The offeror will also provide correct circuit and equipment inventory information in database format and corrected billing information on invoices. The requested services are specifically for the use by, and under the direction of, the Office of Administration, Bureau of Infrastructure & Operations in its function of managing the State's telephone telecommunications system. For the purpose of this bid, the State will be broken into three (3) zones of coverage for MAC, cabling, and maintenance. Attachment 1 is a map delineating these zones of coverage. Offerors may bid on one or more zones, as they desire. Each will be evaluated separately and an award will be made to all offerors that qualify for each zone. An award of a zone will obligate each offeror for moves, adds, changes, (MAC) and cabling; as well as, maintenance for State telephone equipment.
2. Read and Review: It shall be the offeror's responsibility to read this entire document, review all enclosures and attachments, and comply with all requirements and the State's Department of General Services intent as specified herein. If an offeror discovers an inconsistency, error or omission in the bid, the offeror should request a clarification from the State's contact person listed in this bid. Questions and clarifications must be submitted in writing and may be submitted by personal delivery, letter, fax or e-mail within the time period identified in the bid.
3. Current key and PBX systems installed throughout the State are found on an attachment identified as inventory to this bid, and reference attachment 2 for additional information. Offerors are to review the attachment inventory to indicate what key systems and PBX systems they can perform MACs, cabling, time & material and maintenance agreements on. The attached Commonwealth inventory has approximately 583 systems listed throughout the State. Offerors must take the inventory provided and identify in their bid what systems they can maintain by listing the "ID Number" that is listed on the inventory indicating if they can perform MAC, cabling, time & material and maintenance agreement. Currently the State has no vendors on contract maintaining the installed F-9600 PBXs or the five (5) installed Harris 20-20 PBXs. The State desires Offeror(s) who can maintain all three (3) zones or the entire state for the installed F-9600 and the Harris 20-20 PBXs. The Harris 20-20 product line was sold to Teltronics Inc. Note the separate inventory attachment lists which key systems and PBXs systems are under current warranties and under other current maintenance

agreements with other vendors. The agencies may migrate over to this new contract.

4. Attachment 3 is the Office of Administration Enterprise Architecture Policies & Domain Standards – Information Technology Bulletins (ITB). The awarded offeror(s) delivering services/system to agencies under the Governor’s Jurisdiction are required to comply with the IT standard and policies issued by the Governor’s Office of Administration, Bureau of Infrastructure & Operations (OA/BI&O), for the State enterprise (see www.oit.state.pa.us). The below link is to the Enterprise Domain (NET) ITB-NET003 Enterprise Voice Communications. Offeror’s should refer to the below link to see when changes are made to the ITB.

<http://www.oit.state.pa.us/oaoit/cwp/view.asp?A=722&Q=202555>

5. Pricing: Offeror will submit pricing to include the minimum elements listed on attachments 4 Hourly Labor Rates and site Visit Charges, 5 Cost Sheet – Cable and Accessories, and 6 Maintenance Charges (Zone 1 – Zone 3).

Complete separate sheets for each zone coverage.

Complete the summary sheet totals and enter the Grand Total on the Official Bid Sheet attachment 9.

6. Technical Requirements:

Offeror must carry a product line(s) that handle all requirements that they are bidding on.

- a. Offeror will include a narrative of the MAC, cabling, and maintenance services proposing a solution to the system requirements requested by the State under this bid.
- b. Provide a complete description of both the house and station cabling that is proposed, including category or level. Review Section 7 Cabling.
- c. Each offeror will provide its capability to maintenance current systems, systems that will go off warranty, new equipment installed from DGS contract 5805-03, and other telecommunications equipment purchased.
Link to Contract 5805-03:
<http://www.dgsweb.state.pa.us/comod/Contracts/580503.pdf>
- d. The vendor must be able to maintain system(s) that they are bidding on:
 - i. Reference: Attachment 2 for details of current systems installed that references a separate State inventory of systems installed in the State.
 1. Electronic key systems
 2. 1A2 key systems
 3. Private Branch exchanges (PBX)
 4. Tone Commander series of analog and digital systems
 5. PC voice mail systems associated with a variety of electronic key and PBX systems

6. ACD systems associated with a variety of electronic key and PBX systems.
 7. Octel 250 and 350 voice processing systems are installed, but not included in this bid with the inventory of the systems installed.
- e. Agencies may utilize the offerors buying power to supply components, for example single line telephones, rather than using DGS contract number 5805-03 Miscellaneous Telephone Equipment. This contract may be used when the components cost the same or less than components on Contract 5805-03. This situation should only occur when an agency is installing numerous Centrex lines and looking for a near turnkey solution. The offeror could supply the phones, assemble the phones, place the phones on user's desks, plug phones into the jack and test the new phones. When phone(s) have an out of box failure it is the offeror's responsibility to replace them including returning the phones to their suppliers and replenishing the out of box failure(s) back phones to the agency.
 - f. When an agency requests an offeror to perform a maintenance site survey to inquire what the offeror's monthly maintenance charges would be the agency will be billed an hourly labor rate for the time it takes the offeror to perform the on site survey and documentation to perform the maintenance site survey. When the agency wants to secure an offeror to provide monthly maintenance they will issue a purchase order (PO). Also, agencies will issue POs when an agency adds or removes equipment to an installed systems or when requesting systems added or removed from maintenance agreements.
 - g. Each offeror must dedicate sufficient staff to meet the State's telecommunications requirements over the term of the contract.
 - h. Technical Manuals are not required with the submission of the bid. At a kick off meeting for the agencies offerors will supply MAC, cabling and maintenance information.
 - i. The estimated value of the contract in 2005 is listed below. The State does not have the cost breakdown by the individual zones.
 - i. \$2,400,571.06 MAC, T&M and cabling in zones 1 – 3.
 - ii. \$443,412.52 Maintenance in zones 1 – 3.

Also, agencies have other contracts or time and material agreements with other offerors who are not on state contracts. Examples, Avaya for Octel 250 and 350 voice processing systems and Altura Communication Solutions for F-9600 PBX systems some with voice processing and other peripheral equipment security features for the Department of Corrections (watch call/head count conference systems, rip-out and off-hook alarms and security display terminal with a printer).

- j. No travel time or delivery costs are acceptable under MAC, Cabling or Maintenance. Reference Attachment 4 to place offeror's charge for a site visit. A single site visit charge will apply for MAC and Cabling only. Multiple site visit charges to complete a single work request will not be

permitted. A site visit doesn't apply under maintenance. Reference Attachment 5 to place offeror's charges for cable and accessories.

7. Cabling:

- a. The scope of the voice cabling support starts at the demarc (or extended demarc) includes the main distribution frame (MDF), any intermediate distribution frames (IDFs), other wiring closets, the jacks located in the user space, and all wiring in between. The demarc being defined as the point between the wiring that comes in from the local telephone company and the wiring used to connect to the telephone system. A demarc might be anything as simple as an RJ-11C jack (one trunk) or an RJ-14C (two trunks) or an RJ-21X (up to 25 trunks or a 66 or 110 punchdown block).
- b. All cabling will be labeled at both ends. Additionally, the patch panel or wiring block will be labeled with the telecommunications outlet number and locations of the remote end. The numbering scheme will be kept uniform and consistent throughout an entire site. Each installation will be required to have up-to-date cable records located at the MDF, IDF, or patch panel. The patch panel or wiring block will be labeled with the telecommunications outlet number and locations of the remote end. Documentation/labeling are typically done in accordance with the TIA 606 standard. These cable records are and will remain the property of the State.
- c. On-site technicians must have all necessary tools and materials to perform cable, jack inserts, terminal box, faceplates, testing and labeling.
- d. All cabling will be installed and tested in accordance with the current version of the EIA/TIA-568 Commercial Building Wiring Standard and all associated reference documents.
- e. Voice circuits are typically terminated with industry standard telecommunications jacks (e.g., RJ11, RJ45). Jacks will be wired according to Electronic Industries Association/Telecommunications Industry Association (EIA/TIA)-568 Commercial Building Wiring Standard EIA/TIA 568B, bulletin TSB-36, or bulletin TSB-40A standards, based on relevancy.
- f. Testing may include, but is not limited to, attenuation testing, near-end crosstalk (NEXT) testing, distance testing (time domain reflectometer – TDR), wiremap testing, and tone testing for any and all of the circuits and systems outlined above. The nature of the testing is determined by the devices in use and the circuit type. Testing is typically per TIA/EIA TSB-67 standard and all associated reference documents. As a minimum the test results for each telecommunications outlet location must contain the jack number and wire map. Depending on the nature of the problem attenuation, near end cross talk (NeXT), and cable impedance may also be required. Testing/troubleshooting specific to ISDN includes full channel (analog only) / half channel (analog and digital) measurements (particularly when there is a PBX with ISDN interface), attenuation, line level, peak code word, crosstalk, idle channel noise, bit error testing, error measurement (short and long term), and coder offset. Due to the

higher frequency of ISDN, voltage and current measurement alone is insufficient for ISDN testing.

- g. All new cabling is required for each installation and must be type CMR unless cabling is run in air plenum space in which case cabling must be CMP.
- h. Testing and certification is required to insure all cables and their associated jacks, patch panels and jumpers meet the appropriate standard for the type of network being installed. (i.e., voice, data). The offeror shall provide a complete copy of all certification test results to the agency telecommunications management officer (TMO).
- i. At a minimum standard all category 5e unshielded twisted pair (UTP) cable will be installed and will adhere to the installation and testing requirements of the current versions of IIA/TIA/TSB-36 and TSB-40.
- h. MDF Cable Record Form Update Process:

Attachment 7 is the Cable Management Record Form to be used by all contractors or subcontractors and agency personnel when performing any voice or data telecommunications work that affects cable and wiring information within State facilities. Offerors will be responsible for filling out the portion of the form which pertains to the work they perform and send the completed form to the agency TMO. The agency TMO will enter the Cable Management Record Form into the Cable Management System into the established State's Integrated Support System (ISS).

Awarded offerors may be required, in the future, to electronically keep their cable records updated through the Commonwealths Cable Management System. Access will be made available through the website to the current Integrated Support System's (ISS) Cable Management Section for updating purposes only when cable changes and/or new services are requested by an agency. Once access has been given the offerors, this information must be provided before billing takes place. In the case of a MAC order where a telephone set is moved, the offeror is responsible for insuring the cable records are updated. Cable Management Records for updating purposes falls under minor malfunction and will be updated within eight (8) working hours. Until electronic implementation has been made, offerors will continue to provide hardcopy forms to the TMO's for their updating into the ISS system.

8. Maintenance:

- a. Offeror will include a narrative of the proposed solution to the maintenance services requested. State its understanding of the State requirements and describe the services, maintenance philosophy and resources available to service.
- b. Include information on its dispatch center responsible for zone(s) proposed handling service calls. The dispatch center will have a toll free number(s)

used by the State agencies when placing service calls via telephone. Offeror will have sufficient amount of telephone lines and telephone operators to meet the needs of the State in supporting its dispatch center. Include the procedure for receiving, screening and logging service calls. Describe in detail the proposed automated system that will be used in the dispatch center for logging, tracking, updating and reporting service calls. If the offeror has web access for reporting trouble calls please provide the link if an agency elects to report troubles electronically.

A number of Commonwealth agencies would like the ability to report services troubles electronically through the offeror's website. If the offeror supplies this explain what steps are then taken.

- c. Explain what trouble reporting information is collected from the locations when an agency places a call for service. Explain what steps are then taken to assure that the problem is corrected in a timely manner.
- d. Explain other than a complete crash/outage of a telephone system, how do it's prioritize a service call.
- e. Describe what other maintenance support is available to the maintenance personnel.
- f. List all offeror maintenance locations within the State and indicate what counties are covered by each center. Complete the following maintenance center information attachment 8.
- g. Offeror will have training experience and certificated qualify technicians assigned to work on a project under the contract resulting from this bid.
- h. Offeror will have fully equipped and stocked service vehicles.
- i. Offeror will indicate if system remote alarms are available to indicate system problems. State if they are standard or optional. If optional list the charges in Attachment 6 Maintenance Charges (zones 1-3).
- j. 24x7 remote maintenance requirements. Some agencies require 24x7 remote maintenance including the Pennsylvania State Police and some Department Public Welfare locations and a possibly of other agencies will also requiring 24x7 remote maintenance requirements.
 1. Each PBX or key system if equipped the offeror will allow the user and/or the offeror to use remote administration in all PBX's furnished under this contract so an agency may elect to perform moves, adds and changes (MAC).

2. Each PBX or key system equipped the offeror will provide remote maintenance 24/7 that includes monitoring of the PBX for minor and major alarms. A technician will be dispatched for all alarms not cleared remotely, and the local site will be called and notified of the situation.
 3. Describe other capabilities of the system proposed for both MACs and maintenance.
- k. Identify each subcontractor proposed. Describe the service provided by each and describe its function(s) under any contract that may be entered into as a result of this bid.
- l. Offeror will have on-hand inventory of replacement parts.
 - m. Offeror will have a plan in the event a required part is out of stock and/or unavailable to the service technician performing the maintenance work.
 - n. Agencies will attempt to supply the contractor with current amounts of equipment for maintenance purposes using the State's centralized inventory.
 - o. The agency billing and inventory information collected and compiled by the contractor during the course of the contract, whether it is on paper or held in a computer system, is the property of BI&O and must be turned over to BI&O, when the contract expires.
 - p. Customer References:
 - i. Offeror must list customer accounts it bidding on the proposed MAC, Cabling and Maintenance. List a minimum of three (3), but no more than five (5). Preferably, references should be located within the zone on which it is proposing.
Provide the following information for each referenced customers:
 1. Company name
 2. Address
 3. Type of business
 4. Date of installation
 5. Equipment configuration
 6. Contact person and alternate:
 - a. Name
 - b. Title
 - c. Phone number
 - d. Address
 - e. Hours available
 - q. Company Profile:
 - ii. Provide the following information for the **prime offeror:**
 1. Complete company name, address and telephone number.
 2. Provide a financial Statement or company annual report for the last year.

3. Federal identification number.
 4. State in which company is incorporated.
 5. Description of company's organization, including organization charts, and indicates company offers by name, where applicable.
 6. Principal type of business.
 7. Total number of years in the principal business.
 8. Number of years in the telecommunications business.
 9. Total full time work force assigned to contract functions.
 10. Total full time telephone system and services work force located in each zone its proposing to serve.
 11. Does its company owe the State any taxes?
 12. Is its company currently under suspension or debarment by the State, any other State, or federal government? (If under suspension or debarment, its bid may not be accepted or considered.)
 13. Does it agree that the State may offset the amount of any State tax liability or other debt of its company or its subsidiaries owed to the State, and not being contested on appeal against any payment due its company under any contract that may be entered into as a result of this bid?
- iii. If **subcontractors** are proposed in this bid, answer the following for each:
1. Complete subcontractor name and address.
 2. Federal identification or social security number.
 3. State in which incorporate, if applicable.
 4. Type business.
 5. Total years in the business for which the Sub is being proposed in this bid.
 6. Number of years in the telecommunications business.
 7. Provide a financial Statement or company annual report for each of the last year.
 8. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years?
 9. Provide as many as possible but no less than three (3) references for the project described in number 8 above. Include at least the following information:
 - a. Company name
 - b. Address
 - c. Type of business
 - d. Description of the element(s) of the project being assigned.
 - e. Identify any subcontractor(s) and its role in these studies or projects.
 - f. A brief description of the system or hardware to be installed.
 - g. Contract person and alternate:
 - i. Name
 - ii. Title
 - iii. Phone number
 - iv. Address

- v. Hours available
- h. Total full time work force assigned to projects related to project on this bid.
- i. Total full time work force located in the zone(s) of the State being proposed by the response to this bid.

9. Other Requirements:

- a. Offeror will state what zones are being proposed.
- b. Explain how this award will be administrated including how it plans to monitor and evaluate the performance of its personnel performing MAC's, cabling and maintenance systems and evaluate the performance of all subcontractor personnel, if applicable. Explain the program to evaluate the performance of personnel maintaining the contract.
- c. A project manager designed by the offeror in the response shall be responsible for coordination of all activities between the Issuing Office, using agency and offeror and the offeror's subcontractors. Provide the name of the project manager to coordinate activities between the Issuing Office, using agency, and the offeror and offeror's subcontractors. Describe in detail the functions that will be performed by the project manager. The project manager assigned to the State project will not be removed from the project without written consent from the State.

10. Service Order Procedures:

- a. The agency desiring MAC, cabling and maintenance will fill out a Purchase Order (PO). If a site visit is requested by agency, it will be noted on the PO by the TMO. The offeror will contact the agency to schedule a site visit in five (5) working days of receiving the request.
- b. The offeror will provide a single address for receiving all PO's.
- c. The offeror will be prepared to sign in and out at each agency location, per the instructions of the agency at that location.
- d. For a PO requesting expedite, the offeror shall contact the agency and shall begin working within forty-eight (48) hours of receipt of the PO.
- e. For an PO request involving twenty-five (25) or less, the offeror shall begin work within ten (10) working days of receipt of the PO or receipt of any necessary equipment from the agency (if required). All work on PO's shall be completed within twenty (20) working days or receipt of the PO or agency provided equipment.
- f. For a PO request involving more than twenty-five (25) stations, the offeror shall coordinate the schedule with the requesting agency.
- g. After completion of the work the offeror will have their orders signed by an agency representative on site attesting to the completion and time spent on the job. Offeror's will validate invoices against its contracted

pricing schedules. Invoices are to be sent to the billing address listed on the PO. The PO number referencing each job must be provided on the invoice. The offeror will forward copies of each completed PO to the appropriate billing addresses, along with offeror work order, service order, or time and material statement and offeror's completed attachment 7 Cable Management form (if applicable). Any problems encountered on a job that affects the billing must be noted on the completed PO. If it is subsequently determined that the job was completed unsatisfactorily, the offeror shall then return and correct the problem at no additional cost to the State.

- h. An agency may request an offeror to provide a special report giving the expenses billed by the offeror. An example of a requested report could summarize by location the contracted amount of moves adds, changes, cabling installations and maintenance that had been billed during a certain time frame(s) requested by the agency.
- i. If at the time a service order is being worked and the offeror determines that there are unusual installation factors and require additional cost it will contact the agency TMO. The offeror will give a specific explanation for the additional cost and specific reasons for same to the agency TMO.

11. Equipment to be Maintained: 1A2Key equipment plus all associated equipment, electronic key system; Private Branch eXchanges (PBX); voice processing systems, ACD, call accounting systems, Tone Commander consoles, phones, etc. Some agencies may elect not to maintain a monthly maintenance agreement, but will call the offeror and place a trouble call and would be billed time and materials rates.

- a. Offeror must provide confirmation of its ability to perform MAC, cabling and maintenance requests for telecommunications services. The offeror must be able to perform:
 - 1. Reference: Attachment 2 that is attached to the bid for details of current systems installed
 - 2. Cabling from dmark to end telephone
 - 3. Electronic key systems
 - 4. 1A2 key systems
 - 5. Private Branch eXchanges (PBX)
 - 6. CPU & Consoles such as (Tone Commander) series of analog/digital
 - 7. ISDN sets, attendant consoles, variety of IP sets (Polycom, Cisco, etc.)
 - 8. PC voice mail systems (a variety) associated with a variety of electronic key and PBX system
 - 9. Conference phones, such as Polycom
 - 10. The term installation refers to the complete installation from the telecommunications outlet (voice, video or data) to the terminal block, patch panel or the Light Interface Unit (LIU)
 - 11. All cables will be labeled at both ends. Additionally, the patch panel or LIU will be labeled with the telecommunications outlet number and locations of the remote end.

12. The numbering scheme will be kept uniform and consistent throughout an entire site.
13. Each installation will be required to date cable records located at the MDF, IDF, LIU or the patch panel. These cable records are and will remain the property of the State. Also, reference attachment 7 cable management form that will be completed by the offeror and sent to the agency TMO.
14. Typical cable job example; installation from the telecommunications outlet (voice or data jack) to the terminal block or patch panel.
15. Offeror must have all necessary tools and materials to perform cable, jack inserts, terminal box, faceplates, testing and labeling.
16. Agencies will audit offerors detailed invoice using the offeror pricing submitted for labor rates, site visit and materials (attachments 4, 5 and 6).
17. Installations such as those requiring additional materials or labor that are out of the scope of the agency request, such as core drilling, conduit, or after hours work (such as holidays, weekends, etc.) are required to call agency and submit, in writing, to the requesting office, why the installation is out of the requested scope.

12. Maintenance Liquidated Damages:

The equipment damages pertain to both systems under maintenance **and** time and materials.

A. General:

1. The offeror must provide facilities to receive repair calls on a 24-hour per day basis, 365 days of the year, during the contract period, and for any years beyond the contract period i.e.; a total of five (5) years.
2. The terms “working hours” and “Business Day” shall mean 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays. Liquidated damage charges as specified in the following paragraphs will not be assessed where performance of the offeror’s obligation is prevented or delayed by acts of God, freight embargoes, strikes, fire or acts of government, provided the vendor notifies the using agency of such circumstances and the using agency reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the offeror. The dollar amount of liquidated damages being imposed by the State may be deducted from payment due, or to become due, to the offeror or may be billed separately.

B. Routine Services:

1. To provide **routine services** to the equipment, the offeror shall respond, between 8:00 A.M. and 5:00 P.M., Monday through Friday, within eight (8) working hours after notification.

2. For the purpose of this bid, routine services shall be defined as, but not limited to, malfunction of any equipment or cabling which is not affecting services as outlined in subparagraph C.1. and D.1. below.

C. Minor Malfunctions:

1. Following the cutover date, the offeror shall respond, between 8:00 A.M. and 5:00 P.M, Monday through Friday, to repair **minor malfunctions**, refer to C.2 below, in the equipment and cabling within eight (8) working hours after notification. The term “respond” as used shall mean arriving at the site of the minor malfunction. If the offeror fails to respond within eight (8) working hours, the offeror will pay the State \$100.00 as initial liquidated damages and \$10.00 for each and every working hour, full sixty (60) minutes, of delay after the first eight (8) working hours. All repairs and/or replacements shall be started within twenty-four (24) working hours following the response to notification of a minor malfunction. In the event the twenty-four (24) working hour period expires at a time other than on a business day, the offeror must start repairs or replacement by 8:00 A.M. on the next business day. The offeror must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following initial response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs and/or replacement of the malfunctioning equipment within twenty-four (24) working hours following initial response, the offeror will pay the State as liquidated damages the sum of \$100.00 for each and every completed calendar of delay.
2. For the purpose of this bid, a minor malfunction shall be defined as, but not limited to, an occurrence of any or all of the following:
 - a. A failure of between 10% and up to 39% of the trunks or a total number of three (3) trunks or greater to function as normally intended.
 - b. A failure of between 10% and up to 39% of the stations or equipment or a total of three (3) stations or greater.
 - c. Any failure of supervisor and answering positions.
 - d. A failure of any peripheral equipment, which renders it incapable of functioning as it was intended to and/or has an impact on paragraphs C.1.a & b. above. This includes features such as, ACD, auto attendant, voice mail, etc.
 - e. An indication of minor alarm condition in any of the switch equipment, if the switch provides the alarm feature.

D. Major Malfunctions:

1. Following the cutover date, the offeror shall respond to a **major malfunction**, refer to D.3 below, including malfunctions of the key service unit (KSU)/switch, trunk/station cards, peripheral equipment and cable, by arriving at the site of the malfunction on a twenty-four (24) hour per day basis, 365 days of the year, within two (2) hours after notification. Agencies will have the option of selecting either two (2) hour or four (4) hour response times. The two (2) hour would be used by agencies requiring expedited maintenance for Public Health & Safety outages. If the offeror fails to respond within two (2) hours, the offeror will pay the State \$200.00 as initial liquidated damages and \$20.00 for each and every working hour, full sixty (60) minutes, after the first four (4) hours. All repairs and/or replacements shall be started within twenty-four (24) hours following the response to notification of a major malfunction and the offeror must exhibit a best efforts approach to completion of the repairs and/or replacement of the malfunctioning equipment during the first twenty-four (24) working hours following response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs or replacement within twenty-four (24) working hours following initial response to notification, the offeror will pay the State as liquidated damages the sum of \$200.00 for each and every completed calendar of delay.

2. Following the cutover date, the offeror shall respond to a **major malfunction**, refer to D.3 below, including malfunctions of the key service unit (KSU)/switch, trunk/station cards, peripheral equipment and cable, by arriving at the site of the malfunction on a twenty-four (24) hour per day basis, 365 days of the year, within four (4) hours after notification. If the offeror fails to respond within four (4) hours, the offeror will pay the State \$200.00 as initial liquidated damages and \$20.00 for each and every working hour, full sixty (60) minutes, after the first four (4) hours. All repairs and/or replacements shall be started within twenty-four (24) hours following the response to notification of a major malfunction and the offeror must exhibit a best efforts approach to completion of the repairs and/or replacement of the malfunctioning equipment during the first twenty-four (24) working hours following response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs or replacement within twenty-four (24) working hours following initial response to notification, the offeror will pay the State as liquidated damages the sum of \$200.00 for each and every completed calendar of delay.

3. For the purchase of this bid, a major malfunction shall be defined as, but not limited to, an occurrence of any or all of the following:
 - a. A failure of the system, its common equipment or power supply, which renders it incapable of performing its normal functions.
 - b. A failure of any or all of the consoles (if supplied) which prevents the attendant(s) from handling incoming or outgoing calls.
 - c. A failure of any peripheral equipment, which renders it incapable of functioning as it was intended to and/or has an impact on paragraphs D.1d. & e. below. This includes features such as ACD, auto attendant, voice mail, etc.
 - d. A failure of 40% or more of the trunks to function as they are normally intended to.
 - e. A failure of 40% or more of the stations to function as they are normally intended to.
 - f. An indication of a major alarm condition in any of the switch equipment, if the switch provides the alarm feature.

13. Standards of Performance: Standards of Performance criteria are those standards, which assure compliance with the contract. Testing, administered by personnel of the agency, maintained MAC, cabling, maintenance, will examine normally accepted standards of workmanship, construction and electrical codes, and performance testing to assure compliance with contractual specifications and requirements.

14. Prime Offeror Responsibilities: The offeror will be required to assume responsibilities for MAC, cabling and maintenance of installed systems, installation, and maintenance of all equipment, systems, subsystems, and support services offered in the bid. Further, the State will consider the offeror to be the sole point of contact with regard to contractual matters.

15. Management Reports: The offeror will design and provide a monthly maintenance management report. The report will be associated with the plan for dispatch center logging, tracking, and updating State service calls as proposed in the bid. The offeror to manage the State Section 12. Maintenance Liquidated Damages not only will use the report, but will also be provided to Georgia Baer in a mutable report structure and email to gbaer@state.pa.us.

At the end of each calendar month, the offeror will provide a summary report to Georgia Baer to gbaer@state.pa.us. The monthly report will include MAC, cabling

and maintenance charges, but not limited to: agency name, number of service orders completed and total dollar amount of service orders billed.

16. Criteria: Evaluation of proposals will be accomplished based on the following:
 - a. Price/Cost: Lowest cost for MAC, cabling and maintenance that meets the scope of this bid for the zone(s) that the offeror bids.
 - b. Pricing in attachments 4, 5 and 6.
 - c. Offeror will complete the Official Bid Sheet attachment 9.

17. Contract Requirements: The State agrees, in entering into any contract, to issue orders for MAC, cabling and or maintenance of installed systems. The State agencies will only issue such orders such quantities as represent its actual requirements as determined by the State. The actual amounts of orders for MAC, cabling and or maintenance of installed systems in any particular county will depend upon the State's requirements in that county.

18. Definitions: For the purpose of this bid, the following definitions shall apply:

1A2 Key: AT&T first-third generation of standardized key telephone systems. The equipment design is based on a variety of interconnected phone-line-powered relays. A typical 1A2 key system has 6, 10, 18 button telephones with 25 to 50 pair of cables to each telephone.

Agency: Subdivision of the State, including executive offices, departments, divisions, bureaus, boards, commissions, as well as the Office of the Governor, the Lieutenant Governor, the Attorney General, the State Treasurer, the Auditor General, independent authorities, courts, and others authorized by law.

Agency Representative: all mean the authorized representative of an Agency.

Business Day: Any day that the State of Pennsylvania conducts normal business.

Business line: Business line is a business telephone service offered by a local telephone company from a local central office.

Centrex (CTX): Centrex is a business telephone service offered by a local telephone company from a local central office. The line to station ratio is normally one to one.

CLEC: Competitive Local Exchange Carrier. A company not affiliated with one of the "Bell" or "independent" telephone companies (e.g. Nextlink), which competes to provide local transmission services under the Telecommunications Act of 1996 and its interpretation by the FCC and PUC.

Comptroller: The chief financial accounting officer of an agency appointed by the Governor and responsible to the Deputy Secretary for Comptroller Operations in the Office of the Budget.

Contract: The written agreement executed by the State and the selected offeror to provide and install the material and equipment necessary to provide the system and/or services in accordance with its response and the provisions of this bid.

Cost: Cost and price are defined as meaning the same dollar amount. The price of the offeror is the cost to the user agencies.

Demarc or demark: The demarcation point between the wiring that comes in from its local telephone company and the wiring its install to hook up its own telephone system – its CPE (customers provide equipment) wiring. A De-Marc might be anything as simple as an RJ-11C jack (one trunk) or an RJ-14C (two trunks) or an RJ-21X (up to 25 trunks or a 66-block – a punchdown block on one side of which the

telephone company punches down its trunks and on the other, it punches down its connections into its phone system.

Demarcation Point: The point or interconnection between telephone company facilities and its terminal equipment. The demarcation point shall be located on the subscriber's side of the telephone company's protector or the equivalent thereof in cases where a protector is not required.

DID (Direct Inward Dialing): DID trunks are a business telephone service offered by a local telephone company from a local central office. The DID trunks give the ability to dial directly to an extension in a PBX or hybrid phone system without having to go through an operator or attendant.

DOD (Direct Outward Dialing): DOD trunks are a business telephone service offered by a local telephone company from a local central office. The DOD trunks give the ability to dial directly to numbers outside the system from an extension without have to go through an operator or attendant. In PBX and hybrid phone systems, it's typically dial 9, listen for a dial tone, and then dial the number it wants to reach.

Distribution: Refers to the arrangement of premises wiring runs and their associated hardware required to implement the planned customer premises wiring system extending from the Network interface jack to each communications outlet.

Distribution Cable: Part of the outside cable plant connecting feeder or subfeeder cables to drop wires or buried service wires that connect to the customer's premises. In simpler language, it's the cable from the serving area interface – a box on a pole, in the ground, etc. to the lighting protection at the entrance to the customer's premises. Distribution Cable, Inside Plant: Cables usually running horizontally from a closet on a given floor within a building. Distribution cables may be under carpet, simplex, duplex, quad, or higher fiber count cables.

Distribution Cable, Outside Plant: The cable running from a central office or remote terminal to the side of a subscriber's lot.

Electronic Key System: A key telephone system in which the electromechanical relays and switches have been replaced by electronic devices- often in the phone as well as in the central cabinet. The innards of the central cabinet of an electronic key system more resemble a computer than a conventional electromechanical key system. These days, virtually all-key systems are electronic. Production of electromechanical key systems (such as 1A2) has been severely curtailed and most manufacturers have ceased making them. Examples are: Toshiba electronic key telephone systems, Executone IDS electronic key telephone systems, etc.

Executive Agency: The Governor and the department, boards, commissions, authorities and other officers and agencies of the State. The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies or any independent agency or State-affiliated entity.

Head Count Conference with Printer: Provides real time data for the watch call/head count conference and rip-out and off-hook alarms. The data will include at least the following information: extension number, location, date and time of the event, and the text that identifies whether it is a conference or alarm.

ILEC: Incumbent Local Exchange Carrier. The local telephone company, which can be a Bell (Verizon) operating company, an independent (e.g. ALLTEL) or a company not affiliated with one of the Bell or independent telephone companies, which provides local transmission services.

Independent Agency: Boards, commissions, and other agencies and officers of the State, which are not subject to the policy supervision and control of the Governor. The term does not include any State-affiliated entity, any court or other officer or

agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, political subdivision or any local, regional or metropolitan transportation authority.

Independent Telephone Company: A telephone company not affiliated with one of Bell (Verizon) telephone companies (e.g. ALLTEL).

ISDN Telephone: An ISDN phone can attach to an ISDN basic rate interface. It typically has one digital voice (at 64 kbps) channel and two data options – one for packet switched service (up to 9600 bps) and another for circuit switched data (up to 64 kbps). It will also have an RS-232-C connector on its back and a two, 48-character LCD adjustable display.

Issuing Office: The government entity named in the bid.

Issuing Officer: The individual named in the bid.

Lines: An electric patch (two wires) between a phone company central office and a subscriber, usually with an individual phone number that can be used for incoming and outgoing calls.

Maintenance: Upon the State's request, Contractor shall provide maintenance on the telecommunications equipment.

Maintenance Services: “Monthly Fixed Fee” that charges a fixed, per month, regardless of whether there is any trouble calls.

Maintenance Services: “Time & Material”, which only charges for actual maintenance associated with a trouble call charging an agency hourly rate and materials required for repairing the trouble.

Maintenance Services: Both Monthly Fixed Fee and Time & Material have the same response times of eight hour response for minor malfunctions and a two (2) (Public Health & Safety) and four (4) hour response time and offerors are obligated to adhere to it.

Meridian Business set (P-set): The M5000-series of Meridian Business sets (P-Sets) are a line of feature rich voice and data terminal that offer a solution for most business needs. The Meridian Business Sets are proprietary; they will only work on Nortel Central Office switches.

Modular: Equipment is said to be modular when it is made of “plug-in units” which can be together to make a system larger, improve its capabilities or expand its size.

Moves, adds, changes (MAC) and Cable: Upon the State's written service order request, Contractor shall provide services required for moves, adds, changes, cable and removal of equipment and associated wiring at the prices so quoted in response to the bid.

Offeror: The vendor selected by the Department of General Services who enters into a contract with the Department of General Services to provide requires telephone systems for the agencies.

Pandemic Flu: Pandemic flu is a virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person.

PBX (Private Branch eXchange): A private (i.e. it, not the phone company owns it), branch (meaning it is a small phone company central office), exchange (a central office was originally called a public exchange, or simple an exchange). In other words, a PBX is a small version of the phone company's larger central switching office. The design principle is that multiple station users share inbound and outbound circuits.

Prime Offeror: The offeror selected by the Issuing Office to receive award of the contract and who (as the offeror) will be the sole point of interface to the State and

have the sole responsibility for timely provision of all goods and services procured through this contract.

Project Manager: The person named by the offeror who shall be responsible for coordination of all activities between the Issuing Office, user agencies, and the offeror and the offeror's sub-contractors.

Proposal: A firm written offer submitted by a person or company in response to this bid.

Quote: When an agency requests a quote from an offeror for MACs or cabling the agency is billed the quoted charges if they have the work done.

Rip-Out and Off-Hook Alarms: The PBX must have the capability when any type of phone (analog and digital) that is ripped-out or goes off-hook. Security personnel must receive audio and visual rip-out and off-hook alarms at the Control Center within a maximum of 10 seconds after the phone is off-hook or when the cable is severed or ripped out of the jack. Some PBX manufactures don't have the capability providing the required capabilities with analog phones. The solution found to provide enhanced Line Lock Out alarm reporting capability for analog single line phones was a Ramex unit 25 ports wired with frame and misc. hardware with two (2) pairs from each set appearing on MDF.

Station Equipment: A word for telephone. Also called a terminal, instrument, or a telephone instrument.

Service Area: The geographic area serviced by a supplier. The area in which the supplier, theoretically, stands ready to provide his service.

Service Order Services: Document or system generated group of information requesting installation, disconnection of, moving, changing or maintenance service.

State-Affiliated Entity: A State authority or a State entity. The term includes the Pennsylvania Turnpike Commission, the Pennsylvania Housing Finance Agency, the Pennsylvania Municipal Retirement System, the Pennsylvania Infrastructure Investment Authority, the State Public School Building Authority, the Pennsylvania Higher Educational Facilities Authority and the State System of Higher Education. The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, political subdivision or any local, regional or metropolitan transportation authority.

State Fiscal Year: The fiscal year of the State is the twelve (12) month period beginning on July 1 of a given year and ending on June 30 of the following year.

State-Related Institution: The Pennsylvania State University, the University of Pittsburgh, Lincoln University or Temple University.

Sub Contractor: A person or firm contracting with the prime offeror to perform part of the contract.

Telecommunications Management Officers (TMO): The individual assigned by each agency to coordinate all related telecommunications matters for the agency.

Trunk: A communications line between two switches systems. Examples: between central offices, between a PBX and a central office etc.

Two-Way: Two-way trunks are a business telephone service offered by a local central office. Two-way trunks give the ability to be seized from either end. They can be used to carry conversations in to or out of a telephone system. Some trunks are set up as one-way only.

User Agency: An agency, which is the recipient and user of the goods and services identified in the bid

Watch Call/Head Count Conference: The PBX must have the capability of automatically conferencing a minimum of twenty-one (21) participants by dialing a pre-defined access code.

Working Hours: Working hours for the contract resulting from this bid is 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays.

19. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor's Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in Attachment 10.

- a. The Contractor shall comply with a new policy for the Pennsylvania State Police (PSP) requiring all contractors to have a PSP picture ID badge (green card) for the entrance to their facilities. PSP currently has a location in Harrisburg for the picture ID processing. PSP are in the process of obtaining approvals for two (2) additional facilities for picture ID in Greensburg and Bethlehem.

20. Business Continuity Planning for Pandemic Scenarios:

Pandemic Preparedness:

In the event of a pandemic emergency, widespread infection may severely reduce the available workforce for up to three months. The Department of Health and Human Services has stated that [A pandemic may come and go in waves, each of which can last for six to eight weeks](#). Because of the nature of government, a pandemic plan is required.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your pandemic response continuity of operations plan. Please attach a copy of the plan.
3. Your plan should include the following at a minimum:
 - employee training (describe your training plan, and how frequently your plan will be shared with employees).
 - identified essential business functions and key employees necessary to carry them out.
 - contingency plans for:
 - how you will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - how employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
 - how you will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
 - how essential business functions will be carried out.
 - how and when the plan will be tested, and if the plan will be tested by a third-party.
 - how your suppliers will be affected and how will this affect your business.

- any associated cost in the cost section of the BID that would be passed on to your customers for services rendered during a Pandemic emergency.
- our opportunities to receive prioritization of service in the event that a pandemic emergency overloads your system or causes partial loss of service and our options for priority restoration of service.
- the SLA's (service level agreements) can you offer to support the Commonwealth during a pandemic emergency.

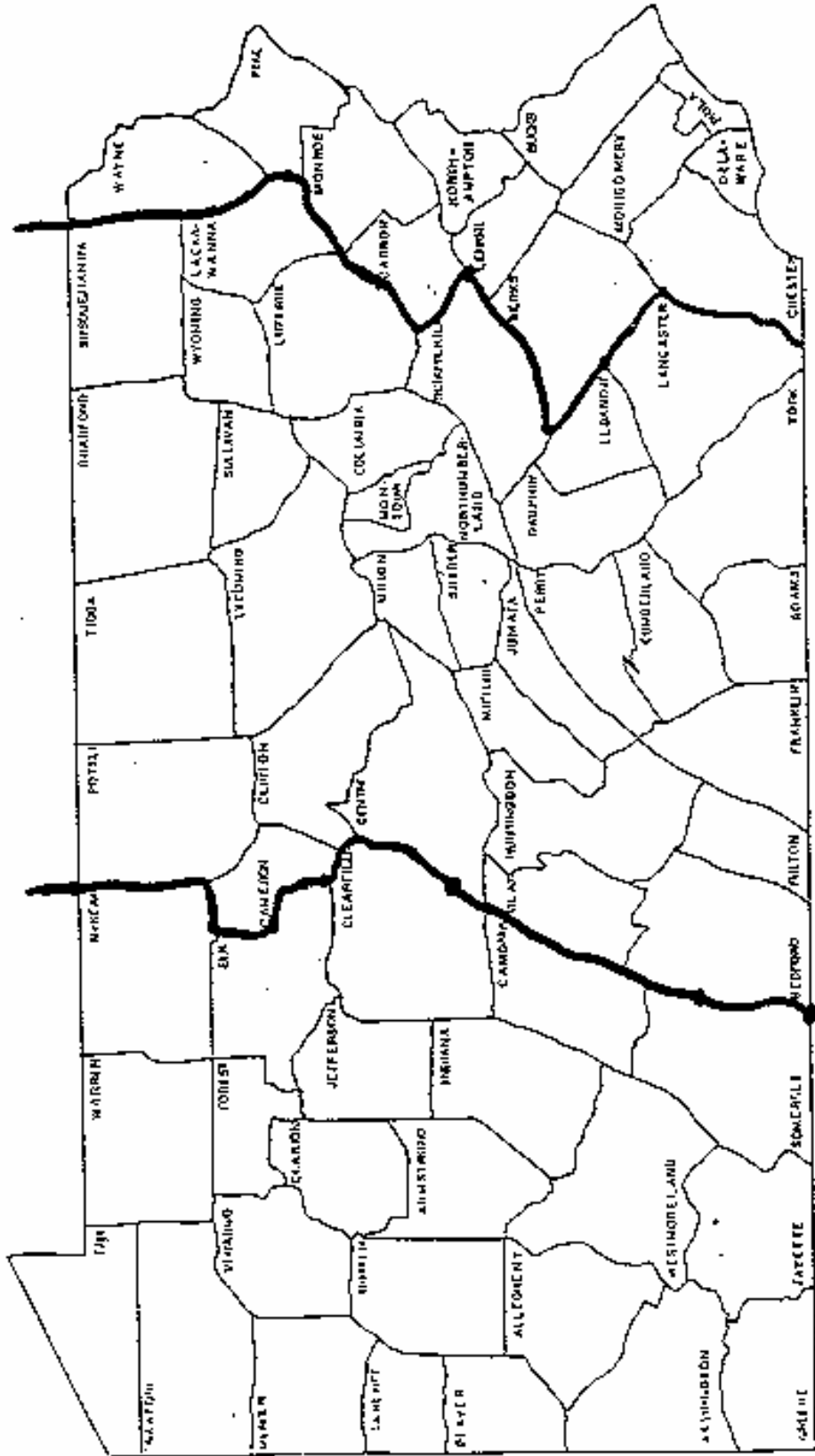
21. Economy of Bid Response Preparation: Six (6) written responses to the bid will be required, and one (1) electronic copy of the Offeror's written response to the bid and cost data will be required. The written response to the bid should be prepared simply and economically, providing a straightforward, concise description of the offeror's ability to meet the requirements of this bid. Sections to the offeror's responses must be in binders tabbed in the same order as the bid; pages numbered consecutively for ease of review and in binders that are labeled with the bid number, offerors name and the manufacturer name. Offerors are not allowed to change any part of a bid response after submission. The Offeror proposal must remain valid until a contract is executed.

Attachment 1 (on the next page)

ZONE (3)

ZONE (2)

ZONE (1)



Attachment 1 Continued

The offeror can qualify in one or more of the following zones. Qualification in a zone requires support at all locations within the zone.

Zone 1 – Western Pennsylvania – includes the following counties:

Erie, Crawford, Mercer, Lawrence, Beaver, Washington, Greene, Fayette, Westmoreland, Allegheny, Butler, Venango, Warren, McKean, Forest, Elk, Clarion, Jefferson, Armstrong, Indiana, Clearfield, Cambria, Somerset.

Zone 2 – Central Pennsylvania – includes the following counties:

Potter, Cameron, Clinton, Centre, Blair, Bedford, Fulton, Huntingdon, Tioga, Lycoming, Union, Snyder, Mifflin, Juniata, Perry, Cumberland, Franklin, Adams, York, Lancaster, Lebanon, Dauphin, Northumberland, Montour, Columbia, Schuylkill, Luzerne, Wyoming, Sullivan, Lackawanna, Bradford, Susquehanna.

Zone 3 – Eastern Pennsylvania – includes the following counties:

Wayne, Pike, Monroe, Carbon, Northampton, Lehigh, Berks, Bucks, Montgomery, Chester, Delaware, Philadelphia.

Attachment 2

State Inventory of Telephone Systems Installed in the State

A separate State inventory file is attached to the bid. Offeror's will review the inventory and will submit what systems it can maintain: time & material, maintenance agreements, perform MACs and perform cabling.

Attachment 3

Network Domain (NET) ITB-NET003 Enterprise Voice Communications

Network Domain (NET)

[Back](#) [Printable Version](#)

ITB-NET003 Enterprise Voice Communications

Information Technology Bulletin

State of Pennsylvania

Governor's Office of Administration/Office for Information Technology

Issued by: Deputy Secretary for Information Technology
Date Issued: September 15, 2005
Date Revised:

Domain: Network
Discipline: Physical Network
Technology Area: Voice

Abstract:

The purpose of this Information Technology Bulletin (ITB) is to establish a definitive policy concerning the procurement of voice switched services.

Policy:

This ITB establishes an enterprise-wide policy for voice switched services. TelCove provides Centrex, Centrex Voice Mail, and Centrex ACD. These are the services State Agencies must use, unless they are not available in a specific location.

For those locations where Centrex is not available, TelCove provides Business Lines (Analog/ISDN) which shall be considered first, then PBX or Electronic Key Systems. PBX or Electronic Key Systems are available for purchase through the use of two State Contracts: PBX 5805-56 and Electronic Key 5805-55. The purchase of a PBX or Electronic Key System **in any circumstance** requires review and approval from the Community of Practice Planners

General:

This ITB applies to all Departments, Boards, Commissions and Councils under the Governor's jurisdiction.

For the past 8 years, Centrex has been the chosen provisioning method of service for the State. There is sound enterprise strategic, fiscal, and technical reasons for this position that overrides cost considerations for single sites.

Strategic: From a business perspective, Centrex is supported because of its ability to:

- Ensure interoperability and intercommunications between agencies

- Maximize the best possible service for the least possible current and future operating costs
- Aggregate users to cost effectively provide commonly needed services
- Make the best use of the state's valuable human and material resources on an enterprise or agency level
- Focus technology as well as design and application expertise to serve as a resource for the entire enterprise

Fiscal:

The State enjoys some of the best rates in the country. These rates can be enjoyed by any Agency regardless of its size. This is directly the result of economies of scale. With nearly 70,000 Centrex lines and 20,000 voice mailboxes, the State is well positioned to receive competitive pricing.

In addition, Centrex is outsourced, relieving the State of a substantial investment in hardware that must be maintained, administered, and frequently upgraded.

Technical:

The State has chosen Centrex since it allows the State the best alternative for moving into new technologies at the enterprise-level by supplying technical stability. Stovepipe, proprietary technologies used in premise base systems create incompatibilities and restrict enterprise-wide deployments plans.

Definition of Services:

Centrex Analog/ISDN Services.

Centrex is available in Analog and ISDN. Analog service and equipment is less expensive, flexible, and has many features. ISDN service and equipment is expensive, and should be used only when Analog does not provide required features such as: intercom, multi-line appearances, bridged lines, and monitoring capability.

Centrex is a reliable service provided by the phone company. There are redundant features built into a central office such as: load-sharing circuitry, on-line diagnostics, 24/hour on-site personnel, and battery backup. With Centrex, each person has their own line. There are no constraints for incoming calls or outgoing calls. Unfortunately, Centrex is not available everywhere in Pennsylvania. For these locations, Business Lines (Analog/ISDN) should be considered before the purchase of a PBX or Electronic Key System.

PBX & Electronic Key Systems

PBX and Electronic Key Systems are possible solutions; however, there is a substantial cost to purchase and install them. Instead of the phone company owning the switch, the Agency location must own, operate, maintain, and manage the switch. Features and functionality of the system are determined by software purchased with the system, such as voice mail, auto attendant, automatic call distribution, etc. Cost for a premises system can appear less over an extended period of time (5 or more years). However, the delta has not proven sufficient to override the use of Centrex as the State's strategic enterprise solution.

ACD/Call Center Services

These services must be acquired using TelCove Centrex ACD, or by using the premises ACD services available from the Department of General Services; Contract 5850.10 and 5850.05. The PBX and Electronic Key system contracts may not be used to avoid using either of the above noted contracts for ACD/Call Center Services.

VoIP Services

The Office of Administration acknowledges that merging of voice, data, and video on an IP network appears to be in the State's best interest and may be the network of the future. The goal is to achieve seamless migration of voice, data, and video to a converged IP network. This is best served by ensuring interim services are off-premise, carrier-hosted applications such as Centrex.

The State is focused on hosted IP services at the carrier class level and will be conducting pilots. A Team consisting of Agency representatives, TelCove, and Bureau of Infrastructure and Operations staff has been formed to design and implement pilots to assess the future migration to hosted converged networks.

The results of the pilots will provide input for the formation of the strategic direction for the State enterprise network and its services. The final strategy will require participation from voice, video, data, and security groups. There are situations where VoIP is the right solution and there are also many situations where it is not. As an enterprise, we will practice sound risk management by making sure all migration components are considered. A VoIP Technical Overview is referenced below, [STD-NET003A](#), and will be revised as required.

Refresh Schedule:

All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemptions & Waiver Requests:

In the event an agency chooses to seek an exemption from the use of Centrex, an [Enterprise Standards Waiver Request](#) form must be submitted in writing or via e-mail to the Community of Practice (CoP) Planner at [OIT CoP Planning Team](#). Core business or technical requirements that are not supported by Centrex must be defined on the Waiver Request.

Questions:

Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Attached File:



[STD_NET003A - VOIP Technical Overview.doc](#)

Attachment 4

Hourly Labor Rates and Site Visit Charge

Zone Number: _____

a.	<u>Weekday Rate</u>	<u>Weekend/Holiday Rates</u>	<u>Overtime Rate</u>
	\$ _____	\$ _____	\$ _____

b. **Labor Rate Increase:** Guaranteed Maximum Escalation of the labor rate after 36 months

Years 4 & 5: _____ %

c. **Site Visit Charge:** A single site visit charge will apply for State work requests for MAC and Cabling Only. Multiple site visit charges to complete a single work request will not be permitted. A site visit doesn't apply under maintenance.

\$ _____

Attachment 5

Cost Sheet – Cable and Accessories

NOTE: (Offeror may add additional items with associated costs).

<u>A. DESCRIPTION</u>	<u>UNIT COST</u>
Cable - 1 Pair Speaker Cable - Plenum/Shielded	
Cable - 100 Pair - Burial	
Cable - 100 Pair Plenum	
Cable - 100 Pair PVC	
Cable - 12 - Pair Plenum	
Cable - 18AWG - 1 Pair - Plenum - Shielded	
Cable - 2 Pair Speaker Cable - Plenum/Shielded	
Cable - 200 Pair Plenum	
Cable - 200 Pair PVC	
Cable - 24 AWG 1 Pair Cross Connect	
Cable - 24 AWG 2 Pair Cross Connect	
Cable - 25 Pair CAT 5 Plenum	
Cable - 25 Pair CAT 5 PVC	
Cable - 25 Pair Plenum	
Cable - 25 Pair PVC	
Cable - 4 Pair - CAT 3 Plenum	
Cable - 4 Pair - CAT 3 PVC	
Cable - 4 Pair - CAT 5 Plenum	
Cable - 4 Pair - CAT 5 PVC	
Cable - 4 Pair - CAT 5E (350) Plenum	
Cable - 4 Pair - CAT 5E (350) PVC	
Cable - 4 Pair - CAT 5e Plenum	
Cable - 4 Pair - CAT 5e PVC	
Cable - 4 Pair - CAT 6 Plenum	
Cable - 4 Pair - CAT 6 PVC	
Cable - 50 Pair - Burial	
Cable - 50 Pair Plenum	
Cable - 50 Pair PVC	
Cable - Aerial - 6 Pair	
Cable - Burial - 12 Pair	
Cable - Burial - 25 Pair	
Cable - Burial - 6 Pair	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Cable - Outdoor - Gel Filled - 25 Pair	
Cable Guard	
Coaxial - Balun with Tail	
Coaxial - Balun without Tail	
Coaxial - Connector Faceplate	
Coaxial - IBM Type 1 - Plenum	
Coaxial - IBM Type 1 - PVC	
Coaxial - RG-11	
Coaxial - RG-59	
Coaxial - RG-6	
Coaxial - RG-62	
Fiber - 1" Innerduct - PVC	
Fiber - 1" Plenum Innerduct	
Fiber - 1-1/4" Innerduct - PVC	
Fiber - 12 Port Fiber Housing - Rack Mount	
Fiber - 12 Strand - 50/125 Plenum	
Fiber - 12 Strand - 50/125 PVC	
Fiber - 12 Strand - 62.5/125 Plenum	
Fiber - 12 Strand - 62.5/125 PVC	
Fiber - 12 Strand - M-M Outdoor	
Fiber - 12 Strand - MM - Indoor/Outdoor - Plenum	
Fiber - 12 Strand - SINGLEMODE Plenum	
Fiber - 12 Strand - SINGLEMODE PVC	
Fiber - 2 Strand - 50/125 Plenum	
Fiber - 2 Strand - 50/125 PVC	
Fiber - 2 Strand - 62.5/125 Plenum	
Fiber - 2 Strand - 62.5/125 PVC	
Fiber - 2 Strand - M/M - Indoor/Outdoor -Plenum	
Fiber - 2 Strand - SINGLEMODE Plenum	
Fiber - 2 Strand - SINGLEMODE PVC	
Fiber - 2" Innerduct - PVC	
Fiber - 2" Plenum Innerduct	
Fiber - 24 Strand - 50/125 Plenum	
Fiber - 24 Strand - 50/125 PVC	
Fiber - 24 Strand - 62.5/125 Plenum	
Fiber - 24 Strand - 62.5/125 PVC	
Fiber - 24 Strand - MM - Outdoor	
Fiber - 24 Strand -SINGLEMODE Plenum	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Fiber - 3/4" Innerduct - Plenum	
Fiber - 48 Strand - MM - Indoor/Outdoor - Plenum	
Fiber - 48 Strand - Single Mode - Outdoor	
Fiber - 6 Port FC Bezel	
Fiber - 6 Strand - 50/125 Plenum	
Fiber - 6 Strand - 50/125 PVC	
Fiber - 6 Strand - 62.5/125 Plenum	
Fiber - 6 Strand - 62.5/125 PVC	
Fiber - 6 Strand - M-M - Outdoor	
Fiber - Bezel - 6 Port	
Fiber - Bezel - Blank	
Fiber - Box Adapter - FA061	
Fiber - Consumables	
Fiber - Coupler Panel - 6 Port	
Fiber - Data Extender - Short	
Fiber - Fan Out Kit - 6 Strand	
Fiber - Fan-Out Kit - 12 Strand	
Fiber - FC Connector	
Fiber - Housing - 144 to 192 Port - Rack Mount	
Fiber - Housing - 36 to 72 Port	
Fiber - Housing - 72 to 144 Port - Rack Mount	
Fiber - Housing - Rack Mount - 12 Port - Swing	
Fiber - Jumper - 3M - ST-ST	
Fiber - LIU - 12 Port	
Fiber - LIU - 6 Port	
Fiber - Marker Tape	
Fiber - MTRJ Connector	
Fiber - Panel (ST) - 12 Port	
Fiber - Panel (ST) - 6 Port	
Fiber - Panel - 48 Port - Rack Mount	
Fiber - Panel - 48 Port - Wall Mount	
Fiber - Plex Unit - FOI-1544	
Fiber - Plex Unit - PSQ-2910	
Fiber - Plex Unit - WMA-3002	
Fiber - SC Connector	
Fiber - ST Connector	
Fiber - Transceiver - 100 baseT - RJ45 - Small	
Fiber - Transceiver - 6 Port - 100BT - RJ45	

A. Attachment 5 Continued	<u>UNIT</u>
<u>DESCRIPTION</u>	<u>COST</u>
Ground Clamp	
Ground Wire-10AWG	
Guy Wire	
Guy Wire Clamp	
Hardware - "D" Ring	
Hardware - "J" Hook	
Hardware - 1 1/2" - 2 Hole Strap	
Hardware - 1 1/2" Strut Strap	
Hardware - 1" Greenfield Connector	
Hardware - 1-1/2" Schedule 40 - PVC	
Hardware - 1-1/4" Greenfield Connector	
Hardware - 10' Standard Power Pole	
Hardware - 110 Block - 100 Pair - Rack Mount w/ MGMT	
Hardware - 110 Block - 100 Pair Kit	
Hardware - 110 Block - 300 Pair Kit	
Hardware - 110 Block Label Holder	
Hardware - 16" x 16" x 10" Pull Box	
Hardware - 19" Equipment Shelf	
Hardware - 2 Hole Strap - 4"	
Hardware - 2" EMT Conduit	
Hardware - 2" EMT Connector	
Hardware - 2" EMT Coupler	
Hardware - 3" EMT Conduit	
Hardware - 3" EMT Connector	
Hardware - 3" EMT Coupler	
Hardware - 3/4" 1 Hole Strap	
Hardware - 3/4" Coupler - EMT	
Hardware - 3/4" Flex Conduit	
Hardware - 3/4" Flex Connector	
Hardware - 3/4" Flex to EMT Connector	
Hardware - 4" 45 Degree Elbow - PVC	
Hardware - 4" 90 Degree Elbow - PVC	
Hardware - 4" Coupler - PVC	
Hardware - 4" EMT Bushing	
Hardware - 4" EMT Conduit	
Hardware - 4" EMT Connector	
Hardware - 4" EMT Coupler	
Hardware - 4" Schedule 40 - PVC	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Hardware - 66 Style Punch Block	
Hardware - 89D Bracket	
Hardware - A/C Insert Frame - 4 Port	
Hardware - A/C Power Strip - 19" Rack Mount	
Hardware - All Thread - 3/8"	
Hardware - Anchor Kit	
Hardware - Beam Clamp	
Hardware - Beam Clamp - 3/8"	
Hardware - Blue Board with 89D Brackets	
Hardware - Bridle Ring	
Hardware - C-4 Clip	
Hardware - Cable Guard	
Hardware - Cable Ties - Velcro	
Hardware - Conduit - 3/4"	
Hardware - Conduit - EMT 1"	
Hardware - Conduit - EMT 1" - Bushing	
Hardware - Conduit - EMT 2"	
Hardware - Conduit - EMT 2" - Bushing	
Hardware - Conduit - EMT 2" - Coupler	
Hardware - Conduit - EMT 2" - Strap	
Hardware - Conduit - EMT 3"	
Hardware - Conduit - EMT 3" - Bushing	
Hardware - Conduit - EMT 3" - Coupler	
Hardware - Conduit - EMT 3" - Strap	
Hardware - Conduit 3/4" Compression Coupler	
Hardware - Conduit 3/4" Plastic Bushing	
Hardware - Conduit 3/4" Strap	
Hardware - Conduit Connector - 3/4"	
Hardware - Conduit LB Connector - 3/4"	
Hardware - Core Sleeve	
Hardware - Data Cabinet	
Hardware - Equipment Rack - 7'x19"	
Hardware - Equipment Wall Rack - 2'x19"	
Hardware - Equipment Wall Rack - 3'x19"	
Hardware - Equipment Wall Rack - 4'x19"	
Hardware - Fiber Cabinet - 24"	
Hardware - Fiber Cabinet - 48"	
Hardware - Fire Seal - Block	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Hardware - Flex Tray - 12"x12"x10'	
Hardware - Flex Tray - 6"x2"x10'	
Hardware - FS Box - Weatherproof	
Hardware - Ground Clamp	
Hardware - Ground Wire - #6	
Hardware - Ground Wire - 10AWG	
Hardware - Guy Wire	
Hardware - Guy Wire Clamp	
Hardware - Hand Hole - 30"x72" - Open Bottom	
Hardware - Hand Hole Cover with 2 Bolts	
Hardware - Handhole - 24"x36"x30"	
Hardware - Handhole Cover - 24"x36" with 2 Bolts	
Hardware - IDF Can - 19"x30"	
Hardware - IDF Can - 36"x24"x8" Deep	
Hardware - J-Hook - CAT-32	
Hardware - Kelen Grip	
Hardware - Label Tape (Roll)	
Hardware - Ladder Rack - 12" Wide	
Hardware - Ladder Rack Kit - 12"	
Hardware - Ladder Rack Wall Assembly - 12" Wide	
Hardware - Lashing Wire	
Hardware - Lightning Protection - 25 Pair	
Hardware - Lightning Protection - 25 Pair	
Hardware - Lightning Protection - 6 Pair	
Hardware - Lightning Protection - CAT 5	
Hardware - Lockable Cabinet - 24"x24"x24"	
Hardware - Muffin Fan - Cabinet	
Hardware - Plywood - 2'x2'	
Hardware - Plywood - 4'x4'	
Hardware - Plywood - 4'x8'	
Hardware - Pole Cable Hanger	
Hardware - Pole Hook	
Hardware - Protection - Gas Module	
Hardware - Protection - Housing - 100 Pair	
Hardware - Protection - Housing - 50 Pair	
Hardware - Pull Box - Outdoor - 24"x24"x12"	
Hardware - Pull Box w/Cover - 18"x18"x6"	
Hardware - Pull Box with Cover - 12"x12"x6"	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Hardware - Pull Box with Cover - 18"x18"x18"	
Hardware - Pull String - Bucket	
Hardware - PVC Box with Cover - 12" x 12"	
Hardware - PVC Bushing - 3"	
Hardware - PVC Junction Box - 8"x8"	
Hardware - PVC Locknut - 3"	
Hardware - PVC Male TA - 3"	
Hardware - Sheet Rock Patching	
Hardware - Single Gang Box - Deep	
Hardware - Single Gang Box - Shallow	
Hardware - Splice Case	
Hardware - Splice Module	
Hardware - Splice Tray Connector - 1 Bag	
Hardware - Splice Tray Nut/Bolt Assembly - 1 Bag	
Hardware - Strut Clamps - 4"	
Hardware - Stud Box Support	
Hardware - Tyrap	
Hardware - Tyrap - Outdoor Rated	
Hardware - Unistrut	
Hardware - Wall Bracket - 1.75"x19"	
Hardware - Wall Bracket - 3.5"x19"	
Hardware - Weatherproof Cabinet - 24"H x 18"D x 19"W	
Hardware - Wire Lube	
Hardware - Wire Management - 3.5"x19"	
Hardware - Wire Management Panel - 1.75"x19"	
IDF Can-19"x30"	
IDF Can-36"x24"x8 Deep	
Jack - 25 Pair to Analog Amp Adapter - One Port	
Jack - Blank Inserts	
Jack - Box Eliminator (MP1/Caddie)	
Jack - CAT 3 - 8 Pin	
Jack - CAT 5 - Modular	
Jack - CAT 5e - Modular	
Jack - CAT 6 - Modular	
Jack - Faceplate	
Jack - Furniture Faceplate	
Jack - RJ-11	
Jack - RJ-11 Modular Connector	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Jack - RJ-45 Modular Connector	
Jack - Surface - CAT 3 / 6 Pin	
Jack - Surface Box - 2 Position	
Jack - Surface Box - 4 Position	
Jack - Surface Mount Box	
Jack - Wall Jack	
Paging - 5 Watt Horn	
Paging - 70V-250Watt Amplifier	
Paging - 70V-Telephone Access Module	
Paging - PCMCPU Module	
Paging - PCMCS Power Supply	
Paging - RPK Rack Mount	
Paging - Speaker Enclosure	
Paging - Tile Bridge	
Paging - TIM Module	
Paging - ZPM - 3 Zone Module	
Paging-70v 100 Watt Amplifier	
Paging-70v 35 Watt Amplifier	
Paging-70v Baffle	
Paging-70v Horn	
Paging-70v Speaker w/Volume Control	
Paging-70v Volume Control	
Paging-Bracket/Backbox for Speaker	
Patch Cord - 10' CAT 5e	
Patch Cord - 10' CAT 5e	
Patch Cord - 25' CAT 5e	
Patch Cord - 3' CAT 5	
Patch Cord - 3' CAT 5e	
Patch Cord - 5' CAT 5	
Patch Cord - 5' CAT 5e	
Patch Cord - 7' CAT 5	
Patch Cord - 7' CAT 5e	
Patch Panel - 12 Port - CAT 5	
Patch Panel - 24 Port - CAT 3	
Patch Panel - 24 Port - CAT 5	
Patch Panel - 24 Port Panel Frame	
Patch Panel - 48 Port - CAT 3	
Patch Panel - 48 Port - CAT 5	

Attachment 5 Continued	<u>UNIT</u>
<u>A. DESCRIPTION</u>	<u>COST</u>
Patch Panel - 48 Port Panel Frame	
Patch Panel - 96 Port CAT 3	
Patch Panel - 96 Port CAT 5	
Plywood-4'x4'	
Plywood-4'x8'	
Pole Cable Hanger	
Pole Hooks	
Raceway - Metal	
Raceway - Metal Fittings	
Raceway - Panduit - Fitting	
Raceway - Panduit Raceway	
Total cost of all pages (1 each unit cost)	\$

Attachement 5-B – Zone 1

Cost Sheet for Maintenance Equipment Replacement Optional Pricing for Offerors

<u>A.</u>	<u>Unit Price not installed</u>	<u>Unit Cost not Installed</u>
1.	1A2 switching equipment	\$ _____
2.	Key system port card	\$ _____
3.	Key system voice mail card	\$ _____
4.	Key system ACD	\$ _____
5.	Key system PC console	\$ _____
6.	Key system PC call accounting	\$ _____
7.	Private Branch eXchange (PBX) card	\$ _____
8.	PBX voice mail card	\$ _____
9.	PBX ACD	\$ _____
10.	PBX PC console	\$ _____
11.	PBX PC call accounting system	\$ _____
12.	ISDN set	\$ _____
13.	Centrex set	\$ _____
14.	Tone Commander CPU	\$ _____
15.	Tone Commander consoles	\$ _____
16.	Paging amplifier	\$ _____
17.	Paging speaker	\$ _____
18.	Paging horn	\$ _____
19.	Analog set	\$ _____
20.	Digital set (Avaya, Tone Commander)	\$ _____
21.	IP set (Cisco & Polycom)	\$ _____
22.	Conference console (example Polycom)	\$ _____

*Offeror will list other items & associated costs that are required to maintain installed systems.

- | | | |
|----|--|----------|
| 1. | Octel 250 & 350 voice processing systems cards | \$ _____ |
| 2. | F-9600 peripheral equipment for the
Department of Corrections security equipment: | |
| a. | watch call/head court conference | \$ _____ |
| b. | rip-out and off-hook alarms | \$ _____ |
| c. | security display terminal and printer | \$ _____ |
| d. | ** | |

**Offeror will list other items & associated costs that are required to maintain installed systems.

Also, list other equipment that is not on the above list that offeror deems unique that would be associated with the State’s installed system inventory. Offeror will provide a separately list and identified as “attachment 5-B - zone 1 additional maintenance items”.

Attachement 5-B – Zone 2

Cost Sheet for Maintenance Equipment Replacement Optional Pricing for Offerors

<u>A.</u>	<u>Unit Price not installed</u>	<u>Unit Cost not Installed</u>
	1 1A2 switching equipment	\$ _____
	3. Key system port card	\$ _____
	3. Key system voice mail card	\$ _____
	4. Key system ACD	\$ _____
	5. Key system PC console	\$ _____
	6. Key system PC call accounting	\$ _____
	7. Private Branch eXchange (PBX) card	\$ _____
	8. PBX voice mail card	\$ _____
	9. PBX ACD	\$ _____
	10. PBX PC console	\$ _____
	11. PBX PC call accounting system	\$ _____
	12. ISDN set	\$ _____
	13. Centrex set	\$ _____
	14. Tone Commander CPU	\$ _____
	15. Tone Commander consoles	\$ _____
	16. Paging amplifier	\$ _____
	17. Paging speaker	\$ _____
	18. Paging horn	\$ _____
	19. Analog set	\$ _____
	20. Digital set (Avaya, Tone Commander)	\$ _____
	21. IP set (Cisco & Polycom)	\$ _____
	22. Conference console (example Polycom)	\$ _____

*Offeror will list other items & associated costs that are required to maintain installed systems.

- | | | |
|----|--|----------|
| 1. | Octel 250 & 350 voice processing systems cards | \$ _____ |
| 2. | F-9600 peripheral equipment for the
Department of Corrections security equipment: | |
| | a. watch call/head court conference | \$ _____ |
| | b. rip-out and off-hook alarms | \$ _____ |
| | c. security display terminal and printer | \$ _____ |
| | d. ** | |

**Offeror will list other items & associated costs that are required to maintain installed systems.

Also, list other equipment that is not on the above list that offeror deems unique that would be associated with the State's installed system inventory. Offeror will provide a separately list and identified as "attachment 5-B - zone 2 additional maintenance items".

Attachement 5-B – Zone 3

Cost Sheet for Maintenance Equipment Replacement Optional Pricing for Offerors

<u>A.</u>	<u>Unit Price not installed</u>	<u>Unit Cost not Installed</u>
	1 1A2 switching equipment	\$ _____
	4. Key system port card	\$ _____
	3. Key system voice mail card	\$ _____
	4. Key system ACD	\$ _____
	5. Key system PC console	\$ _____
	6. Key system PC call accounting	\$ _____
	7. Private Branch eXchange (PBX) card	\$ _____
	8. PBX voice mail card	\$ _____
	9. PBX ACD	\$ _____
	10. PBX PC console	\$ _____
	11. PBX PC call accounting system	\$ _____
	12. ISDN set	\$ _____
	13. Centrex set	\$ _____
	14. Tone Commander CPU	\$ _____
	15. Tone Commander consoles	\$ _____
	16. Paging amplifier	\$ _____
	17. Paging speaker	\$ _____
	18. Paging horn	\$ _____
	19. Analog set	\$ _____
	20. Digital set (Avaya, Tone Commander)	\$ _____
	21. IP set (Cisco & Polycom)	\$ _____
	22. Conference console (example Polycom)	\$ _____

*Offeror will list other items & associated costs that are required to maintain installed systems.

- | | | |
|----|--|----------|
| 1. | Octel 250 & 350 voice processing systems cards | \$ _____ |
| 2. | F-9600 peripheral equipment for the
Department of Corrections security equipment: | |
| | a. watch call/head court conference | \$ _____ |
| | b. rip-out and off-hook alarms | \$ _____ |
| | c. security display terminal and printer | \$ _____ |
| | d. ** | |

**Offeror will list other items & associated costs that are required to maintain installed systems.

Also, list other equipment that is not on the above list that offeror deems unique that would be associated with the State's installed system inventory. Offeror will provide a separately list and identified as "attachment 5-B - zone 3 additional maintenance items".

Attachment 6- Zone 1

Maintenance Charges

ZONE Number 1

Monthly for 36 Months

A.	<u>Unit Maintenance Charges:</u>	
1.	1A2 switching equipment system	\$ _____
5.	Key system per port	\$ _____
3.	Key system voice mail per port	\$ _____
4.	Key system ACD	\$ _____
5.	Key system PC console	\$ _____
6.	Key system PC call accounting	\$ _____
7.	Private Branch eXchange (PBX) per port	\$ _____
8.	PBX voice mail per port	\$ _____
9.	PBX ACD	\$ _____
10.	PBX PC console	\$ _____
11.	PBX PC call accounting	\$ _____
12.	ISDN set	\$ _____
13.	Centrex set	\$ _____
14.	Tone Commander CPU	\$ _____
15.	Tone Commander consoles	\$ _____
16.	Paging amplifier	\$ _____
17.	Paging speaker (per speaker)	\$ _____
18.	Paging horn (per horn)	\$ _____
19.	Analog set (per set)	\$ _____
20.	Digital set (per set Avaya, Tone Commander)	\$ _____
21.	IP set (per set Cisco & Polycom)	\$ _____
22.	Conference console (per console example Polycom)	\$ _____
23.	24x7 remote maintenance per system	\$ _____
24.	2 hour major maintenance response per system	\$ _____
25.	4 hour major maintenance response per system	\$ _____
26.	Time and material 2 hour major maintenance response	\$ _____ (hourly rate)
27.	Time and material 4 hour major maintenance response	\$ _____ (hourly rate)
	Total of items 1-27	\$ _____

*Offeror will list other items & associated costs that are required to maintain installed systems.

1.	Octel 250 & 350 voice processing systems per port	\$ _____
2.	F-9600 peripheral equipment for the Department of Corrections security equipment:	
a.	watch call/head court conference	\$ _____
b.	rip-out and off-hook alarms	\$ _____
c.	security display terminal and printer	\$ _____
d.	24x7 remote maintenance	\$ _____
e.	**	

**Offeror will list other items & associated costs that are required to maintain installed systems.

Also, list other equipment that is not on the above list that offeror deems unique that would be associated with the State's installed system inventory. Offeror will provide a separately list and identified as "attachment 6 - zone 1 additional maintenance items".

B. Guaranteed Maximum Escalation of
Maintenance Costs after 36 Months
Year 4 & 5 _____%

Attachment 6- Zone 2

Maintenance Charges

ZONE Number 2

Monthly for 36 Months

A. <u>Unit Maintenance Charges:</u>		
1.	1A2 switching equipment	\$ _____
6.	Key system per port	\$ _____
3.	Key system voice mail per port	\$ _____
4.	Key system ACD	\$ _____
5.	Key system PC console	\$ _____
6.	Key system PC call accounting	\$ _____
7.	Private Branch eXchange (PBX) per port	\$ _____
8.	PBX voice mail per port	\$ _____
9.	PBX ACD	\$ _____
10.	PBX PC console	\$ _____
11.	PBX PC call accounting	\$ _____
12.	ISDN set	\$ _____
13.	Centrex set	\$ _____
14.	Tone Commander CPU	\$ _____
15.	Tone Commander consoles	\$ _____
16.	Paging amplifier	\$ _____
17.	Paging speaker	\$ _____
18.	Paging horn	\$ _____
19.	Analog set	\$ _____
20.	Digital set (Avaya, Tone Commander)	\$ _____
21.	IP set (Cisco & Polycom)	\$ _____
22.	Conference console (example Polycom)	\$ _____
23.	24x7 remote maintenance	\$ _____
24.	2 hour major maintenance response per system	\$ _____
25.	4 hour major maintenance response per system	\$ _____
26.	Time and material 2 hour major maintenance response	\$ _____ (hourly rate)
27.	Time and material 4 hour major maintenance response	\$ _____ (hourly rate)
Total of items 1-27		\$ _____
*		

*Offeror will list other items & associated costs that are required to maintain installed systems.

1.	Octel 250 & 350 voice processing systems per port	\$ _____
2.	F-9600 peripheral equipment for the Department of Corrections security equipment:	
a.	watch call/head court conference	\$ _____
b.	rip-out and off-hook alarms	\$ _____
c.	security display terminal and printer	\$ _____
d.	24x7 remote maintenance	\$ _____
e.	**	

**Offeror will list other items & associated costs that are required to maintain installed systems.

Also, list other equipment that is not on the above list that offeror deems unique that would be associated with the State's installed system inventory. Offeror will provide a separately list and identified as "attachment 6 - zone 1 additional maintenance items".

B. Guaranteed Maximum Escalation of
Maintenance Costs after 36 Months
Year 4 & 5 _____%

Attachment 6- Zone 3

Maintenance Charges

ZONE Number 3

Monthly for 36 Months

A. <u>Unit Maintenance Charges:</u>		
1.	1A2 switching equipment	\$ _____
7.	Key system per port	\$ _____
3.	Key system voice mail per port	\$ _____
4.	Key system ACD	\$ _____
5.	Key system PC console	\$ _____
6.	Key system PC call accounting	\$ _____
7.	Private Branch eXchange (PBX) per port	\$ _____
8.	PBX voice mail per port	\$ _____
9.	PBX ACD	\$ _____
10.	PBX PC console	\$ _____
11.	PBX PC call accounting	\$ _____
12.	ISDN set	\$ _____
13.	Centrex set	\$ _____
14.	Tone Commander CPU	\$ _____
15.	Tone Commander consoles	\$ _____
16.	Paging amplifier	\$ _____
17.	Paging speaker	\$ _____
18.	Paging horn	\$ _____
19.	Analog set	\$ _____
20.	Digital set (Avaya, Tone Commander)	\$ _____
21.	IP set (Cisco & Polycom)	\$ _____
22.	Conference console (example Polycom)	\$ _____
23.	24x7 remote maintenance	\$ _____
24.	2 hour major maintenance response per system	\$ _____
25.	4 hour major maintenance response per system	\$ _____
26.	Time and material 2 hour major maintenance response	\$ _____ (hourly rate)
27.	Time and material 4 hour major maintenance response	\$ _____ (hourly rate)
Total of items 1-27		\$ _____
*		

*Offeror will list other items & associated costs that are required to maintain installed systems.

1.	Octel 250 & 350 voice processing systems per port	\$ _____
2.	F-9600 peripheral equipment for the Department of Corrections security equipment:	
a.	watch call/head court conference	\$ _____
b.	rip-out and off-hook alarms	\$ _____
c.	security display terminal and printer	\$ _____
d.	24x7 remote maintenance	\$ _____
e.	**	

**Offeror will list other items & associated costs that are required to maintain installed systems.

Also, list other equipment that is not on the above list that offeror deems unique that would be associated with the State's installed system inventory. Offeror will provide a separately list and identified as "attachment 6 - zone 1 additional maintenance items".

B. Guaranteed Maximum Escalation of
Maintenance Costs after 36 Months
Year 4 & 5 _____%

Attachment 7 Cable Management

Section 1			
Agency		Building Number	
Building Address		State Service Order (ISS or CTAR)	
Maintenance Vendor/Technician		Maintenance Date	
Technician Comments		Service Provider	
Circuit Carrier			
Section 2			
Billing Telephone No.		WTN /Circuit No.	
Type of Service		Cable System Type	
2 or 4 Wire Circuit		LEC Office Equipment	
LEC Primary Cable		LEC Primary Patch Panel/Block	
LEC Primary Port/Pair		LEC Secondary Cable	
LEC Secondary Patch Panel/Block		LEC Secondary Port/Pair	
Ext. Demark Primary Cable		Ext. Demark Primary Patch Panel/Block	
Ext. Demark Primary Port/Pair		Ext. Demark Secondary Cable	
Ext. Demark Secondary Patch Panel/Block		Ext. Demark Secondary Port/Pair	
SECTION 3			
MDF Cable		MDF Patch Panel/Block	
MDF Port/Pair		IDF Floor	
IDF ID		IDF Cable	
IDF Patch Panel/Block		IDF Port/Pair	
Station Cable		Station Patch Panel/Block	
Station Port/Pair		Station Jack Number	
Station Cable Category			

Revised 3/11/05

Attachment 7 (continued) Cable Management Definitions

Agency – Name of Agency that “owns” the service.

Building Number – The number assigned the building in the ISS or CTAR system.

Building Address – Physical address of building.

State Service Order – ISS or SR Number assigned by the State when requesting service.

Maintenance Vendor/Technician – Name of Vendor and technician performing any work that resulted in a record change.

Maintenance Date – Date any work was performed.

Technician Comments – Enter information on anything about this circuit that may be warranted due to non-standard requirement or installation of this circuit.

Service Provider – The Telecommunication Company that bills the Agency for service which would include: TelCove, Sprint, AT&T and Verizon.

Circuit Carrier – The Telecommunication Company that owns physical infrastructure delivering actual circuit. Such as TelCove, AT&T, State Telephone, Buffalo Valley, Sprint and Verizon.

Billing Telephone Number – The main telephone number either the working telephone number or circuit is billed under.

WTN/Circuit Number – Indicates either the 10 digit telephone number (including area code) or data circuit number being installed, moved or disconnected.

Type of Service – Reflects the type of service such as: Centrex, POTS, analog, digital, fax, TTY, video, radio, ISDN (including SPIDS), Modem, ATM, DSL, BDT, frame relay, ring down and security alarm circuits.

Cable System Type – Indicate if patch panel or block wiring system.

2 or 4 Wire Circuit – Indicate if “2” or “4” wire.

LEC Office Equipment – LEC switch assignment to the circuit.

LEC Primary Cable – The cable identification as it appears entering the MDF room for the primary pair (transmit) of a 4 wire circuit or only pair for a 2 wire circuit.

LEC Primary PP/Block – The primary patch panel or block system located in the MDF.

LEC Primary Port/Pair – The primary port or pair number on the patch panel or block.

LEC Secondary Cable – The cable identification as it appears entering the MDF room for the secondary pair (receive) of a 4 wire circuit.

LEC Secondary PP/Block – The secondary patch panel or block system located in the MDF.

LEC Secondary Port/Pair – Secondary port or pair number on the patch panel or block.

Attachment 7 (continued) Cable Management Definitions

Extended Demark Primary Cable – The cable identification for the primary pair (transmit) of a 4 wire circuit for an extended demarcation.

Extended Demark Primary PP/Block – The primary patch panel or block system located at the Extended Demarcation.

Extended Demark Primary Port/Pair – The Extended Demark primary port or pair number on the patch panel or block.

Extended Demark Secondary Cable – The cable identification for the primary pair (transmit) of a 4 wire circuit for an extended demarcation.

Extended Demark Secondary PP/Block – The secondary patch panel or block system located at the Extended Demarcation.

Extended Demark Secondary Port/Pair – The Extended Demark secondary port or pair number on the patch panel or block.

MDF Cable – House cable identification (if any).

MDF PP/Block – The designation of the house patch panel or house block as it appears in the MDF room.

MDF Port/Pair – The designation of the port on the house patch panel or pair on the house block as it appears in the MDF room.

IDF Floor – The floor number the IDF exists on.

IDF ID – The IDF label (if any).

IDF Cable – The cable designation as it enters the IDF closet.

IDF PP/Block – The designation of the IDF patch panel or block as it appears in the IDF.

IDF Port/Pair – The designation of the port on the IDF patch panel or pair on the block as it appears in the IDF.

Station Cable – The cable designation as it leaves the IDF.

Station PP/Block – The designation of the station patch panel or block as it appears in the IDF.

Station Port/Pair – The designation of the port on the station patch panel or pair on the block as it appears in the IDF.

Station Jack Number – The designation of the jack. The designation should appear on the jack and in the case of a new jack, label the jack according to the convention used in the building.

Station Cable Category – Type of cable used, valid types include: Cat3, Cat4, Cat5, Cat5E and Cat6.

Revised 3/11/05

Attachment 8

Maintenance Center Information

Zone Number: _____

A. Maintenance office location: _____

Telephone Number: _____

B. Hours of Operation: _____

C. Person in Charge: _____

D. Number of Maintenance Personnel at this location: _____

E. Systems served from this Office: _____

Total number of stations: _____

F. Employee's titles and experience: (list all personnel who will service the proposed equipment).

NOTE: Fill out separate sheet for each location that will be used to fulfill contract.

Attachment 9 – Zone 1

Official Bid Sheet

Section 2 Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems:

One bid summary sheet for offeror to complete, one sheet for each zone bid.

Zone Number: _____

Attachment 4 Hourly Labor Rates and Site Visit Charge:

1. Weekday rate \$ _____
2. Site visit rate \$ _____
3. Labor rate increase % years 4 & 5 _____%

Attachment 5 Cost Sheet – Cable and Accessories:

1. Totals from all items listed (one (1) each of the Unit Cost) \$ _____

Attachment 6 Maintenance Charges:

1. Totals from items 1 – 27 \$ _____
2. Guaranteed maximum escalation of maintenance costs after 36 monthly years 4 & 5 _____%

Grand total – sum of attachments 4 (items 1 & 2) + attachment 5 (item 1) + attachment 6 (item 1): \$ _____

Complete a separate sheet for each zone

Enter this Grand Total on the DGS Official Bid Sheet (Excel Spreadsheet)

Attachment 9 – Zone 2

Official Bid Sheet

Section 2 Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems:

One bid summary sheet for offeror to complete, one sheet for each zone bid.

Zone Number: _____

Attachment 4 Hourly Labor Rates and Site Visit Charge:

1. Weekday rate \$ _____
2. Site visit rate \$ _____
3. Labor rate increase % years 4 & 5 _____ %

Attachment 5 Cost Sheet – Cable and Accessories:

1. Totals from all items listed (one (1) each of the Unit Cost) \$ _____

Attachment 6 Maintenance Charges:

1. Totals from items 1 –27 \$ _____
2. Guaranteed maximum escalation of maintenance costs after 36 monthly years 4 & 5 _____ %

Grand total – sum of attachments 4 (items 1 & 2) + attachment 5 (item 1) + attachment 6 (item 1): \$ _____

Complete a separate sheet for each zone

Enter this Grand Total on the DGS Official Bid Sheet (Excel Spreadsheet)

Attachment 9 – Zone 3

Official Bid Sheet

Section 2 Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems:

One bid summary sheet for offeror to complete, one sheet for each zone bid.

Zone Number: _____

Attachment 4 Hourly Labor Rates and Site Visit Charge:

1. Weekday rate \$ _____
2. Site visit rate \$ _____
3. Labor rate increase % years 4 & 5 _____ %

Attachment 5 Cost Sheet – Cable and Accessories:

1. Totals from all items listed (one (1) each of the Unit Cost) \$ _____

Attachment 6 Maintenance Charges:

1. Totals from items 1 – 27 \$ _____
2. Guaranteed maximum escalation of maintenance costs after 36 monthly years 4 & 5 _____ %

Grand total – sum of attachments 4 (items 1 & 2) + attachment 5 (item 1) + attachment 6 (item 1): \$ _____

Complete a separate sheet for each zone

Enter this Grand Total on the DGS Official Bid Sheet (Excel Spreadsheet)

Attachment 10

Office of Administration Office for Information Technology Information Technology Bulletin (ITB)

Security Domain (SEC)

[Back](#) [Printable Version](#)

ITB-SEC009 Minimum Contractor Background Checks Policy

Information Technology Bulletin Commonwealth of Pennsylvania Governor's Office of Administration/Office for Information Technology

Issued by: Deputy Secretary for Information Technology
Date Issued: November 25, 2002
Date Revised: December 27, 2002, reissued March 23, 2006 **(Replaces ITB I.1.6)**

Domain: Security
Discipline: Security, Privacy & Business Continuity Planning
Technology Area:

Abstract:

This Information Technology Bulletin (ITB) establishes the enterprise-wide policy for minimum contractor employee background checks. The purpose of this policy is to establish the requirement that, as a condition for award of a contract or purchase order, contractors providing Information Technology (IT) services to the Commonwealth (*IT Providers*) conduct criminal background checks for all contract employees (*IT Employees*) who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities via on site or remote computer access. Currently, pre-employment criminal background checks are conducted by the Pennsylvania State Police (PSP) for all Commonwealth employees. However, background checks are not universally conducted by the Commonwealth for *IT Employees* working on Commonwealth IT projects, facilities, systems, or operations. This policy is intended to ensure the protection, security, and privacy of Commonwealth employees, customers, and Commonwealth information and information systems.

General:

This ITB applies to all departments, boards, commissions and councils under the Governor's jurisdiction (Agencies). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this policy.

This policy applies to all contracts issued by Commonwealth agencies through which employees of an *IT Provider*, or of its subcontractors, have on site or remote computer access to Commonwealth facilities.

The level of investigation may vary depending on the sensitivity of the area in which the *IT Employee* will work [e.g., more detailed background checks may be required

for an *IT Employee* involved with Homeland Security, but are always required for any *IT Employee* with access to any data or connectivity to the Commonwealth Law Enforcement Assistance Network (CLEAN)].

Policy:

This policy requires *IT Providers*, as a condition of award of a contract or purchase order, to conduct a pre-employment background check on any *IT Employee* who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities via on site or remote computer access. Criminal records are to be checked for the previous five (5) years. For *IT Employees* retained by the Commonwealth for more than one year, the *IT Provider* is to conduct such criminal record check annually. This policy applies, but is not limited to, services provided for the following types of projects:

1. IT Initiatives involving the development of programs and systems
2. Application hosting
3. IT infrastructure work

Criminal background checks are to be conducted by the Pennsylvania State Police via the [Request For Criminal Record Check](#) form and procedure. Information provided by the prospective *IT Employee* will be screened against state and local systems containing information on criminal arrests, convictions, warrants, and incarcerations. A fingerprint database search will be required for *IT Employees* having access to the PA Commonwealth Law Enforcement Assistance Network (CLEAN) by either on site or remote computer access.

IT Providers will be responsible for the payment of all fees associated with background checks for their *IT Employees* and/or subcontracted employees.

In addition to the above procedure, the following language must be included in all Commonwealth procurement vehicles and documents, including: Requests for Proposal (RFPs), Invitations for Bid (IFBs), Invitations to Qualify (ITOs), Requests for Quote (RFQs), sole-source contracts, renewals, amendments, and agency Statements of Work (SOWs) for IT services to be performed on site at Commonwealth facilities or via on site or remote computer access:

"The *IT Provider* must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to Commonwealth IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>. The background check must be conducted prior to initial access by an *IT employee* and annually thereafter.

Before the Commonwealth will permit an *IT Employee* access to Commonwealth facilities, the *IT Provider* must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an *IT Employee* has a criminal record that includes a felony or misdemeanor involving terroristic threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal

security, or is otherwise job-related, the *IT Provider* shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of the *IT Provider* to comply with the terms of this paragraph may result in default of the *IT Provider* under its contract with the Commonwealth."

Agencies may exceed this policy at their discretion, and may enter into an amendment solely for the purpose of implementing this policy.

Note: Obtaining a DGS-issued photo ID card will ensure that background checks are obtained annually for the *IT Employee*, since a criminal background check is required to obtain the photo ID card. Vendor/contractor Photo ID cards expire one (1) year from the date of issuance. In addition, the ID card will expire at the end of a project or upon removal of an *IT Employee*, even if a year has not passed.

Refresh Schedule:

All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee.

Exemption from this policy:

In the event an agency needs an exemption from this policy, an [Enterprise Standards Waiver Request](#) form must be submitted via e-mail to the agency CoP Planner. See CoP Planner contact information at: [OIT-CoP Planning Team](#).

Questions:

Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Section 3 Statewide Procurement for Private Branch eXchanges (PBX) and Services

Statewide Procurement for Private Branch eXchanges (PBX) and Services - 225 universal ports to 901 universal ports.

1. Purpose: The purpose of this section in the bid is to solicit proposals to establish a statewide coverage for the outright purchase or installment purchase of new fully digital Private Branch eXchanges (PBX) telephone systems, peripheral equipment and services from a single responsible vendor or a consortium of vendors continuity for all sixty-seven (67) counties of the State of Pennsylvania. Vendor/manufacturer, and/or a consortium of vendors (now called offeror) must propose and have the capability to install and serve throughout the State of Pennsylvania (now called State). All telephone systems installed will be turnkey installations. The selected offeror must have the capability of installing and servicing all counties and must carry a product line(s) that handles all requirements stated in the bid for the four (4) configurations including voice mail, automatic call distribution (ACD), station message detail recording (SMDR), and Department of Correction's security features. The State plans to award contracts to all offerors qualifying manufacturers, but one (1) manufacturer per statewide. Offerors may bid on more than one (1) manufacturer.

The selected Offerors will be contracted to furnish, install, maintain and support the common equipment, station equipment, cable records and all other ancillary equipment to make the systems fully operational. The State will consider the selected offerors to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the cost of any contract.

2. Attachment 1 is the Office of Administration Enterprise Architecture Policies & Domain Standards – Information Technology Bulletins (ITB). The awarded offeror(s) delivering services/system to agencies under the Governor's Jurisdiction are required to comply with the IT standard and policies issued by the Governor's Office of Administration, Office for Information Technology (OA/OIT), for the State enterprise (see www.oit.state.pa.us). The below link is to the Enterprise Domain (NET) ITB-NET003 Enterprise Voice Communications. Offeror's should refer the below link from time to time to see when changes are made to the ITB.

<http://www.oit.state.pa.us/oaoit/cwp/view.asp?A=722&Q=202555>

3. Read and Review: It shall be the offeror's responsibility to read this entire document, review all enclosures and attachments, and comply with all requirements and the State's Department of General Services intent as specified herein. If an offeror discovers an inconsistency, error or omission in the bid, the offeror should request a clarification from the State's contact person listed in this bid. Questions and clarifications must be submitted in writing and may be submitted by personal delivery, letter, fax or e-mail within the time period identified in the bid.
4. Offeror Responsibility: The offerors will be responsible for investigating and recommending the most effective and efficient technical configuration. Consideration shall be given to the stability of the proposed configuration and the future direction of technology, confirming to the best of their ability that the recommended approach is not short lived. Several approaches may exist for hardware configurations, other products and any software. The offerors must provide a justification for their proposed hardware, product and software solutions along with cost therefore. Offerors are encouraged to

present explanations of benefits and merits of their proposed solutions together with any accompanying services, maintenance, warranties, value added services or other criteria identified herein.

5. Pricing: Offeror will submit separate pricing for each manufacturer covering statewide by completing sheets (attachments 2-1 through 8).
 - a. Feature and Manufacturer Product Line: The offeror must provide a matrix of standard and optional features for each manufacturer product line/system type proposed. Each feature should be identified as standard or optional and fully described in its function. Any feature (standard or optional) requiring the additional of hardware or software to function as described should be identified along with the types associated with the additional components. Associated costs must be clearly identified and included in the proposal. Offeror will develop and add pricing attachment to their bid response for each manufacturer proposed.
 - b. Complete separate sheets for statewide coverage and manufacturer bid. Complete the summary sheet totals and enter the Grand Total on the Official Bid Sheet (attachment 8).
 - c. Feature and Manufacturer Product Line: The offeror must provide a matrix of standard and optional features for each manufacturer product line/system type proposed. Each feature should be identified as standard or optional and fully described in its function. Any feature (standard or optional) requiring the additional of hardware or software to function as described should be identified along with the types associated with the additional components. Associated costs must be clearly identified and included in the offeror's proposal. Offeror will develop and add a pricing attachment to their bid response under 5. Pricing and 6 Feature and Manufacturer Product Line. The attachment will have pre-install (pricing from proposal pricing to the system installation) and post-install pricing (pricing after the installation). Include on the attachment whether or not the features that are listed are available using the VoIP and if there are additional costs.

6. Technical Requirements:

Offeror must carry a product line(s) that handles all requirements listed. If one product line can handle all below configurations please explain how and the advantages (i.e., module system/equipment)

a. General System Requirements:

Offerors will submit an installed cost for all of the following configurations:

Configuration 1: Up to 225 universal ports that are equipped and wired for:

- 1 attendant console
- 55 multi-button phones, minimum 8 line appearances (no speakerphone)
- 15 multi-button phones, minimum 8 line appearances with speakerphone
- 15 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 95 single line 2500 sets with message waiting lamp and TAP button

- 1 administration terminal for moves adds and changes (MAC) and printer
- 13 direct inward dialing (DID) trunks
- 11 two-way trunks
- 1 T-1 for outgoing long distance traffic to a TelCove point of presence (POP)
- 1 Paging access card
- 1 3 zone all-call paging adapter
- 10 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

Configuration 2: Up to 226 to 450 universal ports that are equipped and wired for:

- 1 attendant console
- 117 multi-button phones, minimum 8 line appearances (no speakerphone)
- 34 multi-button phones, minimum 8 line appearances with speakerphone
- 34 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 195 single line 2500 sets with message waiting lamp and TAP button
- 1 administration terminal for moves adds and changes (MAC) and printer
- 22 direct inward dialing (DID) trunks
- 21 two-way trunks
- 1 T-1 going long distance traffic to a TelCove point of presence (POP)
- 1 paging access card
- 1 3 zone all-call paging adapter
- 20 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

Configuration 3: Up to 451 to 900 universal ports that are equipped and wired for:

- 1 attendant console
- 240 multi-button phones, minimum 8 line appearances (no speakerphone)
- 75 multi-button phones, minimum 8 line appearances with speakerphone
- 75 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 400 single line 2500 sets with message waiting lamp and TAP button
- 1 administration terminal for moves adds and changes (MAC) and printer
- 36 direct inward dialing (DID) trunks
- 33 two-way trunks
- 1 T-1 for outgoing long distance traffic to a TelCove point of presence (POP)
- 1 paging access card
- 1 3-zone all-call paging adapter
- 25 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

Configuration 4: Up to 901 universal ports and up that are equipped and wired for:

- 1 attendant console
- 375 multi-button phones, minimum 8 line appearances (no speakerphone)

120	multi-button phones, minimum 8 line appearances with speakerphone
120	multi-button phones, minimum 8 line appearances with speakerphone and display
10	multi-button phones, minimum 8 line appearances with display only
625	single line 2500 sets with message waiting lamp and TAP button
1	administration terminal for moves adds and changes (MAC) and printer
53	direct inward dialing (DID) trunks
50	two-way trunks
1	T-1 for outgoing long distance traffic to a TelCove point of presence (POP)
1	paging access card
1	3 zone all-call paging adapter
30	power failure circuits
1	minimum 4 hour uninterruptible power supply (UPS)

The offeror's will provide upon agencies request on all four (4) configurations of PBX's: automatic call distribution (ACD) with standard reports, integrated voice processing, station management detailed recording (SMDR), and the Department of Corrections security features.

To be considered, each offeror must submit pricing for each of the four (4) configurations being addressed in the cost data attachment 2-1 through 2-4 (configurations 1-4) of the bid.

- b. Offeror will include a narrative of the PBX system it's proposing as a solution to the system requirements requested by the State under this bid.
- c. Indicate what instruments and or other components, if any, are interchangeable throughout its entire configurations of products.
- d. Explain what data requirements can be integrated with its system(s).
- e. Describe technically what power failure and transient or surge protections are provided standard and are optional. Offeror will include the optional power failure and transient or surge protection in its cost proposal.
- f. Explain what security measures are provided to control access to the telephone system (common equipment/server) and to prevent toll fraud.
- g. What systems, if any, it's proposing which offers trunk-to-trunk connection, call park and call waiting.
- h. Describe technological innovation(s) distinguishes its product line from others in the industry; architecture, features, platform that addresses future technological advances.
- i. Provide a complete description of both the house and the station cabling that is proposed, including category or level. Review Section 7 Cabling.
- j. Select any three (3) features of any configuration and explain how they can benefit the using agency.

- k. The offeror will provide as an option a voice processing system. The system must include software for voice mail, telephone answering, automated attendant, audiotex, facsimile and forms software that can query a caller for information to be transcribed at a later time. The system is to be configured for a minimum of 12 universal ports and 10 hours of message storage with 200 mailboxes. Include all components and all optional capabilities in the cost sections of the bid. Also, include only in configuration 2 cost data pricing for the following:

- 1 voice processing system (include all other components required for a system)
- 12 universal ports
- 10 hours of message storage
- 200 mailboxes

Describe the voice processing capability inherent in its system and explain how it integrates with other voice processing systems. Describe any additional equipment requirements, feature loss, or service degradation resulting from that integration.

- l. The offeror will provide as an option automatic call distribution (ACD). The system must be digital switching, expandable up to a minimum of 80 trunks and 5 functional agent groups, and have a complete reporting system, which includes at a minimum, agency activity, trunk activity and group activity. The system must be able to digitally store multiple announcements. Describe the capabilities of the automatic call distribution (ACD) required in all configurations. Include standard and optional reporting capabilities in the cost data. Describe the integrated voice processing features required in all configurations. Include information on attendant delay announcement, automated attendant, voice mail, etc. Include all components and all optional capabilities in the cost sections of the bid. Also, include only in configuration 2 cost data pricing for the following:

- 15 trunk system (include all other components required for a system)
- 9 digital agent phones with headsets
- 1 supervisory phone/terminal

Describe the ACD capability inherent in its system and how it integrates with call center applications.

- m. The offeror will provide as an option station message detailed recording (SMDR). Describe the capabilities of the SMDR required in all configurations. System must be a microprocessor controlled, stand-alone telephone accounting system with fully modular software with the capacity from a minimum of 15,000 to 100,000 call records and fully support all configurations. The system must also be able to furnish, at a minimum, station, account, trunk and summary reports. Include all standard and all optional reporting capabilities in the cost sections of the bid. Also, include only in configuration 2 cost data pricing for the following:

- 1 SMDR system (include all other components required for a system) for a minimal 30,000 call records
 - 1 printer

- n. In attachments 2-1 through 2-4 Unit Installed Prices for Adds and Deletes (UIPAD) includes all wiring, hardware and labor for installation up to 150 feet homerun.
 - i. If cabling is being reused, item 45 cable credits for reused cable will be used as listed in the offerors UIPAD.
 - ii. The Offeror will work with an agency to determine if other cabling is required. When an individual agency installing a system determines additional or all new cabling is required, for example in a campus environment, cabling of the systems will be the option of the State. The Offeror will be required to submit an installed cabling pricing when requested by an individual agency of the State. The Offeror will write the cabling technical requirements for the individual project, receive approval from the requesting agency, and bid the cabling project to offeror's list of qualified cabling subcontractors. The offeror may add up to a maximum 10% administrative markup to the agencies selected cabling subcontractor's bid. This add-on cost will cover all costs incurred in overseeing the project in order to insure satisfactory performance. The cabling subcontractor must at all times have a minimum of 50% of its own workforce who have been employed by the subcontractor for at least six (6) months prior to the start of any cabling project. Agencies will retain the right to accept or reject cabling price proposals. The State also reserves the right to approval or reject, in writing, any subcontractor. Offerors must provide a statement indicating that they will furnish this optional proposal at agency request by completing attachment 3.
- o. Each PBX system must be equipped to allow the user and offeror to use remote administration in all PBX's furnished under this contract so an agency may elect to perform moves, adds and changes (MAC). Also, offeror will provide remote maintenance 24/7 that includes monitoring of the PBX for minor and major alarms. A technician will be dispatched for all alarms not cleared remotely, and the local site will be called and notified of the situation. Describe other capabilities of the system proposed for both MACs and maintenance.

- p. Each PBX system must be equipped with the capability for the Offeror's maintenance center the ability to remotely enter all proposed PBX's to perform under contract for trouble shooting problems. In addition, for performing agency requested MACs.
- q. Each PBX must have inherent ISDN (integrated service digital network), ACD (automatic call distributor), and SMDR (station message detail recording), and have IVR (Interactive Voice Response) capabilities and must be T-1 (DS1)/DS3 compatible and must be capable of enabling Telephony Services Application Programmers Interface (TSAPI) or Telephone API. The systems must also have a minimum redundancy level of duplicate central processing units, RAM memory and power supply. The redundant system must be capable of "hot swapping," that is, the ability to change integral parts without any loss of service. The proposed system must be configured non-blocking and provide a platform with open face specifications which will allow intra and internetwork videoconferencing and future advances in technology without requiring non-affected elements to be replaced. The proposed PBX must have sufficient memory to handle for example speed calling and the memory capacity must increase proportionately as configurations increase in sizes for example configuration 1 to configuration 4. The Offeror will be responsible for complete system design. Describe the proposed PBX technical specifications concerning the above.
- r. Describe the integration with system(s) proposed and VoIP *when the State is ready for future use*. Offeror will address attachment 16 – IP Telephony Options.
- s. Are circuit cards slots universal (i.e. any type card works in any given slot)? If not explain limitations. Explain system expansion capability for each configuration.
- t. State at what number of ports for each configuration 1 – 4 when an additional cabinet is required and what other equipment is necessary to make the system operation.
- u. Explain its system's call tracing ability.
- v. Technical Manuals are not required with the submission of the bid. Offerors will supply brochures of its product line at a kick off meeting. The offerors will also include a product brochure when submitting the agencies attachments, 3, 4-1 – 4-4, 5 (Department of Corrections), 6-1 – 6-4, 7-1 – 7-4, 9, 10 and 11.
- w. The estimated value of the PBX contract.
 - i. 2006 \$336,214.60 (1 PBX was installed by Black Box Network Services).
 - i. 2005 \$0.00

ii 2004 \$2,568,744.46 (6 PBX systems were installed by Black Box Network Services).

iii. 2004 \$1,220,283.00 (1 PBX system was installed by Sprint).

Although few PBXs have been installed in the last couple of years it is anticipated with the aging installed PBXs they may require replacements. In the years ahead that replacement will be needed to support new technology initiatives.

7. Cabling:

- a. Technical Requirements: The scope of the voice cabling support starts at the demarc (or extended demarc), includes the main distribution frame (MDF), any intermediate distribution frames (IDFs), other wiring closets, the jacks located in the user space, and all wiring in between. The demarc being defined as the point between the wiring that comes in from the local telephone company and the wiring used to connect to the telephone system. A demarc might be anything as simple as a RJ-11C jack (one trunk) or an RJ-14C (two trunks) or an RJ-21X (up to 25 trunks or a 66 or 110 punchdown block).
- b. All cabling will be labeled at both ends. Additionally, the patch panel or wiring block will be labeled with the telecommunications outlet number and locations of the remote end. The numbering scheme will be kept uniform and consistent throughout an entire site. Each installation will be required to have up-to-date cable records located at the MDF, IDF, or patch panel. The patch panel or wiring block will be labeled with the telecommunications outlet number and locations of the remote end. Documentation/labeling are typically done in accordance with the TIA 606 standard. These cable records are and will remain the property of the State.
- c. On-site technicians must have all necessary tools and materials to perform cable, jack inserts, terminal box, faceplates, testing and labeling.
- d. All cabling will be installed and tested in accordance with the current version of the EIA/TIA-568 Commercial Building Wiring Standard and all associated reference documents.
- e. Voice circuits are typically terminated with industry standard telecommunications jacks (e.g., RJ11, RJ45). Jacks will be wired according to Electronic Industries Association/Telecommunications Industry Association (EIA/TIA)-568 Commercial Building Wiring Standard EIA/TIA 568B, bulletin TSB-36, or bulletin TSB-40A standards, based on relevancy. The State's minimal cable to be installed is Category 5e unshielded twisted pair (UTP) cable.
- f. Testing may include, but is not limited to, attenuation testing, near-end crosstalk (NEXT) testing, distance testing (time domain reflectometer – TDR), wiremap testing, and tone testing for any and all of the circuits and

systems outlined above. The nature of the testing is determined by the devices in use and the circuit type. Testing is typically per TIA/EIA TSB-67 standard and all associated reference documents. As a minimum the test results for each telecommunications outlet location must contain the jack number and wire map. Depending on the nature of the problem attenuation, near end cross talk (NeXT), and cable impedance may also be required. Testing/troubleshooting specific to ISDN includes full channel (analog only) / half channel (analog and digital) measurements (particularly when there is a PBX with ISDN interface), attenuation, line level, peak code word, crosstalk, idle channel noise, bit error testing, error measurement (short and long term), and coder offset. Due to the higher frequency of ISDN, voltage and current measurement alone is insufficient for ISDN testing.

- g. All new cabling is required for each installation and must be type CMR unless cabling is run in air plenum space in which case cabling must be CMP. The offeror may use existing cabling **ONLY** where it has prior approval from both the using office and the agency telecommunications management officer (TMO). Contract prices will prevail where cabling runs are home run within 150 feet. The offeror must notify the agency TMO when cabling runs exceed this distance and any additional cost must be justified in accordance with the length of run. If TMO approves the reuse of existing cabling the offeror will provide a dollar per jack credit in the bid response. Re-used cabling requires testing by the offeror. The TMO must also be notified if any additional labor is required because of drilling through concrete, etc. Additional labor of this kind is expected to be minimal. The offeror must provide a minimum of 25% spare cable pairs at the mainframe and/or IDF. An agency TMO list will be provided upon an offeror award of a contact.
- h. Testing and certification is required to insure all cables and their associated jacks, patch panels and jumpers meet the appropriate standard for the type of network being installed. (i.e., voice, data). The offeror shall provide a complete copy of all certification test results to the agency TMO.
- i. At a minimum standard all category 5e unshielded twisted pair (UTP) cable will be installed and will adhere to the installation and testing requirements of the current versions of IIA/TIA/TSB-36 and TSB-40.

If cable records are in a facility they must be updated whenever a move/add/change (MAC) is made that affects the internal building wiring or location of a telephone number in any way. These records are to be updated by **anyone** that is involved in performing any work that changes any of the information in this form.

- j. MDF Cable Record Form Update Process:

The State has updated cable management records to one format for all building housed by the State agencies. The offeror and offeror's sub-contractor will follow the same formatted cable records when installing systems.

If cable records are in a facility they must be updated whenever a move/add/change (MAC) is made that affects the internal building wiring or location of a telephone number in any way. These records are to be updated by *anyone* that is involved in performing any work that changes any of the information in this form.

- k. Attachment 12 is the Cable Management Record Form to be used by all contractors or subcontractor and agency personnel when performing any voice or data telecommunications work that affects cable and wiring information within State facilities. Offerors will be responsible for filling out the portion of the form which pertains to the work they perform and send the completed form to the agency TMO. The agency TMO will enter the Cable Management Record Form into the Cable Management System into the established State's Integrated Support System (ISS).

Awarded offerors may be required, in the future, to electronically keep their cable records updated through the Commonwealths Cable Management System. Access will be made available through the website to the current Integrated Support System's (ISS) Cable Management Section for updating purposes only when cable changes and/or new services are requested by an agency. Once access has been given the offerors, this information must be provided before billing takes place. In the case of a MAC order where a telephone set is moved, the offeror is responsible for insuring the cable records are updated. Cable Management Records for updating purposes falls under minor malfunction and will be updated within eight (8) working hours. Until electronic implementation has been made, offerors will continue to provide hardcopy forms to the TMO's for their updating into the ISS system.

- l. Offeror agrees that all proposed agency turnkey pricing of a telephone system, plus pre-approved additional costs (if any), will state constitute the final cost of a given installation. Also, that those final costs of a given installation, are predicated on cable runs that are "home run" at distance no more than 150 feet from the main frame to the station. Also, no travel time, site visit charge or delivery costs are acceptable. The offeror will submit information on a telephone system price reconciliation sheet and a telephone maintenance reconciliation sheet for each installation to the using agency requesting a quote. Reference attachments 10 and 11.

8. System and Maintenance Information:

- a. Explain levels of redundancy that are provided within the cost of each configuration and which components are hot swappable.

- b. Offeror will include a narrative of the proposed solution to the maintenance services requested. State offerors understanding and describe the services, maintenance philosophy and resources available to service system(s) it installs in the State.
- c. Describe offeror's cutover plan and explain how it will assure no outage at time of installation.
- d. Indicate how long it agrees to warrant the system for parts and labor. The offeror will include maintenance costs after the warranty period totaling a five (5) year period. Explain its warranty program. Complete attachment 4-1 through 4-4. The Offeror will include any free software upgrades during the warranty period. The Offeror will also include free software upgrades after the warranty period when an agency is under a maintenance contract for maintenance services. If other costs are involved with software upgrades include them in the cost data section of the bid.
- e. Include information on offeror's centralized dispatch center that will be responsible for receiving and handling service calls from the State agencies throughout six-seven (67) counties. The dispatch center will have a toll free number(s) used by the State agencies for placing service calls via telephone. The offeror will have sufficient telephone lines or will add additional telephone lines and telephone operators to meet the needs of the State in supporting the offeror's dispatch center. The State will not call a manufactures telephone number or an 800 for reporting telephone system problems, the offeror will have a centralized dispatch center. The offeror will have sufficient operators to take the agencies telephone calls. Include the procedures for receiving, screening and logging service calls. Describe in detail the proposed system that will be used in the dispatch center for logging, tracking, updating and reporting service calls. If the offeror has web access for reporting trouble calls please provide the link if an agency elects to report troubles electronically.

A number of Commonwealth agencies would like the ability to report services troubles electronically through the offeror's website. If the offeror supplies this explain what steps are then taken.

- f. Explain what information is collected when an agency places a call for service and what steps are then taken to ensure problems are corrected in a timely manner.
- g. Explain other than a complete crash/outage of a telephone system, how do it prioritize a service call.
- h. Describe what other maintenance support is available to its maintenance personnel.

- i. All parts used in providing maintenance will be new or warranted as new, and meet or exceed Original Equipment Manufacturer (OEM) specifications. Describe its current and proposed policy to guarantee that all parts used in providing maintenance service will be new or warranted as new.
- j. List all offeror's maintenance locations within the State and indicate what counties are covered by each center. Explain how it can insure statewide coverage from these locations. Complete the following maintenance center information attachment 9.
- k. Indicate how many maintenance personnel, factory trained on the proposed configurations and peripheral equipment, are at each maintenance locations and the number of stations for which they are responsible. Attachment 9.
- l. Offeror will have trained experience and certificated to qualify technicians assigned to work on a project under the contract resulting from this bid.
- m. Indicate how many fully equipped and stocked service vehicles are available and where the vehicles are assigned.
- n. Explain what kind of remote support is available. The offeror will provide remote alarm capabilities standard and explain what is optional. If not standard include pricing in the cost package(s). Specify remote diagnostic routines performed by the system on an automatic basis and those performed on an on-demand basis.
- o. Submit with bid a manufacturer's letter guaranteeing parts available for ten (10) years.
- p. Offeror will have on-hand inventory of replacement parts.
- q. Offeror will have a plan in the event a required part is out of stock and/or unavailable to the service technician performing maintenance work.
- r. Surge/transient protection is mandatory for each installation and must be included in all systems installed. Provide the required power failure and transient or surge protection information: name or manufacturer and model, response time, voltages served, clamping level, amp surge level, technology employed and special features. Explain what is standard and optional. If optional include costs associated with the service in the telephone system pricing in attachments 2-1 through 2-4.
- s. Software Upgrades, explain the process that must be followed when a new version or release of software is being loaded on the System or station software updates are being performed. Explain whether the system must be

shut down or if these types of activities take place in an on-line environment and what happens to calls that are in-progress.

- t. Explain what steps are taken to respond to a major outage, which incapacitates the switch such as a direct lightning strike.
- u. The offeror will provide a maintenance report if requested by the agency. Describe what maintenance report would be provided if requested. Provide a sample.
- v. Describe the offeror's escalation procedures with the company to resolve a problem, which cannot be handled locally.
- w. If an agency purchases an SMDR system, describe the process for updating the system with new area codes, exchanges and rates. Offeror will state the duration it will updated a system. If it charges after that time frame it will be all associated charges in the cost section.

x. Customer References:

- i. Offeror must list customer accounts for the proposed system. List a minimum of three (3), but no more than five (5).

Provide the following information for each referenced customers:

- 7. Company name
- 8. Address
- 9. Type of business
- 10. Date of installation
- 11. Equipment configuration
- 12. Contact person and alternate:
 - a. Name
 - b. Title
 - c. Phone number
 - d. Address
 - e. Hours available

ii. Company Profile:

Provide the following information for the **prime offeror**:

- 1. Complete company name, address and telephone number.
- 2. Provide a financial Statement or company annual report for the last year.
- 3. Federal identification number.
- 4. State in which company is incorporated.
- 5. Description of company's organization, including organization charts, and indicates company offers by name, where applicable.
- 6. Principal type of business.
- 7. Total number of years in the principal business.
- 8. Number of years in the telecommunications business.
- 9. Total full time work force assigned to contract functions.

10. Total full time telephone system and services work force located in its proposing to serve.
 11. Does its company owe the State any taxes?
 12. Is its company not currently under suspension or debarment by the State, any other State, or federal government? (If under suspension or debarment, its bid may not be accepted or considered.)
 13. Does it agree that the State may offset the amount of any State tax liability or other debt of its company or its subsidiaries owed to the State, and not being contested on appeal against any payment due its company under any contract that may be entered into as a result of this bid?
- iii. If **subcontractors** are proposed in this bid, answer the following for each:
1. Complete subcontractor name and address.
 2. Federal identification or social security number.
 3. State in which incorporate, if applicable.
 4. Type business.
 5. Total years in the business for which the Sub is being proposed in this bid.
 6. Number of years in the telecommunications business.
 7. Provide a financial Statement or company annual report for the last year.
 8. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years?
 9. Provide as many as possible but no less than three (3) references for the project described in number 8 above. Include at least the following information:
 - a. Company name
 - b. Address
 - c. Type of business
 - d. Description of the element(s) of the project being assigned.
 - e. Identify any subcontractor(s) and its role in these studies or projects.
 - f. A brief description of the system or hardware to be installed.
 - g. Contract person and alternate:
 - i. Name
 - ii. Title
 - iii. Phone number
 - iv. Address
 - v. Hours available
 - h. Total full time work force assigned to projects related to project on this bid.
 - i. Total full time work force located in the zone(s) of the State being proposed by the response to this bid.

9. Requirements for the Department of Corrections:

a. Offeror will supply the following requirements for the Department of Corrections.

1. Watch Call/Head Count Conference: The PBX must have the capability of automatically conferencing a minimum of twenty-one (21) participants by dialing a pre-defined access code.

2. Rip-Out and Off-Hook Alarms: The PBX must have the capability when any type of phone (analog and digital) that is ripped-out or goes off-hook. Security personnel must receive audio and visual rip-out and off-hook alarms at the Control Center within a maximum of 10 seconds after the phone is off-hook or when the cable is severed or ripped out of the jack. Some PBX manufactures don't have the capability providing the required capabilities with analog phones. The solution found to provide enhanced Line Lock Out alarm reporting capability for analog single line phones was a Ramex unit 25 ports wired with frame and misc. hardware with two (2) pairs from each set appearing on MDF.

3. Head Count Conference with Printer: Provides real time data for the watch call/head count conference and rip-out and off-hook alarms. The data will include at least the following information: extension number, location, date and time of the event, and the text that identifies whether it is a conference or alarm.

c. Offeror will describe how it will provide the above security features. Complete attachment 5 for the security pricing.

10. Project and Contract Management:

a. Explain how this award will be administrated including how it plans to monitor and evaluate the performance of its personnel installing systems and evaluate the performance of all subcontractor personnel, if applicable. Explain the program to evaluate the performance of personnel maintaining the system during the life of the contract.

b. Explain how offeror will successfully meet the installation interval requirements as stated in Section 15. Liquidated Damages are imposed on the offeror when they cannot install a system within sixty (60) days from the date of issuance of a purchase order.

c. Offeror's responsibility in coordinating all telephone matters between the using agency and the serving ILEC or CLEC.

d. Offeror installation will take place without any loss of service.

e. A project manager designed by the offeror in the response shall be responsible for coordination of all activities between the Issuing Office, using agency and offeror and the offeror's subcontractors. Provide the name of the project manager to coordinate activities between the Issuing Office, using agency, ILEC/CLEC and the offeror and offeror's

subcontractors. Describe in detail the functions that will be performed by the project manager. The project manager assigned to the State project will not be removed from the project without written consent from the State.

- f. Offeror will install the most advance feature package(s)/software for each system installed.
- g. Offeror will guarantee that installation of the system will be in full compliance with all federal, State, and local government building and fire statues, codes, regulations as well as industry standards.
- h. The offeror will install a system when telephones are in multiple buildings. Provided protection both for the system and employees from high voltage electrical surge cased when lighting strikes the cabling between the buildings.
- i. Offeror will include the finance rate when agency elects for installment purchase in attachments 6-1 through 6-4. The finance period will be forty-eight (48) months.
- j. Attachment 14 is the appendix to Contract No. 5805-55 Installment Purchase Option, including Exhibits A through D, contains the terms and conditions for the installment purchase option. These terms and conditions are not subject to negotiation.

11. Training:

- a. The offeror will provide training plan for the office technical staff that will support the system administration during the life of both the initial warranty period and any subsequent maintenance contracts. Training will include the process for completing moves, adds and changes (MAC) for the general phone systems, voice mail, automatic call distribution (ACD), call accounting packages, and other peripherals purchased from the contract.
- b. Training classes will be provided for the office technical staff, executive staff, and general staff at the location where the telephone system is being installed. Training will be conducted for those employees who work shift work during their work hours, Examples of training elements to be trained are; all varieties of telephones, attendant consoles, voice mail, automatic call distribution (ACD), administrative terminal, etc. The training dates will be coordinated between the offeror and the using agency.
- c. Courses must be completed prior to activation of the telephone system and peripheral systems. Specific courses for the administrator of the voice mail, ACD, SMDR and attendant console training must be conducted separately.
- d. Training documentation will be provided to each system installed by the offeror. The offeror will develop, updated and maintain all training documentation.
- e. Offeror will provide unlimited follow-up training as required by the agency. After initial installation, training will be required when peripherals are added, for

example voice mail, ACD, etc to an installed system. Provide full information on follow-up training and associated cost(s) after installation, training will be required when peripherals are added, for example voice mail, ACD, etc. to an installed system and cost to be included in the data section of the bid.

- f. Describe the manufacturer's formal certification/specialization program offering for the type of system proposed. Include the number of seats in the pricing.

12. New Equipment: All equipment installed statewide will be new. All equipment installed will be fully covered by the warranty.
13. Site Visit: Since various using agencies of the State will install telephone systems, and the proposed locations of these systems are unknown to the Issuing Office until time of notification by the using agency, the following procedures will ensure after the offeror is notified by the using agency of its intention to procure:
 - a. The offeror will conduct a SITE VISIT within five (5) business days upon notification from the using agency.
 - b. If at the time of the SITE VISIT, the offeror determines that there are unusual installation factors that will require additional cost which will subsequently affect the offeror's total price, offer will submit, in writing to the requesting agency, a specific explanation of the additional cost and specific reasons for same. If contract changes are required see Section 22 New Technology.
 - c. Offerors will complete attachments 10 and 11 a PBX price reconciliation sheet for the agency listing the quantities, equipment, maintenance, etc that will be used for issuing a Purchase Order (PO). The offerors will include a product brochure with the PBX price reconciliation sheet and all pertain bid cost sheets.
 - d. The Purchase Order (PO) will include all components of the telephone system, plus any additional costs that have been approved by the agency. The PO will be issued to the offeror by the using agency for each PBX installation.
14. Negotiate System Design: The Issuing Office reserves the right to negotiate system design changes prior to issuance of a Purchase Order (FO). If such changes in a basic system are required by the using agency, the offeror will be given the right to alter costs upon agreement of the using agency and the Issuing Office. The State reserves the right to require the offeror to furnish additional or lesser quantities of equipment or features in order to reflect any system requirements, which may become known after issuing the bid. The unit prices furnished with the bid proposals will be used to modify the offeror's quoted price.
15. Liquidated Damages: All contractual arrangements with the offeror will contain a schedule and timetable for installation. The maximum time for any installation to start will be ninety (90) days from the date of issuance of a Purchase Order to the offeror. If for any reason (except those beyond the control of the offeror), the defined installation date is not met, the offeror shall be liable to the State for damages which shall be calculated at the rate of one-half of one percent per business day of delinquency, but not to exceed fifty (50) percent of the cash price of the system.

16. Maintenance Liquidated Damages:

A. General:

1. The offeror must provide facilities to receive repair calls on a 24-hour per day basis, 365 days of the year, during the warranty period, the contract period, and for any years beyond the contract period i.e.; a total of five (5) years.
2. The terms “working hours” and “Business Day” shall mean 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays. Liquidated damage charges as specified in the following paragraphs will not be assessed where performance of the offeror’s obligation is prevented or delayed by acts of God, freight embargoes, strikes, fire or acts of government, provided the vendor notifies the using agency of such circumstances and the using agency reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the offeror. The dollar amount of liquidated damages being imposed by the State may be deducted from payment due, or to become due, to the offeror or may be billed separately.

B. Routine Services:

1. To provide **routine services** to the equipment, the offeror shall respond, between 8:00 A.M. and 5:00 P.M., Monday through Friday, within eight (8) working hours after notification.
2. For the purpose of this bid, routine services shall be defined as, but not limited to, malfunction of any equipment or cabling which is not affecting services as outlined in subparagraph C.1. and D.1. below.

C. Minor Malfunctions:

1. Following the cutover date, the offeror shall respond, between 8:00 A.M. and 5:00 P.M, Monday through Friday, to repair **minor malfunctions**, refer to C.2 below, in the equipment and cabling within eight (8) working hours after notification. The term “respond” as used shall mean arriving at the site of the minor malfunction. If the offeror fails to respond within eight (8) working hours, the offeror will pay the State \$100.00 as initial liquidated damages and \$10.00 for each and every working hour, full sixty (60) minutes, of delay after the first eight (8) working hours. All repairs and/or replacements shall be started within twenty-four (24) working hours following the response to notification of a minor malfunction. In the event the twenty-four (24) working hour period expires at a time other than on a business day, the offeror must start repairs or replacement by 8:00 A.M. on the next business day. The offeror must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following initial response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the

repairs and/or replacement of the malfunctioning equipment within twenty-four (24) working hours following initial response, the offeror will pay the State as liquidated damages the sum of \$100.00 for each and every completed calendar of delay.

2. For the purpose of this bid, a minor malfunction shall be defined as, but not limited to, an occurrence of any or all of the following:
 - a. A failure of between 10% and up to 39% of the trunks or a total number of three (3) trunks or greater to function as normally intended.
 - b. A failure of between 10% and up to 39% of the stations or equipment or a total of three (3) stations or greater.
 - c. Any failure of supervisor and answering positions.
 - d. A failure of any peripheral equipment, which renders it incapable of functioning as it was intended to and/or has an impact on paragraphs C.1.a & b. above. This includes features such as, ACD, auto attendant, voice mail, SMDR, etc.
 - e. An indication of minor alarm condition in any of the switch equipment, if the switch provides the alarm feature.

D. Major Malfunctions:

1. Following the cutover date, the offeror shall respond to a **major malfunction**, refer to D.1 below, including malfunctions of the key service unit (KSU)/switch, trunk/station cards, peripheral equipment and cable, by arriving at the site of the malfunction on a twenty-four (24) hour per day basis, 365 days of the year, within two (2) hours after notification. If the offeror fails to respond within two (2) hours, the offeror will pay the State \$200.00 as initial liquidated damages and \$20.00 for each and every working hour, full sixty (60) minutes, after the first two (2) hours. All repairs and/or replacements shall be started within twenty-four (24) hours following the response to notification of a major malfunction and the offeror must exhibit a best efforts approach to completion of the repairs and/or replacement of the malfunctioning equipment during the first twenty-four (24) working hours following response to notification. If the offeror fails to exhibit best efforts as determined by the agency telecommunications management officer (TMO) and concurred in by the contract administrator, to complete the repairs or replacement within twenty-four (24) working hours following initial response to notification, the offeror will pay the State as liquidated damages the sum of \$200.00 for each and every completed calendar of delay.
2. For the purchase of this bid, a major malfunction shall be defined as, but not limited to, an occurrence of any or all of the following:
 - a. A failure of the system, its common equipment or power supply, which renders it incapable of performing its normal functions.

- b. A failure of any or all of the consoles (if supplied) which prevents the attendant(s) from handling incoming or outgoing calls.
- c. A failure of any peripheral equipment, which renders it incapable of functioning as it was intended to and/or has an impact on paragraphs D.1d. & e. below. This includes features such as ACD, auto attendant, voice mail, paging system (for the Department of Public Welfare), SMDR, Department of Corrections Security Features, etc.
- d. A failure of 40% or more of the trunks to function as they are normally intended to.
- e. A failure of 40% or more of the stations to function as they are normally intended to.
- f. An indication of a major alarm condition in any of the switch equipment, if the switch provides the alarm feature.

17. Standards of Performance: Standards of Performance criteria are those standards, which assure compliance with the contract. Testing, administered by personnel of the agency, after the system is installed, will examine normally accepted standards of workmanship, construction and electrical codes, and performance testing to assure compliance with contractual specifications and requirements.

The offeror's system(s) must successfully complete a Standard of Performance. The system(s) must operate at 99% up time for a total of fifteen (15) continuous days before the State will accept the system(s).

18. Test and Acceptance: A test and acceptance will be conducted by the Governor's Office of Administration, Bureau of Infrastructure & Operations (BIO) as soon as practicable after notification of cutover by the offeror. Warranty will not begin until the PBX system has met the standard of performance and accepted by BIO by signing the test and acceptance certificate. Reference attachment 13 for the acceptance certificate. The offeror will email the following information before a test and acceptance site visit is scheduled to ra-voiceoperations_support@state.pa.us.

- (1) All agencies purchase orders that were issued to install the system.
- (2) Offeror will compile one list of the installed system components. The list will have separate columns listing purchased components; installed components and customer spare components and associated pricing.
- (3) If cabling was bid as an option the offeror will provide a list of all cabling components installed and associated pricing, and information verifying cable testing was completed and complies with offeror's pricing.
- (4) A meeting will be scheduled at the agency site where the PBX system was installed. Attendees at the meeting will include the offeror's technical and operations staff, local agency personnel and agency personnel from Harrisburg, and the representative from BIO. At the meeting discussions regarding the

offerors: installation, project management, technical questions, operations questions, training, problems, other questions that may arise, and verification that the agency knows the offeror's trouble reporting telephone numbers and the offerors escalation procedures, etc.

- a. Then the meeting will move to the PBX room to verify the list of components that were installed. If all the agency and BIO are satisfy with operation, system, and all components that were verified the test and certificate will be signed.
- b. If any problems and/or items are missing, the information will be written down by the offeror and will be resolved in a timely matter. Only when all items and/or issues are resolved will the test and acceptance certificate be signed.
- c. BIO staff will also provide the offeror with the opinion of counsel required documents when an agency is financing a system. Reference attachment 14 appendix contract No. 5805-55: installment purchase option, which also includes the test and acceptance certificate.

19. Pennsylvania Prevailing Wage Act No. 442: For those orders which exceed \$25,000, the general prevailing minimum wage rates as determined by the Secretary of Labor and Industry shall be paid for each craft or classification of all workmen needed to perform any order during the term of the contract in the county in which the work is to performed. The appropriate documentation on the wage rates from the Department Labor and Industry will be made available to the offeror at the time an order for a particular installation. The prevailing minimum wage rates are applicable only for the installation of the system and the warranty period. Subsequent years are to be calculated at the offeror's wage rates.

If any telephone system installation exceeds \$25,000, it is the responsibility of the **using agency** to request with Prevailing Wage documentation prior to installation for the particular location. The agency will provide the prevailing wage documentation to the offeror. Prevailing Wage documentation is obtained from the Department of Labor and Industry, Prevailing Wage Division, 1301 Labor & Industry Building, Harrisburg, PA 17120, telephone number (717) 787-4763.

20. Purchase of Additional Equipment after Initial Installation: For a period of five (5) years from the date of cutover of a system installed by offeror, the offeror shall, upon receipt of order(s) from the State agencies will furnish the using agency with additional telephones and/or peripheral telephone equipment for the system originally installed by the offeror. The offeror's total cost for the purchase and installation of these additional telephones and/or peripheral equipment shall not exceed the installed price for that item of the offeror's bid at an increase of no more than 5% per year from the date of installation.

21. New Technology: The State reserves the right to negotiate a rate with the offeror for any new software, software upgrades and new equipment type not identified in the original bid.

22. Prime Offeror Responsibilities: The offeror will be required to assume responsibilities for delivery, installation, and maintenance of all equipment, systems, subsystems, and support services offered in the bid whether or not they are manufactured or produced by the offeror. Further, the State will consider the offeror to be the sole point of contact with regard to contractual matters.
23. Substitution: If during the term of the contract new equipment and/or software become available, the offeror may, with the written approval of the issuing office, substitute new equipment or software if it offers features equal to or greater than, and at a cost that is equal to or less than, the original equipment or software.
24. Management Reports: Each offeror shall furnish cumulative monthly management report, which shall be emailed to Georgia Baer at gbaer@state.pa.us. The management report will consist of a summary of installed telephone systems provided for all counties in Pennsylvania under contract with the offeror. The summary is to include, at a minimum, agency name, agency address, system installed, installed date, system configurations (installed, equipped for, and maximum growth) and cost of the system.

The second report, the offeror will design and provide a maintenance management report. The report will be associated with the plan for dispatch center logging, tracking, and updating State service calls as proposed in the bid. The offeror will manage the Section 16. Maintenance Liquidated Damages not only will it use the report, but will also be provided to Georgia Baer a mutable monthly report structure emailed to gbaer@state.pa.us.

25. Criteria: Evaluation of proposals will be accomplished based on the following:
 - a. Price/Cost: Lowest manufacturers price for equipment systems and maintenance that meet the scope of this bid that the offeror bids.
 - b. Pricing in attachments 2-1- 2-4, 3, 4-1-4-4, 5, 6-1-6-4, 6-5, 7-1-7-4, and 8 will be used to factor the lowest manufacturer pricing. Offerors will include in the bid all other components in their bid as referenced in Section 5. a. Pricing and 5.a. Feature and Manufacturer Product Line.
 - c. Offeror's will complete the official bid sheet attachment 8.
26. Contract Requirements: As a result of this bid, the contractual agreement with the selected offeror will in no way obligate the State to purchase (either by outright purchase or installment) any telephone systems under this contract. The State agrees, in entering into any contract, to purchase only such system in such quantities as represent its actual requirements as determined by the State. The actual number of systems purchased in any particular county will depend upon the State requirements in that county.
27. Addenda to Bid: If it becomes necessary to revise any part of this bid, addendum(s) will be issued and posted to the Department of General Services procurement's website. All addendum(s) will become part of the bid, and will be incorporated into any contract entered into between the State and the Offeror.
28. Rejection of Bid Responses: The Issuing Office reserves the right to reject any and all bid responses received as a result of this bid.

29. Offeror and Manufacture Statement: Explain why it believes its company and the manufacture selected best satisfies all aspects of this bid.
30. Economy of Bid Response Preparation: Six (6) written responses to the bid will be required, and one (1) electronic copy of the Offeror's written response to the bid and cost data will be required. The written response to the bid should be prepared simply and economically, providing a straightforward, concise description of the offeror's ability to meet the requirements of this bid. Sections to the offeror's responses must be in binders tabbed in the same order as the bid; pages numbered consecutively for ease of review and in binders that are labeled with the bid number, offerors name and the manufacturer name. Offerors are not allowed to change any part of a bid response after submission. The Offeror proposal must remain valid until a contract is executed.
- a. No technical manuals are required with the submission of the bid. After the awards are made the offerors will supply technical manuals on the request of an agency.
 - b. Provide an annual report.
31. Cost Data Bid Section Preparation:
- a. **For each configuration, provide a breakout of itemized installed costs for the exact number equivalent including the installed cost of the common equipment, software to enable the required features, line and station cards, telephone equipment, etc.**
 - b. Beginning with attachments 2-1 through 2-4. Complete all cost data forms showing all units installed purchase prices. These forms have pre-installs and post-installs add and delete schedule. **The pre-install prices should accurately reflect those costs formulated for pricing the configurations.**
 - c. Complete attachment 3 for submitting the administrative markup percentage the offeror will add to a cabling subcontractor's bid to cover cost for overseeing the job.
 - d. Complete attachments 4-1 through 4-4 for submitting maintenance charges.
 - e. Complete attachment 5 submitting cost for the Department of Corrections security features.
 - f. Complete attachments 6-1 through 6-4 for submitting system configurations costs. Include finance rate when an agency elects to finance the system over 48 months. Complete Attachment 6-5 Equipment Escalation Charges.
 - g. Complete attachments 7-1 through 7-4 to cover all other associated costs including moves and changes, etc.
 - h. Complete attachment 8 Official Bid Sheet.

- i. List all other costs not addressed above. These would be networking, VoIP, future enhancements, etc. Reference Section 5. Pricing a. Feature and c. Manufacture Product Line.
- j. The State will not pay for any additions, omissions or errors in offeror's cost proposals that was submitted to an agency prior to installation, during and one (1) month after cutover. It is the offeror's responsible to design the system correctly the first time. The State reserves the right to purchase, lease or finance the purchase of the proposed system whichever is deemed to be in the best interest of the State.

32. Definitions:

Administrative Terminal: The capability for the system administrator to perform system administrative functions. Such functions include; performing moves adds and changes (MAC).

Audiotex: A generic term for interactive voice response equipment and services. The idea is it calls a phone number. Systems answers, presenting you with several options, push 1 for -, push 2 for, etc.

Business Day: Any day that the State of Pennsylvania (State) conducts normal business.

Call Park: Call park is similar to placing a call on hold. An attendant or the person who received the call can place a call in call park and retrieve the call by dialing one or two digits code to grab the call out of call park.

Call Trace: Permits the tracing of the last call received and holds the results for later use by an authorized law enforcement agency.

Call Waiting: Call waiting feature used when a party is on the phone and hears a beep, it can, if it wishes, put the present call on hold and answer the new one.

CLEC: Competitive Local Exchange Carrier. A company not affiliated with one of the "Bell" or "independent" telephone companies (e.g. Nextlink), which competes to provide local transmission services under the Telecommunications Act of 1996 and its interpretation by the FCC and PUC.

Contract: The written agreement executed by the State and the selected offeror to provide and install the material and equipment necessary to provide the system and/or services in accordance with its response and the provisions of this bid.

Cost: Cost and price are defined as meaning the same dollar amount. The price of the offeror is the cost to the user agencies.

Head Count Conference with Printer: Provides real time data for the watch call/head count conference and rip-out and off-hook alarms. The data will include at least the following information: extension number, location, date and time of the event, and the text that identifies whether it is a conference or alarm.

ILEC: Incumbent Local Exchange Carrier. The local telephone company, which can be a Bell (Verizon) operating company, an independent (e.g. ALLTEL) or a company not affiliated with one of the Bell or independent telephone companies, which provides local transmission services.

Independent Telephone Company: A telephone company not affiliated with one of Bell (Verizon) telephone companies (e.g. ALLTEL).

Internetworking: Communication between two networks or two types of networks or end equipment. This may or may not involve a difference in signaling or protocol elements supported. This way user can get access to other files, databases and

applications. Bridges and routers are the devices, which typically accomplish the last of joining LANs.

Issuing Office: The government entity named in the bid.

Issuing Officer: The individual named in the bid.

Modular: Equipment is said to be modular when it is made of “plug-in units” which can be together to make a system larger, improve its capabilities or expand its size.

Non-blocking: A PBX is non-blocking if all callers can be switched through the PBX even during the busiest time of day. However, the caller may find no trunks are available and thus may not be able to complete the call. In more technical terms: indicates that the internal network of the switching system is such that the total number of available transmission paths is equal to the number of ports. Therefore, all ports can have simultaneous access through the network.

Offeror: The vendor selected by the Department of General Services who enters into a contract with the Department of General Services to provide required telephone systems for the agencies.

Pandemic Flu: Pandemic flu is a virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person.

Prime Offeror: The offeror selected by the Issuing Office to receive award of the contract and who (as the offeror) will be the sole point of interface to the State and have the sole responsibility for timely provision of all goods and services procured through this contract.

Project Manager: The person named by the offeror who shall be responsible for coordination of all activities between the Issuing Office, user agencies, and the offeror and the offeror’s sub-contractors.

Proposal: A firm written offer submitted by a person or company in response to this bid.

Provide: means supply and install, unless otherwise stated.

Response: Offeror arriving at the site of the minor/major malfunctions.

Rip-Out and Off-Hook Alarms: The PBX must have the capability when any type of phone (analog and digital) that is ripped-out or goes off-hook. Security personnel must receive audio and visual rip-out and off-hook alarms at the Control Center within a maximum of 10 seconds after the phone is off-hook or when the cable is severed or ripped out of the jack. Some PBX manufactures don’t have the capability providing the required capabilities with analog phones. The solution found to provide enhanced Line Lock Out alarm reporting capability for analog single line phones was a Ramex unit 25 ports wired with frame and misc. hardware with two (2) pairs from each set appearing on MDF.

SERB: Socially/Economically Restricted Business.

Station: Telephone instrument used with a telephone system.

Station Message Detailed Recording: A specialized phone system used for handling may incoming calls. An ACD performs functions. 1). It will recognize and answer an incoming call. 2). It will look in its database for instructions on what to do with that call. 3). Based on these instructions, it will send the call to a recording that “somebody will be with you soon, etc.” 4). It will send the call to an agent as soon as available.

Sub Contractor: A person or firm contracting with the prime offeror to perform part of the contract.

Telecommunications Management Officer (TMO): The individual assigned by each agency to coordinate all related telecommunications matters for the agency.

Turnkey System: An entire phone system with hardware and software assembled and installed by an offeror and sold as a total package. Including a cabling system, training, and agency desired peripheral equipment.

Trunk-to-Trunk Connection: The attendant can establish connections between two outside parties on separate trunks.

User Agency: An agency, which is the recipient and user of the goods and services identified in the bid.

Watch Call/Head Count Conference: The PBX must have the capability of automatically conferencing a minimum of twenty-one (21) participants by dialing a pre-defined access code.

Working Hours: Working hours for the contract resulting from this bid is 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays.

33. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor's Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in attachment 15.

34. The Contractor shall comply with a new policy for the Pennsylvania State Police (PSP) requiring all contractors to have a Pennsylvania PSP picture ID badge (green card) for the entrance to their facilities. PSP currently has a location in Harrisburg for the picture ID processing. PSP are in the process of obtaining approvals for two (2) additional facilities for picture ID in Greensburg and Bethlehem.

34. Business Continuity Planning for Pandemic Scenarios:

Pandemic Preparedness:

In the event of a pandemic emergency, widespread infection may severely reduce the available workforce for up to three months. The Department of Health and Human Services has stated that [A pandemic may come and go in waves, each of which can last for six to eight weeks](#). Because of the nature of government, a pandemic plan is required.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your pandemic response continuity of operations plan. Please attach a copy of the plan.
3. Your plan should include the following at a minimum:
 - employee training (describe your training plan, and how frequently your plan will be shared with employees).
 - identified essential business functions and key employees necessary to carry them out.
 - contingency plans for:
 - how you will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - how employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
 - how you will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

- how essential business functions will be carried out.
- how and when the plan will be tested, and if the plan will be tested by a third-party.
- how your suppliers will be affected and how will this affect your business.
- any associated cost in the cost section of the RFP/BID that would be passed on to your customers for services rendered during a Pandemic emergency.
- our opportunities to receive prioritization of service in the event that a pandemic emergency overloads your system or causes partial loss of service and our options for priority restoration of service.
- the SLA's (service level agreements) can you offer to support the Commonwealth during a pandemic emergency.

Attachment 1

Network Domain (NET) ITB-NET003 Enterprise Voice Communications

Network Domain (NET)

[Back](#) [Printable Version](#)

ITB-NET003 Enterprise Voice Communications

Information Technology Bulletin

State of Pennsylvania

Governor's Office of Administration/Office for Information Technology

Issued by: Deputy Secretary for Information Technology

Date Issued: September 15, 2005

Date Revised:

Domain: Network

Discipline: Physical Network

Technology Area: Voice

Abstract:

The purpose of this Information Technology Bulletin (ITB) is to establish a definitive policy concerning the procurement of voice switched services.

Policy:

This ITB establishes an enterprise-wide policy for voice switched services. TelCove provides Centrex, Centrex Voice Mail, and Centrex ACD. These are the services State Agencies must use, unless they are not available in a specific location.

For those locations where Centrex is not available, TelCove provides Business Lines (Analog/ISDN) which shall be considered first, then PBX or Electronic Key Systems. PBX or Electronic Key Systems are available for purchase through the use of two State Contracts: PBX 5805-56 and Electronic Key 5805-55. The purchase of a PBX or Electronic Key System **in any circumstance** requires review and approval from the Community of Practice Planners

General:

This ITB applies to all Departments, Boards, Commissions and Councils under the Governor's jurisdiction.

For the past 8 years, Centrex has been the chosen provisioning method of service for the State. There is sound enterprise strategic, fiscal, and technical reasons for this position that overrides cost considerations for single sites.

Strategic: From a business perspective, Centrex is supported because of its ability to:

- Ensure interoperability and intercommunications between agencies
- Maximize the best possible service for the least possible current and future operating costs
- Aggregate users to cost effectively provide commonly needed services
- Make the best use of the state's valuable human and material resources on an enterprise or agency level
- Focus technology as well as design and application expertise to serve as a resource for the entire enterprise

Fiscal:

The State enjoys some of the best rates in the country. These rates can be enjoyed by any Agency regardless of its size. This is directly the result of economies of scale. With nearly 70,000 Centrex lines and 20,000 voice mailboxes, the State is well positioned to receive competitive pricing.

In addition, Centrex is outsourced, relieving the State of a substantial investment in hardware that must be maintained, administered, and frequently upgraded.

Technical:

The State has chosen Centrex since it allows the State the best alternative for moving into new technologies at the enterprise-level by supplying technical stability. Stovepipe, proprietary technologies used in premise base systems create incompatibilities and restrict enterprise-wide deployments plans.

Definition of Services:

Centrex Analog/ISDN Services.

Centrex is available in Analog and ISDN. Analog service and equipment is less expensive, flexible, and has many features. ISDN service and equipment is expensive, and should be used only when Analog does not provide required features such as: intercom, multi-line appearances, bridged lines, and monitoring capability.

Centrex is a reliable service provided by the phone company. There are redundant features built into a central office such as: load-sharing circuitry, on-line diagnostics, 24/hour on-site personnel, and battery backup. With Centrex, each person has their own line. There are no constraints for incoming calls or outgoing calls. Unfortunately, Centrex is not available everywhere in Pennsylvania. For these locations, Business Lines (Analog/ISDN) should be considered before the purchase of a PBX or Electronic Key System.

PBX & Electronic Key Systems

PBX and Electronic Key Systems are possible solutions; however, there is a substantial cost to purchase and install them. Instead of the phone company owning the switch, the Agency location must own, operate, maintain, and manage the switch. Features and functionality of the system are determined by software purchased with the system, such as voice mail, auto attendant, automatic call distribution, etc. Cost for a premises system can appear less over an extended period of time (5 or more years). However, the delta has not proven sufficient to override the use of Centrex as the State's strategic enterprise solution.

ACD/Call Center Services

These services must be acquired using TelCove Centrex ACD, or by using the premises ACD services available from the Department of General Services; Contract 5850.10 and 5850.05. The PBX and Electronic Key system contracts may not be used to avoid using either of the above noted contracts for ACD/Call Center Services.

VoIP Services

The Office of Administration acknowledges that merging of voice, data, and video on an IP network appears to be in the State's best interest and may be the network of the future. The goal is to achieve seamless migration of voice, data, and video to a converged IP network. This is best served by ensuring interim services are off-premise, carrier-hosted applications such as Centrex.

The State is focused on hosted IP services at the carrier class level and will be conducting pilots. A Team consisting of Agency representatives, TelCove, and Bureau of Infrastructure and Operations staff has been formed to design and implement pilots to assess the future migration to hosted converged networks.

The results of the pilots will provide input for the formation of the strategic direction for the State enterprise network and its services. The final strategy will require participation from voice, video, data, and security groups. There are situations where VoIP is the right solution and there are also many situations where it is not. As an enterprise, we will practice sound risk management by making sure all migration components are considered. A VoIP Technical Overview is referenced below, [STD-NET003A](#), and will be revised as required.

Refresh Schedule:

All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemptions & Waiver Requests:

In the event an agency chooses to seek an exemption from the use of Centrex, an [Enterprise Standards Waiver Request](#) form must be submitted in writing or via e-mail to the Community of Practice (CoP) Planner at [OIT CoP Planning Team](#). Core business or technical requirements that are not supported by Centrex must be defined on the Waiver Request.

Questions:

Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Attached File:

 [STD_NET003A - VOIP Technical Overview.doc](#)

Attachment 2-1

CONFIGURATION #I (up to 225 ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
18. single line tone dial desk telephone (K-2500 type)	_____	_____
19. single line tone dial wall telephone (K-2550 type)	_____	_____
20. proprietary single line digital telephone, model # _____	_____	_____
21. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
22. volume control handsets, model # _____	_____	_____
23. lightweight portable operator headsets, model # _____	_____	_____
24. tone ringer wall mounted/volume control, model # _____	_____	_____
25. extension ringer, model # _____	_____	_____
26. loud ringing bell, model # _____	_____	_____
27. cut-off switch, model # _____	_____	_____
28. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
29. CO trunk card, _____ trunks per card, model # _____	_____	_____
30. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
31. DID trunk card, _____ trunks per card, model # _____	_____	_____
32. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-1) Configuration 1 (up to 225 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
___ button add-on, model # _____	_____	_____
___ button add-on, model # _____	_____	_____
___ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ ports, model # _____	_____	_____
expansion unit 2 configuration, ___ ports, model # _____	_____	_____
expansion unit 3 configuration, ___ ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____
*enter the post-install basic price		

Continued Attachment (2-1) Configuration 1 (up to 225 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model # _____	_____	_____
0.7 AMPS/24 volt power supply, model # _____	_____	_____
talkback horn, mode # _____	_____	_____
26. flush mounted ceiling speaker - 8", model # _____	_____	_____
27. paging horns		
15 watt paging horns, model # _____	_____	_____
30 Watt paging horns, model # _____	_____	_____
28. volume control, model # _____	_____	_____
29. AM/FM tuner, model # _____	_____	_____
30. paging access card, model # _____	_____	_____
31. power failure telephone, model # _____	_____	_____
32. wall mount unit for telephones, model # _____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model # _____	_____	_____
38. ACD Software package, model # _____	_____	_____
39. MIS feature & Software, model # _____	_____	_____
40. MIS terminal, model # _____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____
__ports, hours __, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-1) Configuration 1 (up to 225 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #___	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
57. SDMR system	_____	_____
58. Hourly rate	_____	_____
59.	_____	_____
60.	_____	_____
61.	_____	_____

*enter the post-install basic price

Continued Attachment (2-1) Configuration #1 (up to 225 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 44 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

THE VENDOR WILL GUARANTEE THAT THE ANNUAL MAXIMUM INCREASE UNDER DESCRIPTION WILL NOT EXCEED _____% PER YEAR.

Attachment 2-2

CONFIGURATION #2 (226 to 450 ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
18. single line tone dial desk telephone (K-2500 type)	_____	_____
19. single line tone dial wall telephone (K-2550 type)	_____	_____
20. proprietary single line digital telephone, model # _____	_____	_____
21. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
22. volume control handsets, model # _____	_____	_____
23. lightweight portable operator headsets, model # _____	_____	_____
24. tone ringer wall mounted/volume control, model # _____	_____	_____
25. extension ringer, model # _____	_____	_____
26. loud ringing bell, model # _____	_____	_____
27. cut-off switch, model # _____	_____	_____
28. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
29. CO trunk card, _____ trunks per card, model # _____	_____	_____
30. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
31. DID trunk card, _____ trunks per card, model # _____	_____	_____
32. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-2) Configuration 2 (226 to 450 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ports, model # _____	_____	_____
expansion unit 2 configuration, ___ports, model # _____	_____	_____
expansion unit 3 configuration, ___ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____
*enter the post-install basic price		

Continued Attachment (2-2) Configuration 2 (226 to 450 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model # _____	_____	_____
0.7 AMPS/24 volt power supply, model # _____	_____	_____
talkback horn, mode # _____	_____	_____
26. flush mounted ceiling speaker - 8", model # _____	_____	_____
27. paging horns		
15 watt paging horns, model # _____	_____	_____
30 Watt paging horns, model # _____	_____	_____
28. volume control, model # _____	_____	_____
29. AM/FM tuner, model # _____	_____	_____
30. paging access card, model # _____	_____	_____
31. power failure telephone, model # _____	_____	_____
32. wall mount unit for telephones, model # _____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model # _____	_____	_____
38. ACD Software package, model # _____	_____	_____
39. MIS feature & Software, model # _____	_____	_____
40. MIS terminal, model # _____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____
*enter the post-install basic price		

Continued Attachment (2-2) Configuration 2 (226 to 450 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #___	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model # _____	_____	_____
___port, category 3, model # _____	_____	_____
___port, category 3, model # _____	_____	_____
___port, category 5, model # _____	_____	_____
___port, category 5, model # _____	_____	_____
___port, category 5, model # _____	_____	_____
57. SDMR system	_____	_____
58. Offeror's hourly rate charge	_____	_____
59.	_____	_____
60.	_____	_____
61.	_____	_____

*enter the post-install basic price

Continued Attachment (2-2) Configuration 2 (226 to 450 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 44 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

Attachment 2-3

CONFIGURATION #3 (451 to 900 ports) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
18. single line tone dial desk telephone (K-2500 type)	_____	_____
19. single line tone dial wall telephone (K-2550 type)	_____	_____
20. proprietary single line digital telephone, model # _____	_____	_____
21. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
22. volume control handsets, model # _____	_____	_____
23. lightweight portable operator headsets, model # _____	_____	_____
24. tone ringer wall mounted/volume control, model # _____	_____	_____
25. extension ringer, model # _____	_____	_____
26. loud ringing bell, model # _____	_____	_____
27. cut-off switch, model # _____	_____	_____
28. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
29. CO trunk card, _____ trunks per card, model # _____	_____	_____
30. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
31. DID trunk card, _____ trunks per card, model # _____	_____	_____
32. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-3) Configuration 3 (451 to 900 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ports, model # _____	_____	_____
expansion unit 2 configuration, ___ports, model # _____	_____	_____
expansion unit 3 configuration, ___ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-3) Configuration 3 (451 to 900 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model # _____	_____	_____
0.7 AMPS/24 volt power supply, model # _____	_____	_____
talkback horn, mode # _____	_____	_____
26. flush mounted ceiling speaker - 8", model # _____	_____	_____
27. paging horns		
15 watt paging horns, model # _____	_____	_____
30 Watt paging horns, model # _____	_____	_____
28. volume control, model # _____	_____	_____
29. AM/FM tuner, model # _____	_____	_____
30. paging access card, model # _____	_____	_____
31. power failure telephone, model # _____	_____	_____
32. wall mount unit for telephones, model # _____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model # _____	_____	_____
38. ACD Software package, model # _____	_____	_____
39. MIS feature & Software, model # _____	_____	_____
40. MIS terminal, model # _____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____
__ ports, hours __, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-3) Configuration 3 (451 to 900 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #____	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
57. SDMR system	_____	_____
58. Hourly rate	_____	_____
59.	_____	_____
60.	_____	_____
61.	_____	_____

*enter the post-install basic price

Continued Attachment (2-3) Configuration #3 (451 to 900 ports)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

Attachment 2-4

CONFIGURATION #4 (901 ports and up) FCC REGISTRATION # _____

UNIT INSTALLED PRICES FOR ADDS AND DELETES Manufacturer _____

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. single line tone dial desk telephone (K-2500 type) with message waiting lamp and tap button	_____	_____
18. single line tone dial desk telephone (K-2500 type)	_____	_____
19. single line tone dial wall telephone (K-2550 type)	_____	_____
20. proprietary single line digital telephone, model # _____	_____	_____
21. DSS/BLF Units, _____ stations per unit, model # _____	_____	_____
22. volume control handsets, model # _____	_____	_____
23. lightweight portable operator headsets, model # _____	_____	_____
24. tone ringer wall mounted/volume control, model # _____	_____	_____
25. extension ringer, model # _____	_____	_____
26. loud ringing bell, model # _____	_____	_____
27. cut-off switch, model # _____	_____	_____
28. multi-function proprietary digital telephones model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
model # _____, description _____	_____	_____
29. CO trunk card, _____ trunks per card, model # _____	_____	_____
30. CO trunk card-Centrex, _____ trunks per card, model # _____	_____	_____
31. DID trunk card, _____ trunks per card, model # _____	_____	_____
32. Digital station card, _____ stations per card, model # _____	_____	_____

*enter the post-install basic price

Continued Attachment (2-4) Configuration 4 (901 ports and up)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
17. analog station card, _____ stations per card, model # _____	_____	_____
18. add-on module for telephone		
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
_____ button add-on, model # _____	_____	_____
19. attendant console, model # _____	_____	_____
20. 12 ft handset cords	_____	_____
21. 25 ft. handset cords	_____	_____
22. basic PBX system	_____	_____
23. PBX expansion units		
expansion unit 1 configuration, ___ports, model # _____	_____	_____
expansion unit 2 configuration, ___ports, model # _____	_____	_____
expansion unit 3 configuration, ___ports, model # _____	_____	_____
24. paging amplifier		
25 watt amplifier, model # _____	_____	_____
40 watt amplifier, model # _____	_____	_____
75 watt amplifier, model # _____	_____	_____
125 watt amplifier, model # _____	_____	_____
telephone interface module, model # _____	_____	_____
25. station level paging adapter, model # _____	_____	_____
9 zone control unit, model # _____	_____	_____
single zone page adapter, model # _____	_____	_____
2 watt amplified horn, model # _____	_____	_____
5 watt amplified horn, model # _____	_____	_____
15 watt amplified horn, model # _____	_____	_____
*enter the post-install basic price		

Continued Attachment (2-4) Configuration 4 (901 ports and up)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

<u>DESCRIPTION</u>	<u>INSTALLED COST</u>	
	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
2 AMPS/24 volt power supply, model #_____	_____	_____
0.7 AMPS/24 volt power supply, model #_____	_____	_____
talkback horn, mode #_____	_____	_____
26. flush mounted ceiling speaker - 8", model #_____	_____	_____
27. paging horns		
15 watt paging horns, model #_____	_____	_____
30 Watt paging horns, model #_____	_____	_____
28. volume control, model #_____	_____	_____
29. AM/FM tuner, model #_____	_____	_____
30. paging access card, model #_____	_____	_____
31. power failure telephone, model #_____	_____	_____
32. wall mount unit for telephones, model #_____	_____	_____
33. prewire cable/jack, 4 pair UTP, level 4	_____	_____
34. prewire cable/jack, 4 pair UTP, level 5	_____	_____
35. prewire cable/jack, 4 pair STP, level 4	_____	_____
36. prewire cable/jack, 4 pair STP, level 5	_____	_____
37. DTMF Receiver, model #_____	_____	_____
38. ACD Software package, model #_____	_____	_____
39. MIS feature & Software, model #_____	_____	_____
40. MIS terminal, model #_____	_____	_____
41. auto attendant, model _____	_____	_____
42. voice mail		
__ ports, hours __, model #_____	_____	_____
__ ports, hours __, model #_____	_____	_____
__ports, hours __, model #_____	_____	_____

*enter the post-install basic price

Continued Attachment (2-4) Configuration 4 (901 ports and up)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
43. ground start trunks ___circuits per card, model #___	_____	_____
44. T-1 interface, model #_____	_____	_____
45. cable credit for reused cable	_____	_____
46. station message detail port	_____	_____
47. off hook call announce/telephone, model #_____	_____	_____
48. teflon cable per station	_____	_____
49. door answering unit	_____	_____
50. CO audible tone ringer	_____	_____
51. multi-tone generator	_____	_____
52. chime ringer	_____	_____
53. ___ hour UPS	_____	_____
54. ___ hour UPS	_____	_____
55. 25 ft. line cord	_____	_____
56. patch panels:		
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 3, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
___port, category 5, model #_____	_____	_____
57. SDMR system	_____	_____
58. Hourly rate	_____	_____
59.	_____	_____
60.	_____	_____
60.	_____	_____

*enter the post-install basic price

Continued Attachment (2-4) Configuration #4 (901 ports and up)

UNIT INSTALLED PRICES FOR ADDS AND DELETES

Unit installed prices for adds and deletes (includes all wiring, hardware, travel, and labor for installation up to 150 feet homerun). If cable is reused, item number 45 cable credit for reused cable, will be used.

INSTALLED COST

<u>DESCRIPTION</u>	<u>PRE-INSTALL</u>	<u>*POST-INSTALL</u>
61.	_____	_____
62.	_____	_____
63.	_____	_____
64.	_____	_____
65.	_____	_____

ITEMS 59-65, VENDOR MAY SUBMIT ADDITIONAL ITEMS NOT LISTED. VENDOR MAY ADD ADDITIONAL ITEMS, NUMBER THEM CONSECUTIVELY.

*enter the post-install basic price

Attachment 3

New Cabling Requirements
(Referenced in Section 6 Technical Requirements, paragraph n. ii)

Administrative markup percentage: _____%

Attachment 4-1

Maintenance Charges

Manufacturer _____

Configuration I (up to 225 universal ports)

Monthly Cost

A. Year 2 unit maintenance charges per port after the one (1) year minimal warranty:

- | | |
|---|-------|
| 1. PBX per port | _____ |
| 2. PBX voice mail per port | _____ |
| 3. PBX PC console | _____ |
| 4. Paging amplifier | _____ |
| 5. Paging speaker | _____ |
| 6. Paging horn | _____ |
| 7. 2 hour major maintenance response per system | _____ |
| 8. * | _____ |

* Offeror must add all additional monthly unit maintenance charges if applicable.

B. Other equipment to be maintained:

- | | |
|--|-------|
| 1. Security Features | |
| a. watch call/head count conference | _____ |
| b. rip-out and off-hook alarms | _____ |
| c. security display terminal and printer) | _____ |
| 2. Automatic call distributor system | _____ |
| 3. Voice processing system | |
| 4. Station message detail recording system | _____ |
| 5. Other offeror charges | _____ |

C. guaranteed maximum escalation of maintenance costs on a yearly basis after the warranty period and 2 year:

Year 3 _____% over previous year

Year 4 _____% over previous year

Year 5 _____% over previous year

D. Warranty period: _____years(s)

Attachment 4-2

Maintenance Charges

Manufacturer _____

Configuration 2 (226 to 450 universal ports)

Monthly Cost

A. Year 2 unit maintenance charges per port after the one (1) year minimal warranty:

- 1. PBX per port _____
- 2. PBX voice mail per port _____
- 3. PBX PC console _____
- 4. Paging amplifier _____
- 5. Paging speaker _____
- 6. Paging horn _____
- 7. 2 hour major maintenance response per system _____
- 8. * _____

* Offeror must add all additional monthly unit maintenance charges if applicable.

B. Other equipment to be maintained:

- 1. Security Features
 - a. watch call/head count conference _____
 - b. rip-out and off-hook alarms _____
 - c. security display terminal and printer) _____
- 2. automatic call distributor system _____
- 3. voice processing system _____
- 4. station message detail recording system _____
- 5. other offeror charges _____

C. guaranteed maximum escalation of maintenance costs on a yearly basis after the warranty period and 2 year:

Year 3 _____% over previous year

Year 4 _____% over previous year

Year 5 _____% over previous year

D. Warranty period: _____years(s)

Attachment 4-3

Maintenance Charges

Manufacturer _____

Configuration 3 (451 to 900 universal ports)

Monthly Cost

A. Year 2 unit maintenance charges per port after the one (1) year minimal warranty:

- 1. PBX per port _____
- 2. PBX voice mail per port _____
- 3. PBX PC console _____
- 4. Paging amplifier _____
- 5. Paging speaker _____
- 6. Paging horn _____
- 7. 2 hour major maintenance response per system _____
- 8. * _____

* Offeror must add all additional monthly unit maintenance charges if applicable.

B. Other equipment to be maintained:

- 1. Security Features
 - a. watch call/head count conference _____
 - b. rip-out and off-hook alarms _____
 - c. security display terminal and printer) _____
- 2. automatic call distributor system _____
- 3. voice processing system _____
- 4. station message detail recording system _____
- 5. other offeror charges _____

C. guaranteed maximum escalation of maintenance costs on a yearly basis after the warranty period and 2 year:

Year 3 _____% over previous year

Year 4 _____% over previous year

Year 5 _____% over previous year

D. Warranty period: _____years(s)

Attachment 4-4

Maintenance Charges

Manufacturer _____

Configuration 4 (900 universal ports and up)

Monthly Cost

A. Year 2 unit maintenance charges per port after the one (1) year minimal warranty:

- 1. PBX per port _____
- 2. PBX voice mail per port _____
- 3. PBX PC console _____
- 4. Paging amplifier _____
- 5. Paging speaker _____
- 6. Paging horn _____
- 7. 2 hour major maintenance response per system _____
- 8. * _____

* Offeror must add all additional monthly unit maintenance charges if applicable.

B. Other equipment to be maintained:

- 1. Security Features
 - a. watch call/head count conference _____
 - b. rip-out and off-hook alarms _____
 - c. security display terminal and printer) _____
- 2. automatic call distributor system _____
- 3. voice processing system _____
- 4. station message detail recording system _____
- 5. other offeror charges _____

C. guaranteed maximum escalation of maintenance costs on a yearly basis after the warranty period and 2 year:

Year 3 _____% over previous year

Year 4 _____% over previous year

Year 5 _____% over previous year

D. Warranty period: _____years(s)

Attachment 5

Cost for Security Features

1. Watch call/head count conference	\$_____
2. Rip-out and off-hook alarms	\$_____
3. Head Count conference with printer	\$_____
Total cost	\$_____

Attachment 6-1 (Non-redundant)

Configuration I (up to 225 universal ports) Non-redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMLATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-1 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

- 1 attendant console
- 55 multi-button phones, minimum 8 line appearances (no speakerphone)
- 15 multi-button phones, minimum 8 line appearances with speakerphone
- 15 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 95 single line 2500 sets with message waiting lamp and TAP button
- 1 administration terminal and printer
- 13 direct inward dialing (DID) trunks
- 12 two-way trunks

Continued Attachment 6-1 (Non-redundant)

- 1 T-1 for outgoing long distance traffic to a TelCove point of presence (POP)
- 1 Paging access card
- 1 3 zone all call paging adapter
- 10 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-1 (Redundant)

Configuration I (up to 225 universal ports) Redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMLATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-1 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

- 1 attendant console
- 55 multi-button phones, minimum 8 line appearances (no speakerphone)
- 15 multi-button phones, minimum 8 line appearances with speakerphone
- 15 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 95 single line 2500 sets with message waiting lamp and TAP button
- 1 administration terminal and printer
- 13 direct inward dialing (DID) trunks

Continued Attachment 6-1 (Redundant)

- 12 two-way trunks
- 1 T-1 for outgoing long distance traffic to a TelCove point of presence (POP)
- 1 Paging access card
- 1 3 zone all call paging adapter
- 10 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-2 (non-redundant)

Configuration II (226 to 350 universal ports) Non-redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE \$ _____
 LESS 10% DOWN PAYMENT \$ _____
 EQUIPMENT-BALANCE TO BE FINANCED \$ _____
 ANNUAL PERCENTAGE RATE \$ _____
 Manufacture's name: _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMULATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-2 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

Up to 226 to 450 universal ports that are equipped and wired for:

- 1 attendant console
- 117 multi-button phones, minimum 8 line appearances (no speakerphone)
- 34 multi-button phones, minimum 8 line appearances with speakerphone
- 34 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 195 single line 2500 sets with message waiting lamp and TAP button

Continued Attachment 6-2 (Non-redundant)

- 1 administration terminal for moves adds and changes (MAC) and printer.
- 22 direct inward dialing (DID) trunks
- 21 two-way trunks
- 1 T-1 going long distance traffic to a Qwest point of presence (POP)
- 1 paging access card
- 1 3 zone all-call paging adapter
- 20 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

Add Optional items: 1 voice process system with 12 universal ports and 10 hours of message storage 1 automatic call distribution (ACD) with standard reports 15 trunks, 9 digital agency 1 phones with headsets & 1 supervisory phone/terminal station message detailed recording (SMDR) system with 30,000 call records and 1 printer and

Watch Call/Head Count Conference: The PBX must have the capability of automatically conferencing a minimum of twenty-one (21) participants by dialing a pre-defined access code.

Rip-Out and Off-Hook Alarms: The PBX must have the capability when any type of phone (analog and digital) that is ripped-out or goes off-hook. Security personnel must receive audio and visual rip-out and off-hook alarms at the Control Center within a maximum of 10 seconds after the phone is off-hook or when the cable is severed or ripped out of the jack. Some PBX manufactures don't have the capability providing the required capabilities with analog phones. The solution found to provide enhanced Line Lock Out alarm reporting capability for analog single line phones was a Ramex unit 25 ports wired with frame and misc. hardware with two (2) pairs from each set appearing on MDF.

Head Count Conference with Printer: Provides real time data for the watch call/head count conference and rip-out and off-hook alarms. The data will include at least the following information: extension number, location, date and time of the event, and the text that identifies whether it is a conference or alarm.

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-2 (Redundant)

Configuration II (226 to 350 universal ports) Redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE \$ _____
 LESS 10% DOWN PAYMENT \$ _____
 EQUIPMENT-BALANCE TO BE FINANCED \$ _____
 ANNUAL PERCENTAGE RATE \$ _____
 Manufacture's name: _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMULATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-2 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

Up to 226 to 450 universal ports that are equipped and wired for:

- 1 attendant console
- 117 multi-button phones, minimum 8 line appearances (no speakerphone)
- 34 multi-button phones, minimum 8 line appearances with speakerphone
- 34 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 195 single line 2500 sets with message waiting lamp and TAP button

Continued Attachment 6-2 (Redundant)

- 1 administration terminal for moves adds and changes (MAC) and printer.
- 22 direct inward dialing (DID) trunks
- 21 two-way trunks
- 1 T-1 going long distance traffic to a Qwest point of presence (POP)
- 1 paging access card
- 1 3 zone all-call paging adapter
- 20 power failure circuits
- 1 minimum 4 hour uninterruptible power supply (UPS)

Add optional items: 1 voice process system (12 universal ports and 10 hours of message storage) 1 automatic call distribution (ACD) with standard reports (15 trunks, 9 digital agency 1 phones with headsets & 1 supervisory phone/terminal station message detailed recording (SMDR) system with 30,000 call records and 1 printer and

Watch Call/Head Count Conference: The PBX must have the capability of automatically conferencing a minimum of twenty-one (21) participants by dialing a pre-defined access code.

Rip-Out and Off-Hook Alarms: The PBX must have the capability when any type of phone (analog and digital) that is ripped-out or goes off-hook. Security personnel must receive audio and visual rip-out and off-hook alarms at the Control Center within a maximum of 10 seconds after the phone is off-hook or when the cable is severed or ripped out of the jack. Some PBX manufactures don't have the capability providing the required capabilities with analog phones. The solution found to provide enhanced Line Lock Out alarm reporting capability for analog single line phones was a Ramex unit 25 ports wired with frame and misc. hardware with two (2) pairs from each set appearing on MDF.

Head Count Conference with Printer: Provides real time data for the watch call/head count conference and rip-out and off-hook alarms. The data will include at least the following information: extension number, location, date and time of the event, and the text that identifies whether it is a conference or alarm.

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-3 (Non-redundant)

Configuration III (451 to 900 universal ports) Non-redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMULATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-3 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

Up to 451 to 900 universal ports that are equipped and wired for:

- 1 attendant console
- 240 multi-button phones, minimum 8 line appearances (no speakerphone)
- 75 multi-button phones, minimum 8 line appearances with speakerphone
- 75 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only

Continued Attachment 6-3 (Non-redundant)

400	single line 2500 sets with message waiting lamp and TAP button
1	administration terminal for moves adds and changes (MAC) and printer
36	direct inward dialing (DID) trunks
33	two-way trunks
1	T-1 for outgoing long distance traffic to a Qwest point of presence (POP)
1	paging access card
1	3-zone all-call paging adapter
25	power failure circuits
1	minimum 4 hour uninterruptible power supply (UPS)

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-3 (Redundant)

Configuration III (451 to 900 universal ports) Redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMULATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-3 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

Up to 451 to 900 universal ports that are equipped and wired for:

- 1 attendant console
- 240 multi-button phones, minimum 8 line appearances (no speakerphone)
- 75 multi-button phones, minimum 8 line appearances with speakerphone
- 75 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only

Continued Attachment 6-3 (Redundant)

400	single line 2500 sets with message waiting lamp and TAP button
1	administration terminal for moves adds and changes (MAC) and printer
36	direct inward dialing (DID) trunks
33	two-way trunks
1	T-1 for outgoing long distance traffic to a Qwest point of presence (POP)
1	paging access card
1	3-zone all-call paging adapter
25	power failure circuits
1	minimum 4 hour uninterruptible power supply (UPS)

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-4 (Non-redundant)

Configuration IV Cost for configuration 4 (901 universal ports and up)

Non-redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

<u>EQUIPMENT MONTHLY PAYMENT</u>	<u>TOTAL YEARLY PAYMENT</u>	<u>SERVICES MONTHLY PAYMENT</u>	<u>SERVICE TOTAL YEARLY PAYMENT</u>	<u>ACCUMLATIVE TOTAL PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-4 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

- 1 attendant console
- 375 multi-button phones, minimum 8 line appearances (no speakerphone)
- 120 multi-button phones, minimum 8 line appearances with speakerphone
- 120 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 625 single line 2500 sets with message waiting lamp and TAP button
- 1 administration terminal for moves adds and changes (MAC) and printer
- 53 direct inward dialing (DID) trunks

Continued Attachment 6-4 (Non-redundant)

50	two-way trunks
1	T-1 for outgoing long distance traffic to a Qwest point of presence (POP)
1	paging adapter
1	3 zone all-call paging adapter
30	power failure circuits
1	minimum 4 hour uninterruptible power supply (UPS)

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6-4 (Redundant)

Configuration IV Cost for configuration 4 (901 universal ports and up)
Redundant

48 MONTHS*

INSTALLMENT/INSTALLED PAYMENT SCHEDULE

Manufacturer: _____

**EQUIPMENT-INSTALLED CASH PRICE	\$ _____
LESS 10% DOWN PAYMENT	\$ _____
EQUIPMENT-BALANCE TO BE FINANCED	\$ _____
ANNUAL PERCENTAGE RATE	\$ _____

<u>EQUIPMENT</u> <u>MONTHLY</u> <u>PAYMENT</u>	<u>TOTAL</u> <u>YEARLY</u> <u>PAYMENT</u>	<u>SERVICES</u> <u>MONTHLY</u> <u>PAYMENT</u>	<u>SERVICE</u> <u>TOTAL YEARLY</u> <u>PAYMENT</u>	<u>ACCUMLATIVE</u> <u>TOTAL</u> <u>PAYMENT</u>
\$ _____	\$ _____	\$ ___-0-___	\$ ___-0-___	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			*not to exceed	
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* With three (3) years of guaranteed maintenance using the below configuration ** after the first year @ \$0.00 use the data from attachment 4-4 for computing the total three (3) years of maintenance cost is \$_____.

** Based upon:

- 1 attendant console
- 375 multi-button phones, minimum 8 line appearances (no speakerphone)
- 120 multi-button phones, minimum 8 line appearances with speakerphone
- 120 multi-button phones, minimum 8 line appearances with speakerphone and display
- 10 multi-button phones, minimum 8 line appearances with display only
- 625 single line 2500 sets with message waiting lamp and TAP button
- 1 administration terminal for moves adds and changes (MAC) and printer
- 53 direct inward dialing (DID) trunks

Continued Attachment 6-4 (Redundant)

50	two-way trunks
2	T-1 for outgoing long distance traffic to a Qwest point of presence (POP)
1	paging adapter
1	3 zone all-call paging adapter
30	power failure circuits
1	minimum 4 hour uninterruptible power supply (UPS)

*** Financing factor for calculating monthly payment is _____.

Bid evaluation is on 48 month cumulative installment purchase (IP), plus 10% down payment. The grand total for each zone/manufacture is to be entered on separate Official Bid Sheets(s) attachment 8. Complete a separate sheet for each manufacturer.

Note: State reserves the right to negotiate payment schedule for other than 48 months.

Attachment 6 – 5

Equipment Escalation Charges

Guaranteed maximum % escalation of increase in costs of all equipment on all configurations on a yearly basis after year two:

Year 3 _____% over previous year

Year 4 _____% over previous year

Year 5 _____% over previous year

Attachment 7-1

Moves and Changes

Manufacturer _____

Configuration 1 (up to 225 universal ports)

A. list the charges for the physical move of the following:

- 1. single line telephone \$ _____
- 2. multi-function electronic telephone* \$ _____

B. list charges for the following

- 1. station number change, on premises \$ _____
 - first station \$ _____
 - each additional station, same order \$ _____
- 2. station number change, remote \$ _____
 - first station \$ _____
 - each additional station, same order \$ _____

***IF MORE THAN ONE (1) SIZE LIST SEPARATELY.**

Attachment 7-2

Moves and Changes

Manufacturer _____

Configuration 2 (226 to 450 universal ports)

A. list the charges for the physical move of the following:

- 1. single line telephone \$ _____
- 2. multi-function electronic telephone* \$ _____

B. list charges for the following

- 1. station number change, on premises \$ _____
 - first station \$ _____
 - each additional station, same order \$ _____
- 2. station number change, remote \$ _____
 - first station \$ _____
 - each additional station, same order \$ _____

***IF MORE THAN ONE (1) SIZE LIST SEPARATELY.**

Attachment 7-3

Moves and Changes

Manufacturer _____

Configuration 3 (451 to 900 universal ports)

A. list the charges for the physical move of the following:

1. single line telephone \$ _____

2. multi-function electronic telephone* \$ _____

B. list charges for the following

1. station number change, on premises \$ _____

first station \$ _____

each additional station, same order \$ _____

2. station number change, remote \$ _____

first station \$ _____

each additional station, same order \$ _____

***IF MORE THAN ONE (1) SIZE LIST SEPARATELY.**

Attachment 7-4

Moves and Changes

Configuration 4 (900 universal ports and up)

A. list the charges for the physical move of the following:

1. single line telephone \$ _____

2. multi-function electronic telephone* \$ _____

B. list charges for the following

1. station number change, on premises \$ _____

first station \$ _____

each additional station, same order \$ _____

2. station number change, remote \$ _____

first station \$ _____

each additional station, same order \$ _____

***IF MORE THAN ONE (1) SIZE LIST SEPARATELY.**

Attachment 8

Official Bid Sheet

Section 3 Statewide Procurement for Telephone Systems and Services – 225 ports to 901 ports:
One bid summary sheet for offeror's to complete, one sheet each manufacturer state-wide.

Manufacturer: _____

Costs from attachments 6 and 3:

Attachment 6-1 non-redundant:

Configuration 1:	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs for configuration 1, 6-1 non-redundant \$ _____

Attachment 6-1 redundant:

Configuration 1	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs for configuration 1, 6-1 redundant

Attachment 6-2 non-redundant:

Configuration 2:	10 % down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs for configuration 2, 6-2 non-redundant \$ _____

Attachment 6-2 redundant:

Configuration 2:	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs for configuration 2, 6-2 redundant \$ _____

Attachment 6-3 non-redundant:

Configuration 3:	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs for configuration 3, 6-3 non-redundant \$ _____

Attachment 6-3 redundant:

Configuration 3:	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	<u>\$ _____</u>

Total the three (3) above costs for configuration 3, 6-3 redundant \$ _____

Continued Attachment 8 Official Bid Sheet

Attachment 6-4 non-redundant:

Configuration 4:	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	\$ _____

Total the three (3) above costs for configuration 4, 6-4 non-redundant \$ _____

Attachment 6-4 redundant:

Configuration 4	10% down payment	\$ _____
	Equipment balanced to be financed	\$ _____
	<u>3 years of maintenance cost after the 1 year warranty</u>	\$ _____

Total the three (3) above cost for configuration 4, 6-4 redundant \$ _____

Grand Total – sum configurations 1 + 2 + 3 + 4 \$ _____

Enter this Grand Total on the DGS Official Bid Sheet (Excel Spreadsheet)

Other cost attachments:

Attachment 3 Cabling Administration Markup percentage: _____%

Attachment 6-A all equipment escalation of increase: _____%

Complete a separate sheet for each manufacture.

Attachment 9

Maintenance Center Information

Zone Number: _____

A. Maintenance office locations:

Telephone number:

B. Hours of Operation:

C. Person in charge:

D. Number of maintenance personnel at this location:

E. Systems served from this office:

Total number of stations:

F. Employee's titles and experience: (list all personnel who will service the proposed equipment):

NOTE: Fill out separate sheet for each location that will be used to fulfill contract.

Attachment 10

PBX PRICE RECONCILIATION

(This is provided as an example; offeror may modify providing additional details)

Agency: _____ Date: _____
Address: _____ Agency Contact: _____
County: _____ Vendor Salesperson: _____
Interconnect Vendor: _____ Offeror's I.D.: _____

The following reflects "how" the final pricing for the above referenced system was computed.

Configuration: Configuration # ____, Name of System _____

Equipped for: _____ lines + stations _____

Installed: _____ lines + stations _____

Growth available: _____ lines + stations _____

(Without adding hardware)

Maximum Growth of System:

(Adding hardware) _____ lines + stations _____ **If installment purchase for this system:**

_____ PBX system unit (control)	_____	total cash price:	_____
_____ CO trunk card, __ports	_____	less down payment:	_____
_____ analog station card, __ports	_____	balance to be financed:	_____
_____ digital station card, __ports	_____	48 monthly payment of:	_____
_____ electronic phone, model # _____	_____	finance factor used:	_____
_____ electronic phone, model # _____	_____	total financed cost	_____
_____ electronic phone, model # _____	_____	excluding maintenance:	_____
_____ single line telephone	_____	estimated cutover date:	_____
_____ single line station card, __ports	_____	=====	
_____ ETN trunk card/Centrex __ports	_____	_____ ground start trunks	_____
_____ DID trunk card, __ports	_____	_____ T-1 interface	_____
_____ add-on module for set, model # _____	_____	_____ cable credit for	_____
_____ attendant console, model # _____	_____	_____ reused cable	_____
_____ single line power failure phone	_____	_____ station message	_____
_____ key service expansion unit	_____	_____ detail port	_____
_____ unit configuration, model # _____	_____	_____ 2 UPS	_____
_____ surge protector	_____	_____ 4 UPS	_____
_____ paging equipment, model # _____	_____	OTHER EQUIPMENT:	_____
_____ paging equipment, model # _____	_____	TOTAL CASH PRICE*	\$ _____
_____ paging equipment, model # _____	_____	*if extra labor or other charges are a part of this	
_____ AM/FM tuner, model # _____	_____	total, please explain reason in detail.	
_____ prewire cable/jack, __pair__, level__	_____	**this equipment is included in system price.	
_____ prewire cable/jack, __pair__, level__	_____	Note: If additional items, attach to this form	
_____ DTMF receiver, model # _____	_____		
_____ ACD software package, model # _____	_____		
_____ MIS feature & software	_____		
_____ MIS terminal, model # _____	_____		
_____ auto attendant, model # _____	_____		
_____ voice mail __port, hours __,	_____		
_____ Model # _____	_____		
_____ SMDR system, model # _____	_____		

Attachment 11

PBX Price Reconciliation

Installed cost	_____
Less down payment (___%)	_____
Total to be financed	_____
Terms of financed period	_____ (months)
Monthly payments	_____
Total cost of finance term	_____
Plus down payment	_____
Maintenance cost: year 1	_____
Maintenance cost: year 2	_____
Maintenance cost: year 3	_____
Maintenance cost: year 4	_____
Maintenance cost: year 5	_____
Total maintenance costs:	_____
Total cost of system for 5 years (system + maintenance)	_____

Attachment 12 Cable Management

Section 1			
Agency		Building Number	
Building Address		State Service Order (ISS or CTAR)	
Maintenance Vendor/Technician		Maintenance Date	
Technician Comments		Service Provider	
Circuit Carrier			
Section 2			
Billing Telephone No.		WTN /Circuit No.	
Type of Service		Cable System Type	
2 or 4 Wire Circuit		LEC Office Equipment	
LEC Primary Cable		LEC Primary Patch Panel/Block	
LEC Primary Port/Pair		LEC Secondary Cable	
LEC Secondary Patch Panel/Block		LEC Secondary Port/ Pair	
Ext. Demark Primary Cable		Ext. Demark Primary Patch Panel/Block	
Ext. Demark Primary Port/Pair		Ext. Demark Secondary Cable	
Ext. Demark Secondary Patch Panel/Block		Ext. Demark Secondary Port/Pair	
SECTION 3			
MDF Cable		MDF Patch Panel/Block	
MDF Port/Pair		IDF Floor	
IDF ID		IDF Cable	
IDF Patch Panel/Block		IDF Port/Pair	
Station Cable		Station Patch Panel/Block	
Station Port/Pair		Station Jack Number	
Station Cable Category			

Revised 3/11/05

Attachment 12 Cable Management Definitions

Agency – Name of Agency that “owns” the service.

Building Number – The number assigned the building in the ISS or CTAR system.

Building Address – Physical address of building.

State Service Order – ISS or SR Number assigned by the State when requesting service.

Maintenance Vendor/Technician – Name of Vendor and technician performing any work that resulted in a record change.

Maintenance Date – Date any work was performed.

Technician Comments – Enter information on anything about this circuit that may be warranted due to non-standard requirement or installation of this circuit.

Service Provider – The Telecommunication Company that bills the Agency for service which would include: TelCove, Sprint, AT&T and Verizon.

Circuit Carrier – The Telecommunication Company that owns physical infrastructure delivering actual circuit. Such as TelCove, AT&T, State Telephone, Buffalo Valley, Sprint and Verizon.

Billing Telephone Number – The main telephone number either the working telephone number or circuit is billed under.

WTN/Circuit Number – Indicates either the 10 digit telephone number (including area code) or data circuit number being installed, moved or disconnected.

Type of Service – Reflects the type of service such as: Centrex, POTS, analog, digital, fax, TTY, video, radio, ISDN (including SPIDS), Modem, ATM, DSL, BDT, frame relay, ring down and security alarm circuits.

Cable System Type – Indicate if patch panel or block wiring system.

2 or 4 Wire Circuit – Indicate if “2” or “4” wire.

LEC Office Equipment – LEC switch assignment to the circuit.

LEC Primary Cable – The cable identification as it appears entering the MDF room for the primary pair (transmit) of a 4 wire circuit or only pair for a 2 wire circuit.

LEC Primary PP/Block – The primary patch panel or block system located in the MDF.

LEC Primary Port/Pair – The primary port or pair number on the patch panel or block.

LEC Secondary Cable – The cable identification as it appears entering the MDF room for the secondary pair (receive) of a 4 wire circuit.

LEC Secondary PP/Block – The secondary patch panel or block system located in the MDF.

LEC Secondary Port/Pair – Secondary port or pair number on the patch panel or block.

Continued Attachment 12 Cable Management Definitions

Extended Demark Primary Cable – The cable identification for the primary pair (transmit) of a 4 wire circuit for an extended demarcation.

Extended Demark Primary PP/Block – The primary patch panel or block system located at the Extended Demarcation.

Extended Demark Primary Port/Pair – The Extended Demark primary port or pair number on the patch panel or block.

Extended Demark Secondary Cable – The cable identification for the primary pair (transmit) of a 4 wire circuit for an extended demarcation.

Extended Demark Secondary PP/Block – The secondary patch panel or block system located at the Extended Demarcation.

Extended Demark Secondary Port/Pair – The Extended Demark secondary port or pair number on the patch panel or block.

MDF Cable – House cable identification (if any).

MDF PP/Block – The designation of the house patch panel or house block as it appears in the MDF room.

MDF Port/Pair – The designation of the port on the house patch panel or pair on the house block as it appears in the MDF room.

IDF Floor – The floor number the IDF exists on.

IDF ID – The IDF label (if any).

IDF Cable – The cable designation as it enters the IDF closet.

IDF PP/Block – The designation of the IDF patch panel or block as it appears in the IDF.

IDF Port/Pair – The designation of the port on the IDF patch panel or pair on the block as it appears in the IDF.

Station Cable – The cable designation as it leaves the IDF.

Station PP/Block – The designation of the station patch panel or block as it appears in the IDF.

Station Port/Pair – The designation of the port on the station patch panel or pair on the block as it appears in the IDF.

Station Jack Number – The designation of the jack. The designation should appear on the jack and in the case of a new jack, label the jack according to the convention used in the building.

Station Cable Category – Type of cable used, valid types include: Cat3, Cat4, Cat5, Cat5E and Cat6.

Revised 3/11/05

Attachment 13

Acceptance Certificate

Purchase Order Number _____ dated _____, 19__

by and between _____ (contractor)

and _____ (State Agency)

Acceptance Certificate

The undersigned, State under the certain Purchase Order(s) identified above, hereby certifies and represent to, and agrees with. Offeror as follows:

1. The System specified in the Purchase Order has been delivered and installed at the location specified and accepted on the date indicated below.
2. The State has conducted such inspection and/or testing of the System as it deems necessary and appropriate and hereby acknowledges that it accepts the System.
3. The State is not in any event of default as defined in the Agreement and no event which with notice or lapse of time, or both, would become an event of default, has occurred and is continuing at the date thereof.

State _____

By _____

Title _____

Date _____

Attachment 14

Appendix To Contract No. 5805-55:
Installment Purchase Option

I. General.

- (A) This contract 5805-55 requires bidders to offer equipment covered by the contract through an installment purchase as outlined in Exhibit B. Further, an installment purchase (“Installment Purchase”) from the contractor, shall also be in accordance with the following terms (in addition to the terms and conditions of Contract No. 5805-55). The ordering State agency shall indicate its election to make an outright purchase or an Installment Purchase on the applicable purchase order issued to the contractor.
- (B) The contractor may assign such purchase order and Installment Purchase to a third party (“Initial Assignee”), who will fund the purchase of the equipment and assume the right to receive all payments thereunder. The consent of the State to such assignment by the contractor shall not be required. The contractor shall notify the State of its assignment to an Initial Assignee in its acknowledgement to the State agency of the purchase order and by providing the State agency with a copy of an assignment agreement between the contractor and the Initial Assignee.
- (C) Notwithstanding any provisions to the contrary in Contract 5805-55, in the event of an assignment of an Installment Purchase to an Initial Assignee, the Initial Assignee shall only be bound to the obligations of the contractor as they are specified in this Appendix and shall not be responsible for any additional representations, warranties, covenants or obligations of the contractor as provided in the remainder of Contract 5805-55. The State waives any claims it may have against the initial Assignee for any loss, damage or expense caused by the equipment or any defect therein or use or maintenance thereof. The State acknowledges that Initial Assignee is not the supplier of the equipment and is not responsible for its selection or installation. Once an acceptance certificate in the form attached hereto as Exhibit A is executed by the ordering State agency and is received by Initial Assignee, if any portion of the equipment is unsatisfactory for any reason, the ordering State agency shall, nevertheless, continue to make payments under the applicable Installment Purchase and shall make any claim against the contractor or the manufacture, but not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
- (D) The rights of the Initial Assignee and any subsequent assignee to receive payments under an Installment Purchase are absolute and unconditional and shall not be affected by any right of set-off or defense of any kind whatsoever once an acceptance certificate in the form attached hereto as Exhibit A is executed by the ordering State agency and is received by Initial Assignee.

II. Pricing Plans. The contractor agrees to provide the equipment covered by Contract No. 5805-55 through a forth-eight (48) month Installation Purchase in addition to outright purchase.

- III. Term. The term of each Installment Purchase shall commence on the date the equipment is accepted by the ordering State agency (as evidenced by an acceptance certificate in the form attached hereto as Exhibit A) and shall continue for forty-eight (48) months as designated on the purchase order.
- IV. Rates. The contractor agrees to provide equipment through the forty-eight (48) month pricing plan at interest rates, that will be established by the contractor and provide to the State on a **quarterly basis**, at the beginning of each calendar quarter, in accordance with the following provisions. The rates established for a given calendar quarter shall be effective for all equipment accepted by a State agency during the applicable quarter. The rates for the initial quarter following the execution of this Contract by the parties (“Base Rate”) are set forth in Exhibit D hereto. The “Initial Index Rate”, which represents the average interest rate of two (2) and three (3) year U.S. Treasury Bills at the time the Base Rates are issued, is also set forth in Exhibit D. Through the rates for all subsequent calendar quarters will be adjusted based on the difference between the Initial Index Rate and the average interest rate of two (2) and three (3) year U.S. Treasury Notes as reported by the Federal Reserve Board and published in the “Wall Street Journal” for the week proceeding the Monday closest to forty (40) days prior to the start of the next calendar quarter (The “Rate Adjustment Date”). The Base Rates will be adjusted (up or down) by the amounts (“Adjustment Amounts”) set forth in Exhibit D for each one hundred (100) basis points change in the above-stated average Treasury Bills rate, and will be prorated for changes of other than one hundred (100) basis points. The Base Rates and subsequent rates may be stated for different categories of technology as well as different manufacturers of equipment. The applicable interest rate, and the equipment cost (as determined by Contract 5805-55) shall then be factored together to determine the applicable installment purchase amount.
- V. Payments.
- A. Full term intention. The ordering State agency shall pay the applicable monthly or annual Installment Purchase payment for the equipment, as shown on the payment schedule (in substantially the forms attached hereto as Exhibit B), which must be signed by the contractor or Initial Assignee (if applicable) and the State agency, and attached to the purchase order. Payment shall be made by the ordering State agency, for the full term, unless the purchase order is terminated by the State agency for contractor default under Section VI (F) (2) or herein or for nonappropriation of funds.
- B. Nonappropriation. The State agency’s obligation is payable only and solely from funds allotted for the purpose of the Installment Purchase. If sufficient funds are not appropriated for continuation of performance under any Installment Purchase for any fiscal year subsequent to the one in which the purchase order was issued, the State agency may return the equipment to the contractor or Initial Assignee (if applicable) and thereafter be released of all further obligations, provided: (i) The State agency delivers unencumbered title to the equipment to the contractor or initial Assignee (if applicable), (ii) The equipment is returned to the contractor or Initial Assignee (if applicable) in good condition, reasonable wear and tear excepted, and (iii) thirty (30) days written notice is given to the contractor or Initial Assignee (if applicable) stating the failure of appropriations as the reason for return and certifying that the equipment is not being replaced by similar equipment from another vendor. In the event the State agency returns the

equipment for failure of appropriations, all amounts then due to the contractor or Initial Assignee (if applicable) through the end of the fiscal year from which sufficient funds have been appropriated shall be paid by the State agency.

VI. Title and Security Interest. Title to the equipment passes to the State at the time and place of delivery to the State of each unit of equipment. The contractor or its duly authorized assignee shall have a purchase money security interest in the equipment, its substitutions, replacements, accessions and modifications, until payment of all installments as set forth in the payment schedule are made. Upon payment of the final installment, or any concluding payment option, the contractor or his duly authorized assignee shall have no further interest in the equipment. The equipment shall remain personal property and shall not become a fixture or affixed to real property. At the request of the contractor or Initial assignee (if applicable) the State will join the contractor or Initial Assignee in executing one or more financing statements, pursuant to the Uniform Commercial Code or other registration law applicable to the location of the equipment. The contractor or Initial Assignee (if applicable) will pay the cost of filing the financing statement(s) in all public offices wherever filing is deemed by the contractor or Initial Assignee to be necessary or desirable. The State will keep the equipment free and clear of all encumbrances except the contractor's or any assignee's security interest.

VII. Assumption of Risks.

- A. The State agency shall, after acceptance of the equipment, assume and bear the risk of loss, damage, or theft of the equipment all components parts thereof caused by Act of God and its own employees, agents, or others except the contractor or (if applicable) Initial Assignee. No such loss or damage to the equipment shall impair any obligation of the State agency, which shall continue in full force and effect except as hereinafter provided. In the event that all or part of the equipment shall, as a result of the above-mentioned causes, become lost, stolen, destroyed, or rendered irreparably unusable or damaged, as reasonably determined by the State agency, then the State agency shall provide the contractor or (if applicable) Initial Assignee with written notice in regard thereto and, at its option, either (a) replace the equipment with like equipment, or (b) pay pro rata to the contractor or (if applicable) Initial Assignee all payments then currently due in the amount indicated in payment schedule plus the pro rata principal portion of remaining installments. The pro rata principal portion of remaining installment payments is that percentage of the principal portion of remaining installment payments as of the date of payment that the cost of the units of the equipment lost, stolen, destroyed, or rendered irreparably unusable or damaged bears to the total cost of the equipment determined by the amounts set forth in the purchase order.
- B. The State assumes all risks and liabilities for injury to or death of any person or damage to any property, in any manner arising out of possession, use, operation, condition, or storage of any piece of equipment by the State agency whether such injury or death b with respect to agents or employees of the State or of third parties, and whether such property damage be to the State's property or the property of others; provided, however, that said damage or injury results from the negligence of State, its agents or employees, and provided that judgment has been obtained against the State. This provision shall not be construed to limit the

sovereign immunity of the State, the Department of General Services or any State agency.

- VIII. Insurance. The State shall, during the term of the Installment Purchase, self-insure with respect to the risks which it has assumed under Section VII above including risks of damage or destruction to the equipment caused by fire, boiler explosion, flood and flood-related hazards, or any other natural disasters and risks of public liability and damage under Act 142 of October 5, 1980, P.L. 693, 42 Pa. C.S.A. Section 8522.
- IX. Assignment. The State shall not assign any Installment Purchase hereunder or any interest therein without the prior written consent of the contractor or its assignee. The contractor may assign the purchase order and the Installment Purchase and/or transfer security interests in the equipment to an Initial Assignee and such Initial Assignee may further assign an Installment Purchase and/or grant a security interest therein to a subsequent assignee without the consent of the State. Any other assignment by the contractor shall require the prior written consent of the State. Upon notice to the ordering State agency, the contractor may assign installment payments under the Installment Purchase to a third party.
- X. Early Payment Option. The State agency shall have the right, during the term of the Installment Purchase, to exercise its option to purchase the equipment early upon payment of an amount equal to the concluding payment option as of such date as set forth on the payment schedule and upon the giving of notice to the contractor or Initial Assignee (if applicable) of such intention of the State at least thirty (30) days prior to the date upon which such right will be exercised. After all payments have been made pursuant to the payment schedule including any concluding payment option, the contractor or its assignees shall have no further interest in and to the equipment. The contractor, Initial Assignee or any subsequent assignee will execute and file, at its own expense, the standard UCC release form relinquishing any and all security interests.
- XI. Default.
- A. If the State (1) does not pay an installment payment within thirty (30) days after the due date and such non-payment continues for fifteen (15) days after receipt of written notice from the contractor or Initial Assignee (if applicable) that the State Agency is delinquent in payment of any installment; (2) breaches any other provision under this Appendix and such breach continues for fifteen (15) days after receipt of written notice thereof from the contractor or Initial Assignee (if applicable); or (3) files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency or similar law, the contractor or its assignee may pursue and enforce one of the following remedies:
1. Terminate the applicable purchase order and take possession of any or all items of equipment without any court order or other process of law and for such purpose. The contractor or its assignee may enter upon the premises where the equipment may be and may remove the same therefrom upon written notice of its intention to do same, without being liable to any suit or action or other proceeding by the State. The contractor or its assignee may, at its option, sell the equipment at public

or private sale for cash or credit and may become the purchaser at such sale. The State agency shall be liable for all accrued and unpaid installments, if any, the expense of retaking possession and the removal of the equipment, in addition to the balance of the payments provided for herein, less the net proceeds of the sale at a fair market value of the equipment after deducting all costs of taking, storage, repair, and sale. When the equipment is returned to the contractor or its assignee, it shall include only those items that were originally purchased as per the contract specifications.

2. Recover from the State agency all installment payments then due and all remaining installment payments due under the purchase order.

B. In the event of default by the contractor, the State may pursue one or more of the following remedies.

1. If the installment payments under the purchase order have been assigned to an Initial Assignee, the State shall continue to make installment payments for those units of equipment which have been delivered for which acceptance certificates have been received, and cancel its order without liability for payment for those units which have not been delivered and for which acceptance certificates have not been received. The amount of the installment payments shown in the payment schedule will be recalculated, however, to take into consideration and pay for the actual number of units which were delivered and for which acceptance certificates have been received. If no acceptable units of equipment have been delivered and accepted, the State agency may terminate the purchase order without liability to make any payments.
2. If the payments under this agreement have not been assigned to an Initial Assignee, the State agency may setoff or counterclaim against its obligation to make the payments any and all damages incurred by the State as a result of the contractor's default.

XII. Compliance with Internal Revenue Code. The contractor or its assignee must, if it intends to provide tax exempt financing, file, in timely fashion, any reports that must be filed with the Internal Revenue Service with respect to the order under Section 148 or 149 of the Internal Revenue Code (IRC). The State shall cooperate with the contractor or its assignee in the preparation and execution of these documents. The State shall also keep a copy of each notification of assignment with the State's counterpart of the order and shall not, during the term of the Installment Purchase, permit the equipment to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC. The State represents that it and each ordering State agency that enters into a

Installment Purchase hereunder qualifies as a State or political subdivision of a State for the purpose of Section 103(a) of the IRC. Any misrepresentation of such status under Section 103(a) shall constitute an event of default by the State pursuant to paragraphs VI(K) and VII(F). If (a) the Internal Revenue Service rules that the State or any ordering State agency does not so qualify under Section 103(a) of the IRC, or (b) the State fails to cooperate with the contractor or Initial Assignee in the preparation and execution of any reports required under Section 148 or 149 of the IRC (including 8038G and 8038GC forms), the State will pay the contractor or Initial Assignee (if applicable) upon demand, a sum to be determined by the contractor or Initial Assignee sufficient to return the contractor or Initial Assignee (if applicable) to the economic results it would otherwise have received.

- XIII. Other Documents. Upon request from the contractor or Initial Assignee the State will sign properly completed UCC-1 Forms, as appropriate, and opinions of counsel (in the form attached hereto as Exhibit C). The contractor or Initial Assignee at its expense shall be responsible for completing these forms and filing them with the appropriate offices/parties.
- XIV. Use and Location of Equipment and Alterations. The State agency shall keep the equipment under an Installment Purchase within the confines of the State of Pennsylvania. The State agency will inform the contractor or the Initial Assignee of the location of the equipment upon request. The State agency will not use or deal with the equipment in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The equipment will not be misused, abused, wasted or allowed to deteriorate except for ordinary wear and tear resulting from its intended use. No alterations, changes, or modifications to the equipment shall be made without the approval of the contractor or Initial Assignee (if applicable). Once approval is obtained and an alteration, change or modification is completed, the State will not be required to return the equipment to its original condition, if the equipment is returned to the Contractor, Initial Assignee or subsequent assignee as allowed herein.
- XV. Warranty Disclaimer. IN THE EVENT CONTRACTOR ASSIGNS A INSTALLMENT PURCHASE HEREUNDER TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE STATE TAKES THE EQUIPMENT "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE STATE HAVE ANY REMEDY AGAINST THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR, CONSEQUENTIAL DAMAGES, ANY LOSS OF SAVINGS OR LOSS OF USE.
- VI. Governing Law: Severability. All Installment Purchases hereunder shall be governed by and construed in accordance with the laws of the State of Pennsylvania, however the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under this Appendix. If any provision of this Appendix is held to be invalid or unenforceable, all other provisions shall remain in effect. All disputes arising in connection with this Appendix shall be resolved in accordance with Section 22 of the General Conditions And Instructions To Bidders contained in Contract No. 5805-55.

- VII. Notices. Service of all notices under this Appendix shall be sufficient if delivered by hand or overnight courier or mailed to the State at the address set forth in the applicable purchase order, or to the contractor or Initial Assignee (if applicable) at the address set forth in its acknowledgment to the purchase order (or any document attached thereto). Notices by mail shall be effective when deposited in the U.S. mail, duly addressed and postage prepaid. Notices delivered by hand or by overnight courier shall be effective when actually received.
- VIII. Contract No. 5805-55 Terms. The terms and conditions of this Appendix are in addition to the terms and conditions of Contract No. 5805-55 except to the extent the contractor assigns a Installment Purchase hereunder to an Initial Assignee, in which case the Initial Assignee shall only be bound to the obligations of the contractor indicated in this Appendix and shall not be responsible for any additional representations, warranties, covenants or obligations of the contractor as provided by the current terms and conditions of Contract 5805-55. To the extent that there is a conflict between the terms and conditions of Contract No. 5805-55 and the terms and conditions of this Appendix, the terms and conditions of this Appendix shall prevail to the extent that an installment purchase option is selected by the ordering State Agency. All other terms and conditions of Contract No. 5805-55 which are not amended by this appendix, shall remain in full force and effect.

EXHIBIT A

Purchase Order No. _____ dated _____, 19 __, by and between _____ (the contractor) and _____ (State agency).

ACCEPTANCE CERTIFICATE

The undersigned hereby certifies and represents to, and agrees with, the contractor or its assignee as follows:

1. A unit(s) of the equipment and/or financed item(s) identified on the attached schedule have has been delivered to _____ and accepted on the date indicated below.
2. The State agency had conducted such inspection and/or testing of the unit(s) of the equipment and/or financed item(s) as it deems necessary and appropriate and hereby acknowledges that it accepts the such unit(s) of equipment.
3. The State agency is not in any event of default as defined in Contract No. 5805-55 or its Appendix and no event which, with notice or lapse of item, or both, would become an event of default, has occurred and is continuing at the date thereof.

(State Agency)

By:

Title

Date

EXHIBIT B (Installment Purchase)

Purchase Order No. _____ dated _____, 19 __, by and between
_____ (the contractor) and _____ (State
agency).

PAYMENT SCHEDULE

FOR: _____ (Description of Equipment and all
components with serial numbers)

Payment Number and Due Date	Amount of Payment	Principal Portion	Interest Portion	Concluding Payment Option
--------------------------------------	-------------------------	----------------------	---------------------	---------------------------------

- 1.
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- 48.

**EXHIBIT C
OPINION OF COUNSEL**



DATE: _____

Ladies and Gentlemen:

As counsel for the State of Pennsylvania, Department of General Services, I am familiar with Contract No. 5805-55 (the "Agreement") dated as of _____, 19 ____, and Purchase Order No. _____, dated _____ (both referred to as the "Agreement"), between _____ as the contractor and the State of Pennsylvania, including all exhibits and attachments to the Agreement.

Based on the examination of these and such other documents, records, and papers as I deemed to be relevant and necessary as the basis for my opinion set forth below, It is my opinion that:

1. The State is authorized to enter into the transaction contemplated by the Agreement and to carry out its obligations thereunder.
2. The Agreement set forth above has been duly authorized, executed, and delivered by the State and constitutes a legal, valid, and binding agreement enforceable in accordance with its term.
3. No further approval, consent, or withholding of objections is required from any federal, state, or local governmental authority with respect to the entering into or performance by the State of the Agreement and the transactions contemplated thereby.
4. The entering into and performance of the Agreement and other related documents will not violate any judgment, order, law, or regulation applicable to the State or result in any breach of, or constitute a default under, or result in the creation of, any lien, charge, security interest, or other encumbrance upon any assets of the State or the equipment pursuant to any indenture, mortgage,

deed or trust, bank loan, credit agreement or other instrument by which the State is a party or by which it or its assets may be bound.

5. There are no actions, suits, or proceedings pending or, to the knowledge of the State, threatened against or affecting the State, in any court or before any governmental commission board or authority which, if adversely determined, will have a material adverse effect on the ability of the State to perform its obligations under the Agreement.
6. All required public bidding procedures regarding the award of the Agreement have been followed by the State.
7. The State is self-insured and is authorized to self-insure the equipment with respect to the risks assumed by this Agreement.

Sincerely,

Assistant Counsel

Exhibit "D"

FIRST QUARTER ASSUMPTIONS:

BASE INSTALLMENT PURCHASE RATES: 48 MONTHS = _____% PERCENT

INSTALLMENT PURCHASE ADJUSTMENT FACTOR = _____% PERCENT

SECOND QUARTER ASSUMPTIONS:

AVERAGE TREASURY BILLS = _____% PERCENT

(INDEX RATE _____) PLUS (SECOND QUARTER ADJUSTMENT RATE)
DIFFERENCE BETWEEN FIRST QUARTER & SECOND QUARTER _____
EQUALS AVERAGE TREASURY BILLS NUMBER.

ADJUSTED INSTALLMENT PURCHASE RATE:

48 MONTHS = (BASE INSTALLMENT PURCHASE RATE) _____ PLUS
((SECOND QUARTER ADJUSTMENT RATE) X (INSTALLMENT PURCHASE
ADJUSTMENT FACTOR)) = (EQUALS) NEW INSTALLMENT PURCHASE
RATE TOTAL

Attachment 15

Office of Administration Office for Information Technology Information Technology Bulletin (ITB)

Security Domain (SEC)

[Back](#) [Printable Version](#)

ITB-SEC009 Minimum Contractor Background Checks Policy

Information Technology Bulletin Commonwealth of Pennsylvania Governor's Office of Administration/Office for Information Technology

Issued by: Deputy Secretary for Information Technology
Date Issued: November 25, 2002
Date Revised: December 27, 2002, reissued March 23, 2006 **(Replaces ITB I.1.6)**

Domain: Security
Discipline: Security, Privacy & Business Continuity Planning
Technology Area:

Abstract:

This Information Technology Bulletin (ITB) establishes the enterprise-wide policy for minimum contractor employee background checks. The purpose of this policy is to establish the requirement that, as a condition for award of a contract or purchase order, contractors providing Information Technology (IT) services to the Commonwealth (*IT Providers*) conduct criminal background checks for all contract employees (*IT Employees*) who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities via on site or remote computer access. Currently, pre-employment criminal background checks are conducted by the Pennsylvania State Police (PSP) for all Commonwealth employees. However, background checks are not universally conducted by the Commonwealth for *IT Employees* working on Commonwealth IT projects, facilities, systems, or operations. This policy is intended to ensure the protection, security, and privacy of Commonwealth employees, customers, and Commonwealth information and information systems.

General:

This ITB applies to all departments, boards, commissions and councils under the Governor's jurisdiction (Agencies). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this policy.

This policy applies to all contracts issued by Commonwealth agencies through which employees of an *IT Provider*, or of its subcontractors, have on site or remote computer access to Commonwealth facilities.

The level of investigation may vary depending on the sensitivity of the area in which the *IT Employee* will work [e.g., more detailed background checks may be required

for an *IT Employee* involved with Homeland Security, but are always required for any *IT Employee* with access to any data or connectivity to the Commonwealth Law Enforcement Assistance Network (CLEAN)].

Policy:

This policy requires *IT Providers*, as a condition of award of a contract or purchase order, to conduct a pre-employment background check on any *IT Employee* who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities via on site or remote computer access. Criminal records are to be checked for the previous five (5) years. For *IT Employees* retained by the Commonwealth for more than one year, the *IT Provider* is to conduct such criminal record check annually. This policy applies, but is not limited to, services provided for the following types of projects:

1. IT Initiatives involving the development of programs and systems
2. Application hosting
3. IT infrastructure work

Criminal background checks are to be conducted by the Pennsylvania State Police via the [Request For Criminal Record Check](#) form and procedure. Information provided by the prospective *IT Employee* will be screened against state and local systems containing information on criminal arrests, convictions, warrants, and incarcerations. A fingerprint database search will be required for *IT Employees* having access to the PA Commonwealth Law Enforcement Assistance Network (CLEAN) by either on site or remote computer access.

IT Providers will be responsible for the payment of all fees associated with background checks for their *IT Employees* and/or subcontracted employees.

In addition to the above procedure, the following language must be included in all Commonwealth procurement vehicles and documents, including: Requests for Proposal (RFPs), Invitations for Bid (IFBs), Invitations to Qualify (ITQs), Requests for Quote (RFQs), sole-source contracts, renewals, amendments, and agency Statements of Work (SOWs) for IT services to be performed on site at Commonwealth facilities or via on site or remote computer access:

"The *IT Provider* must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to Commonwealth IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>. The background check must be conducted prior to initial access by an *IT employee* and annually thereafter.

Before the Commonwealth will permit an *IT Employee* access to Commonwealth facilities, the *IT Provider* must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an *IT Employee* has a criminal record that includes a felony or misdemeanor involving terroristic threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal

security, or is otherwise job-related, the *IT Provider* shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of the *IT Provider* to comply with the terms of this paragraph may result in default of the *IT Provider* under its contract with the Commonwealth."

Agencies may exceed this policy at their discretion, and may enter into an amendment solely for the purpose of implementing this policy.

Note: Obtaining a DGS-issued photo ID card will ensure that background checks are obtained annually for the *IT Employee*, since a criminal background check is required to obtain the photo ID card. Vendor/contractor Photo ID cards expire one (1) year from the date of issuance. In addition, the ID card will expire at the end of a project or upon removal of an *IT Employee*, even if a year has not passed.

Refresh Schedule:

All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee.

Exemption from this policy:

In the event an agency needs an exemption from this policy, an [Enterprise Standards Waiver Request](#) form must be submitted via e-mail to the agency CoP Planner. See CoP Planner contact information at: [OIT-CoP Planning Team](#).

Questions:

Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Attachment 16

IP Telephony Options

1. IP Telephony Options

- a. Briefly describe the architecture and elements of the IP telephony communications system design.
- b. Describe the advantages of the IP-PBX platform that you propose for the Commonwealth.
- c. Describe the local survivability call processing options available with your VOIP platform.
- d. Describe the switch process when the WAN connectivity is disrupted and indicate if there is a delay to implement new calls when failover occurs.
- e. Describe the switchback process automatic or manual and how long the process takes to implement. Indicate if connected calls are affected in any way.

2. Migration Strategies from Legacy to IP Systems

- a. Briefly, describe the strategy you would propose for the State to convert from a legacy PBX system to your proposed IP PBX based system.

3. Environmental Requirements

- a. Define the space, power, and environmental requirements for the proposed IP Communication Systems.

4. Distance Limitations

- a. Identify and describe the distance limitations to your station equipment, consoles, administrative terminals, etc from the data switches.

5. Session Initiation Protocol (SIP)

- a. Does the offering support Session Initiated Protocol (SIP)? Do the IP desktop telephone instruments currently conform to Internet Engineering Task Force SIP standards.
- b. Indicate if the proposed systems can currently support SIP-based trunk networking.

6. H.323 Protocol

- a. Does the system you propose support H.323-compliant gateways from other manufacturers. Explain how your proposed solutions accomplish this.

7. IP PBX Network Trunking

- a. Describe the VoIP system's ability to accept VoIP trunking from the Central Office.

8. Networking

- a. Each "network" system should have the option to share or not share adjunct systems such as voice mail or, network facilities and simplified dialing functionality between each other.
- b. Please describe if your offering provides for the capability of installing systems as a "standalone" or as a "network" system?
- c. Describe your systems networking capabilities.
- d. Define on an item-by-item basis the difference between the off-net and on-net services they are proposing and what limitations the State would face adding "standalone" systems to the network.
- e. Describe authentication processes embedded in your solution to prevent unauthorized access to common control elements, data sources; and abuse of telephony services, such as toll fraud.

9. 911 Information Provided to Local Public Safety Answering Point (PSAP)

- a. The system must be able to deliver the correct 911-location information to the local PSAP from where the call was originated.
- b. Describe how your traditional systems can be implemented in a building, on a campus, or across a WAN and correctly deliver 911-location information to the local PSAP.
- c. Describe how your VoIP systems can be implemented in a building, on a campus, or across a WAN and correctly deliver 911-location information to the local PSAP.

10. Collaborative Computing/Virtual Meetings

- a. Describe the system capability to integrate collaborative technologies across a network such as web based call centers or video conferencing.

11. Automatic Number Identification (ANI)

- a. Does the system have the capability to deliver the calling line number and have it displayed on stations that have been equipped with an LCD. Describe your systems ability to provide the ANI feature.

12. Hard IP Telephone Descriptions

- a. Provide a brief description for each telephone that is being proposed in response to this RFP. Provide one set of documentation that provides a

picture and brief description of each telephone in a separate appendix and clearly identified.

13. IP Soft Phones

- a. IP Communication Systems must have the capability to provide an IP Soft Phone. A brief description describing the features and functionality of the Soft Phone must be provided. Minimally, the information listed below should be included as part of the description.
- b. Provide a general description of the IP soft phone and its features and capabilities.
- c. Identify the PC operating systems with which the IP Soft Phone can integrate.
- d. Provide the PC requirements for the IP Soft Phone.
- e. Identify the standards that are supported by the IP Soft Phone.
- f. Explain if the IP Soft Phone supports Microsoft NetMeeting.
- g. Explain if a physical IP phone is required in addition to the IP Soft Phone.

14. Centralized or Remote System Administration

- a. Describe how the system provides the capability to perform all systems administration functionality to systems located throughout the State from workstations located at either the premise or other remote sites such as an employee's home.
- b. Describe if there are any limitations to the number of workstations that are supported and any functionality that cannot be performed remotely.
- c. Describe the required hardware, software, and connectivity.

15. Call Detail—Output

- a. Describe the systems capability to output call detail records. Describe the format of the output. Does the system provide for records of the following parameters: long distance, local outbound, incoming, on-net, or station-to-station, etc. Identify the total number of CDR access ports that are available.



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

August 29, 2006

The following is Flyer number 1 to bid number CN00021430, for Statewide Telephone Systems. The flyer becomes part of the original bid.

The contents of this flyer resulted from changes made by the Issuing Office, and questions raised in writing prior to the pre-bid conference on Monday, September 11, 2006, in conference room at 1 Technical Park, Harrisburg, Pennsylvania.

- **Section 1 Statewide Procurement for Telephone Systems and Services**
- **Section 2 Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems**
- **Section 3 Statewide Procurement for Private Branch eXchanges (PBX) and Services**

1. **Bid Additions** to Section's 1, 2 and 3:

Additions: All telephone products must be ADA compliant.

2. **Bid Additions** to Section's 1, 2, and 3: Under Business Continuity Planning for Pandemic Scenarios.

Additions: Commonwealth web links to additional information:

<http://www.pandemicflu.state.pa.us/pandemicflu/site/default.asp>

Link for Businesses:

<http://www.pandemicflu.state.pa.us/pandemicflu/cwp/view.asp?a=496&q=151560>

3. **Bid Changes** to Section 3 Statewide Procurement for Private Branch eXchanges (PBX) and Services:

Change: Correct numbering on Attachments 2-1 (page 170 of 244), 2-2 (page 175 of 244), 2-3 (page 180 of 244), and 2-4 (page 185 of 244) change description numbers **from** 17. – 32. **to** 1. – 16. This correction was made in the document discussed below in answer number eight (8).

4. **Bid question** for Section 1 paragraph number 21 and Section 3 paragraph number 19:

Question: Do I price a prevailing wage cost into the base config's Re; Labor to Program, assemble, etc? Since the base configurations are base upon a high C.O. Trunk and Phone count to made operational.

Answer: No, price all configurations with Offerors normal rating. Pennsylvania Prevailing

Wage labor rates are different depending where the work is being performed (county, address, city, etc).

For additional information below are the Labor & Industry's Laws and Regulations to Pennsylvania Prevailing Wage Act of 1961, P.L. 987, No. 442:

<http://www.dli.state.pa.us/landi/CWP/view.asp?a=185&Q=58229>

5. **Bid question** for Section 1 Statewide Procurement for Telephone Systems and Services:
Question: Based upon the request for the configurations 1-4, I understand that request for cost of a base system to be the following Base Configuration #1 6 x 15; to have all required Equipment, Surge, Gas Tube Protection, Hardware and Labor etc. Noted on Line-#21. Is this correct or am I wrong?

Answer: Yes, that is correct under item 22 "base PBX system" under configurations 1-4.

6. **Bid question** for to Sections 1-3:
Question: Is there any value being a WBE/WBE in the scoring system or is it not worth any additional scoring points.

Answer: No additional points are given being a WBE/WBE.

7. **Bid question:** I'm confirming that is just a type error. Page 36 states if cable is re-used, identify on line item 44. Line item 44 is for T-1 interface, line item 45 is for Cable Credit.

Answer: On pages 36 and 41 change line item **from** item 44 **to** line item 45.

8. **Bid questions** for Sections 1-3:
Question: Will the COPA make the System Inventory for Contract available electronically in an Excel format to all vendors? It is not possible to convert the PDF format into proper column alignment otherwise, as we need the ability to organize the inventory in a variety of ways to ensure accurate price estimations in our proposal response to the RFQ within the bid deadline. It is requested that we know immediately the Commonwealth's answer regarding making an electronic file available.

Answer: Yes, since DGS only posts documents in PDF files attached is a link to the Office Administration's website giving offerors access to the requested inventory. In addition, access to all attachments in Sections 1-3.

<http://www.keycomm.state.pa.us/keycomm/cwp/view.asp?a=3&Q=210255&PM=1>

Georgia A. Baer
Governor's Office of Administration
Bureau of Infrastructure & Operations



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

September 12, 2006

The following is Flyer #2 to bid number CN00021430 for Statewide Telephone Systems. The flyer becomes part of the original bid. Attach this flyer to the original copy of your invitation bid proposal. In addition, all previous and future Flyers must be attached to your bid. Failure to do so may result in bid disqualification. Except as clarified and amended by this flyer, the terms, conditions, specifications, and instructions of the invitation to bid and any previous flyers, remain as originally written.

The contents of this flyer resulted from changes made by the Issuing Office, and questions raised in writing prior to the pre-bid conference on Monday, September 11, 2006, in conference room at 1 Technical Park, Harrisburg, Pennsylvania. In addition, questions raised at the pre-bid conference are also included with the answers to the questions. The period for submitting questions is now closed.

- **Section 1 Statewide Procurement for Telephone Systems and Services**
- **Section 2 Statewide Moves, Adds and Changes (MAC), Cabling and Maintenance of Installed Systems**
- **Section 3 Statewide Procurement for Private Branch eXchanges (PBX) and Services**

1. Bid Question - Section 2: Altura is the only **Fujitsu** authorized distributor for the support and maintenance of the Fujitsu F9600 product line. Under the Asset Purchase Agreement with Fujitsu limited, Altura holds the license to make, use, market, sell and otherwise distribute the proprietary F9600 software license in North America. As such we would like to bid Section 2 of the RFQ CN00021430. Altura is not however a cabling company and is not able to bid on attachment 5 for cable accessories. Would this preclude Altura from bidding? Altura can provide pricing on attachment 5-b for Fujitsu parts.

Answer: Offerors that can not provide unit costs for attachment 5 will not be precluded when bidding.

2. Bid Question - Section 2: Altura understands the process for bidding on Section 2 (MAC and Maintenance) as the following; Altura will identify by ID number those sites that we are able to provide Maintenance and MAC for, more specifically the F9600 sites only. Altura will then provide pricing in Attachment 6 for all zones. Our question relates to the other items on Attachment 6 that we are not able to bid on. For instance, The State is asking for unit maintenance charges for 1A2 switching equipment and Key system equipment. Altura is not proposing to maintain this type of equipment. We are only proposing to maintain the Fujitsu F9600 equipment which is PBX equipment. Will we be disqualified if we do not complete each line on Attachment 6? We can not complete the lines asking for maintenance unit cost

for 1A2, Key System, ISDN, etc equipment. Altura is only able to maintain the Fujitsu equipment.

Answer: Offerors that can not provide all unit cost for attachment 5-B will not be precluded when bidding.

3. Bid Question - all Sections: GSPUR-13B: Option for Separate Competitive Bidding Procedure: Can Altura have the first right of refusal?

Answer: The answer to the question is no. As stated on GSPUR-13B, DGS reserves the right to purchase supplies covered under the Contract through a separate competitive bidding procedure. However, whenever DGS determines it to be in the best interest of the Commonwealth. It has been our practice to give suppliers the opportunity to respond to a more competitive bid from another supplier. They can then determine whether or not they wish to participate in the business. We do not want to give any supplier the impression that they have an outright "first right" of refusal.

4. Bid Question – all Sections: Are you able to tell us what the anticipated budget is or what sales volume may be generated from this contract?

Answer: No anticipated budget or sales volume can be given. Purchases depend on needs of the agencies.

5. Bid Question – Special Contract Terms and Conditions: In regard to performance/security bonds, what amount is required annually and does an awarded vendors have option to post bonds only after specific purchases are awarded?

Answer: Under the Security section in Special Contract Terms and conditions (page 2 of 6), the bond amount required is 10% of the grand total of all Official Bid Sheets submitted. These are:

- Section 1 attachment 7 Official Bid Sheet.
- Section 2 attachment 9 Official Bid Sheet.
- Section 3 attachment 8 Official Bid Sheet.

6. Bid Question – all Sections: In regards to Risk of Loss, will the Commonwealth accept risk of loss when equipment is delivered to customer location?

Answer: The Commonwealth of Pennsylvania will not accept risk of loss upon delivery to customer location until after the equipment has been inspected, tested, and in operation and the appropriate Exhibit Forms have been completed, signed, and dated.

7. Bid Question – all Sections: In regards to the Major and Minor alarm response times, current technology allows for remote diagnostics and repairs that remedy failures in many, if not most, situations. Additionally, remote diagnostics allow for identification of parts requirements prior to dispatch, improving overall time to correct. Would the Commonwealth allow a definition that stated "The term "respond" as used shall mean arriving on site of the malfunction, or beginning remote diagnostics on the equipment located at the site of the malfunction"?

Answer: The answer to the question is yes. Offerors are to revise "The term "respond" as used shall mean arriving on site of the malfunction, or beginning remote diagnostics on the equipment located at the site of the malfunction.

Section 1 paragraph number 16 Maintenance Liquidated Damages
Section 2 paragraph number 12 Maintenance Liquidated Damages

Section 3 paragraph number 16 Maintenance Liquidated Damages

Offerors will adhere to all other requirements as stated in the above paragraphs.

8. Bid Question – Sections 1 & 3: Section 3, 10.b the statement is made that “Liquidated Damages are imposed on the offeror when they cannot install a system within 60 days on the date of issuance of a purchase order”. In section 3. 15, it states “The maximum time for any installation to START will be 90 days from the issuance of a Purchase Order”. Is it 60 or 90 days? Is it complete installation or just the start.

Answer: Change Section 3 paragraph 15 Liquidated Damages **from** ninety (90) days **to** sixty (60) days. The Liquidated Damages will incur on the starting date of an installation not on the completion of the installation.

9. Bid Question - Section 3: States that the offeror must submit pricing for four configurations. Attachments 6-1 through 6-4 ask for Non-redundant and Redundant versions of each of the 4 designs, thus requiring 8 configurations. Is there a requirement for both a redundant and a non-redundant design?

Answer: The answer to the question is yes, eight (8) configurations are required.

10. Bid Question – Section 1: Please reference page 6 of 244, 1. Purpose. Is it the Commonwealth’s plan to award contracts to every qualifying vendor or does the Commonwealth have a maximum number of awarded vendors per zone?

Answer: The Commonwealth plans to award contracts to all qualifying vendors and has no maximum number of awarded vendors per zone.

11. Bid Question – all Sections: If the bidder is responding to more than one section of the RFQ, may responses be submitted in one binder?

Answer: The answer to the question is no. Separate binders are needed for evaluating and awarding purposes.

12. Bid Question – all Sections: If the bidder is proposing more than one manufacturer and submitting it in a single binder, should the bidder include Section 2 twice?

Answer: See the answer to question 11; separate binders are required.

13. Bid Question – all Sections: May the bidder assume that the statement “must have...” specifies a mandatory requirement?

Answer: The answer to the question is yes, the statement “must have” specifies a mandatory requirement.

14. Bid Question – Section 1: Please reference Page 9 of 244. Are vendors required to put in the power failure jack and 2500 type telephone that “must be included in the cost of each system” for each of the configurations?

Answer: The answer to the question is yes, a power failure jack and 2500 type telephone must be included in the cost of each system for each of the configurations. It is referenced and should be included in Attachments 3-5 – 3-8.

15. Bid Question – Section 1: When bidding the configurations, are we to include the Cat 5e cable for each of the telephones?

Answer: The answer to the questions is yes; include Cat 5e for each of the telephones in each of the configurations.

16. Bid Question – Section 1: Because the minimum requirement for cabling is Category 5e can we eliminate the RFQ requirements that indicate level 4 and level 5, and patch panels that indicate Category 3 and Category 5 and only use CAT 5e and above?

Answer: The answer to the questions is yes, eliminate the RFQ requirements that indicate level 4 and level 5, and patch panels that indicate Category 3 and Category 5 and only use CAT 5e and above.

17. Bid Question – Section 1 and Section 3: Please reference Page 23 of 244 and Page 162 of 244. Cost Data Bid Section Preparation. Are you requesting the bidder include three extra years of maintenance for the key systems, but not for the PBX?

Answer: The answer to the question is no. In Section 1, Attachment 3-9 states “Year 3 through Year 5.” In section 3 attachment 6-5 states “Year 3 through Year 5”.

18. Bid Question: May smaller systems be “daisy-chained” or “clustered” to meet your size requirements? Or does it have to be one system defined by one CPU (or dual for redundancy) in the same server chassis?

Answer: The answer is yes

19. Bid Question: If daisy-chaining is allowed, can we assume that they have to be non-blocking between the systems so that the entire “cluster” is non-blocking?

Answer: The answer is yes.

20. Bid Question: It appears that the redundancy requirements for the PBXs only refer to the CPU and CPU related items (RAM & Power Supply). Based on historical data, the Commonwealth’s customers have purchased systems with greater redundancy capabilities, such as systems with dual CPUs (w/ dual RAM & Power Supplies), dual Time Division Switches, and Dual Shelf Power Supplies. Is the redundancy specification correct, meaning that only the CPU (and CPU related items) must be duplicated, or should the redundancy requirement include a higher level of duplication?

Answer: Additional redundancy requirements would be at the discretion of the agency at the time of ordering.

21. Bid Question – Section 3: Please reference page 140 of 244, 1. Purpose. Is it the Commonwealth’s plan to award contracts to every qualifying vendor or does the Commonwealth have a maximum number of vendors statewide?

Answer: The answer to the question is yes. The Commonwealth plans to award contracts to all qualifying vendors and has no maximum number of awarded vendors statewide. See question number 10.

22. Bid Question – Section 3: Please reference Page 142 of 244. How many ports are required for the Paging Access Card? Can spare ports, i.e. Central Office Ports, from the cards already included in the configurations be used for paging access?

Answer: For bidding purposes use four (4) ports for the Paging Access Card requirement and do not use spare ports from cards already included in the configurations.

23. Bid Question – Section 3: Please reference page 144 of 244. Are the trunks required for the ACD (15 trunk system) already included in Configuration II, or are these in addition to those requirements, meaning, should 15 additional trunk ports be added to the configuration?

Answer: The answer to the question is no. The ACD trunk requirement on page 144 of 244 was not included in Configuration II. Please add them to Configuration II. In addition, Offerors are to include any other ACD components in attachments 2-1 through 2-4. Please reference Paragraph 5: Pricing; item C Feature and Manufacturer Product Line to provide the matrix of all products.

24. Bid Question – Section 3: Please reference page 144 of 244. Are the phones required for the ACD (9 digital agent phones with headsets) already included in Configuration II, or are these in addition to those requirements, meaning that 9 additional ports/phones should be added to the configuration?

Answer: The answer to the question is no. The ACD requirement on page 144 of 244 was not included in Configuration II. Please add them to Configuration II. In addition, Offerors are to include any other ACD components in attachments 2-1 through 2-4. Please reference Paragraph 5: Pricing; item C Feature and Manufacturer Product Line to provide the matrix of all products.

25. Bid Question – Section 3: Please reference 144 of 244. Does the bidder supply the PC for the terminal part of the supervisory phone/terminal requirement?

Answer: The answer to the question for bidding purchase is yes. After the award, agencies have the opinion of supplying a PC or purchasing a PC from the awarded vendor.

26. Bid Question - Sections 1 and 3: If a state agency does not elect to cover their equipment under monthly maintenance, is the selected bidder required to adhere to required response times?

Answer: The answer to that question under sections 1 and 3 is no. Only under Section 2 would an offeror have the response time requirement even if a state agency does not elect to cover their equipment under monthly maintenance.

27. Bid Question – Section 2: Is the coverage of the Octel equipment required or not required?

Answer: The answer to the question is “not required.” As stated in answers to questions 1 and 2 offerors that can not provide unit costs for Octel equipment on Attachment 6 and/or Attachment 5 Cable and Accessories will not be precluded when bidding.

28. Bid Question – Section 2: Please reference Section II: If the vendor agrees to cover all systems listed in “System Inventory for Contract 5805-55” can that fact be stated or does each ID Number have to be written?

Answer: If one (1) vendor can maintain all systems listed in the “System Inventory for contract 5805-55” that will be sufficient and they do not have to ID each number on the spreadsheet.

29. Bid Question – Section 2: How is the total award amount computed for Section II? If the total cost of the parts list is included in the evaluation, a vendor adding material to the list will be at a disadvantage.

Answer: The vendor is not being penalized. We request vendors to add additional components, which are not included when vendors complete their Attachment 9 – Zone 1 – Attachment Zone 3.

30. Bid Question – Section 2: Section II, 12. Does the equipment liquidated damages pertain to both systems under maintenance and time and materials?

Answer: The answer to the question is yes, liquidated damages pertain to both systems under maintenance and systems under time and materials. Attachment 6 - Zone 1 – Attachment 6 – Zone 3 A. unit Maintenance Charges gives the offerors the ability under items 26 and 27 to charge higher time and material rates when agencies do not want maintenance, but rather use time and material hourly rates.

31. Bid Question – all Sections: Are sub-contractor financials required when the prime contractor assumes all responsibility for the work?

Answer: The answer to the question is yes.

ADMINISTRATIVE QUESTIONS

32. Bid Question Section 1 & 3: Page #: n/a; In Re: **Change Order Process or Procedures** - As it applies to Contract Change Requests – is there a formal process for review and approval of changes to service resulting from technological evolution that is more expedient than formally executing a Contract Amendment?

A. The above question applies to a constructive change to the contract that is within the scope of the general services as defined in the RFQ and subsequent contract. Such “in scope” changes may result because of new technology or because products offered by the vendor may add capabilities needed by the Commonwealth (such as integration of security features between IP-based data and telephony systems) or because of the possibility that the manufacture will eventually end support of an existing product by replacement with an improved product that provide same capabilities with added performance. In the event the Commonwealth deems any such change as in the best interest of the Commonwealth, may the changes or additions in service covered by the contract be implemented by some form of change order approval process, or do all changes require formal contract Amendments? If there is a change order process that would or could apply, can the Commonwealth provide some guidance or example at this time?

Answer: Changes within the scope of the services defined in the RFQ are submitted to the Commodity Specialist in writing (either mailed, faxed or emailed). The Commodity Specialist will issue a change notice which is then posted to the contract on the DGS Website. Section 3 paragraph 21 New Technology gives the Commonwealth of Pennsylvania the ability of adding new technology to the contract. Offerors will **add** the following statement to **Section 1 New Technology**: The State reserves the right to negotiate a rate with the offeror for any new software, software upgrades and new equipment type not identified in the original bid.

33. Bid Question: Page #: n/a; In Re: **Operational Changes or Change Control Procedures** As it applies to Operational Changes that govern installation of new equipment, or upgrades to installed equipment, or performance of maintenance on any installed equipment:

Part 1 - Are there any documented operational methods or procedures required by the Commonwealth that control access to Commonwealth locations and/or procedures that

control any change made to equipment or services, even if such changes are to be performed remotely?

Answer: The answer to this question is found in the below link to the Office of Administration's I-series ITBs: Security, Privacy & Business Continuity Planning, I.1.5.1. Building Controls.

<http://www.oit.state.pa.us/oaoit/cwp/view.asp?a=12&Q=126395&oaoitPNavCtr=|5815|5817|5822|>

Part 2 - Are there specific guidelines or requirements for scheduling work by the vendor or equipment manufacturer, if so, are these set by a central CoPA agency or are they different requirements for each agency that uses the contract?

Answer: Offerors will request agencies for their guidelines for scheduling installations.

Part 3 – Are there specific guidelines or requirements for scheduling site visits for installation or for scheduling on-site or remote maintenance by the vendor or equipment manufacturer?

Answer: Offerors will request agencies for their direction when scheduling site visits for installation on-site or remote maintenance.

Part 4 - If there are specific guidelines or requirements for scheduling work by the vendor or equipment manufacturer, when are they communicated to the vendors?

a. As part of the RFQ process?

Answer: The answer to the question is no.

b. During contract negotiations?

Answer: The answer to the question is no.

c. At time of a specific CoPA agency order or bid requested under the contract?

Answer: The answer to the question is yes. Offerors will request agencies for their direction when scheduling work.

34. Bid Question: Page #: 1; In Re: **Bid sheets** - Do the bid prices that are provided in the Bid Item Sheets have to be in a separately sealed (and marked) envelope apart from the remainder of the response?

Answer: The answer to the question is no.

35. Bid Question: Page #: N/A; In Re: **Award Notification Date** - What is the anticipated 'award notification' date for the successful bidders? Is there a potential that "award notification dates" may be different for the three separate sections of the RFQ?

Answer: The anticipated award date will be on or before January 1, 2007. The award date will be the same for all three (3) sections, since all three (3) sections make up the contract in its entirety.

36. Bid Question: Page #: n/a; In Re: **Explain Business Days** - Given the 'award notification date' (or dates) above, how many business days following the notification date(s) will the Commonwealth complete the appropriate Exhibits referenced in all of the Attachments to this RFQ?

Answer: The Commonwealth of Pennsylvania does not complete the appropriate Exhibits referenced in all of the attachments to this RFQ, the vendor does when they submit their RFQ.

37. Bid Question: Page#: n/a; In Re: **Definition of Installed Cost** – On many Attachments in all Sections of the RFQ, as well as in some areas where narrative is to be provided in the responses, the CoPA requests information on 'Installed Cost', which also includes a 'PRE-INSTALL AND POST-INSTALL' cost. The term 'Installed Cost' appears to be ambiguous, in that there can be a wide interpretation of what exactly is to be included in the 'Install Cost'. Can the CoPA explain in clear and concise terms the costs they believe vendors should include in their responses to determine/calculate 'Install Cost'?

a. **Install Cost** – Does it include labor?

Answer: The answer to the question is yes.

b. **Prevailing Wage** – What happens if the Prevailing Wage exceeds our standard labor rates used to calculate the Pre & Post Install costs?

Answer: Reference flyer 1. Price all configurations with Offerors' normal rating. Pennsylvania Prevailing Wage labor rates are different depending where the work is being performed (county, address, city, etc).

c. **Cost Recovery** – How can a vendor recover any additional labor costs due to the application of a higher Prevailing Wage rate?

Answer: Offerors recover additional labor costs by following the directions in the RFQ as stated in Section 1 paragraph 21 or in Section 3 paragraph 19. If higher rates prevail, the vendor includes the prevailing rate in their proposal and invoice that rate to the agencies. If the prevailing rate is less than contract rate, the contract prevails.

Bid Addition: Add the following paragraph number 22 to Section 2.

32. Pennsylvania Prevailing Wage Act No. 442: For those orders which exceed \$25,000, the general prevailing minimum wage rates as determined by the Secretary of Labor and Industry shall be paid for each craft or classification of all workmen needed to perform any order during the term of the contract in the county in which the work is to be performed. The appropriate documentation on the wage rates from the Department Labor and Industry will be made available to the offeror at the time an order for a particular installation. The prevailing minimum wage rates are applicable only for the installation of the system and the warranty period. Subsequent years are to be calculated at the offeror's wage rates.

If any telephone system installation exceeds \$25,000, it is the responsibility of the **using agency** to request the Prevailing Wage documentation prior to installation for the particular location. The agency will provide to the offeror the prevailing wage to the offeror. Prevailing Wage documentation is obtained from the Department of Labor and Industry, Prevailing Wage Division, 1301 Labor & Industry Building, Harrisburg, PA 17120, telephone number (717) 787-4763.

d. **Pre-Install & Post-Install** – The assumption is that the Commonwealth seeks to know the difference, if any, between the fully Installed Cost of items that are part of a completely new installation ("Pre-Install") compared to the cost of adding that same equipment to a currently installed system ("Post-Install"). Would the CoPA confirm that this is the correct interpretation of the Commonwealth's requirements on the Attachments

that use this phrasing? If not, would the Commonwealth please clarify the meanings for "Installed Cost," "Pre-Install," and "Post-Install"?

Answer: The answer to the question is yes. Pre-Install pricing is used when a new system is to be installed and Post-Install pricing is used after a system has been installed.

38. Bid Question: Page#: n/a; In Re: **Section 1 and Section 3** – Will locations that currently utilize Small Key Systems or PBXs be permitted to replace these with IP Telephony capable Small Key Systems or PBXs? If so will they be permitted to utilize VOIP on these systems?

Answer: Agencies under the Governor's jurisdiction must follow the policy under Network Domain (NET) ITB-NRT003 Enterprise Voice Communications as listed in both Section 1 under attachment 2 and in Section 3 attachment 1 when replacing or adding new locations.

SPECIAL TERMS AND CONDITIONS QUESTIONS

39. Bid Question: Page #: n/a; In Re: **SLA and Maintenance Contracts** - Will the winning vendor be responsible for all current SLA and Maintenance Contracts?

Answer: The answer to that question is no. The winning vendors will not be responsible for all current SLA and maintenance contracts. New contracts will be issued to the awarded vendors. Agencies will have the options of selecting the awarded vendor that meets their needs for all installed systems.

40. Bid Question: Page #: 1 of 6; In Re: Items 4 & 5 - **Concerning the option to renew or extend** – When and how (e.g. at least 30 days prior to end of contract, and in written correspondence)?

Answer: If the Commonwealth of Pennsylvania wishes to renew the contract, formal renewal letters are sent to the awarded suppliers. This is normally done 2-3 months prior to the expiration date of the contract. The extension is used by the Commonwealth of Pennsylvania to extend the contract for an additional three (3) months if needed to prevent a lapse in the contract while a new bid is being issued.

41. Bid Question: Page #: 2 of 6; In Re: Item 9 - **Concerning Performance Security (10%)** - what does 15 days after winner notification mean? Are these business days, CoPA business days, or calendar days?

Answer: The answer to the question is fifteen (15) business days.

42. Bid Question: Page #: 2 of 6; In Re: **Security** - "The awarded bidder(s) must, however, within 15 days after notification, submit performance security in the amount of 10% of the total of the awarded item(s)." What are the items that make up a total value to which the 10% Bond is based on?

Answer: Reference to answer number 5.

43. Bid Question: Page #: 3 of 6; In Re: **Option For Separate Competitive Bidding Procedure** - "The Department of General Services reserves the right to purchase supplies covered under this Contract through a separate competitive bidding procedure, whenever the department deems it to be in the best interest of the Commonwealth. The right will generally be exercised only when a specific need for a large quantity of the supply exists or the price offered is significantly lower than the Contract price." If we are not awarded the RFQ, what steps can we take to provide competitive bids? Will vendors who have not been awarded a contract for this RFQ have a debriefing?

Answers: Contractor may search the DGS Website for current bid opportunities, and sign up for E-Alerts on the DGS Website. DGS reserves the right to purchase supplies covered under the contract through a separate competitive bid; however, it has been the Commonwealth of Pennsylvania's practice to give the contracted suppliers the opportunity to respond to a more competitive bid from a non-contracted supplier. There will be no debriefing for non-awarded vendors. The bid awards will be posted on the DGS Website based on lowest bid.

44. Bid Question: Page #: 1 of 2; In Re: **Acquisition Of Electronic Data Processing Equipment And Software, Item 3** - "The Commonwealth shall have the right to use each software product or any portion thereof on the system or only a portion of the system for which it was acquired under the contract. If the Commonwealth is temporarily unable to use a software product on its system because of conditions beyond the Commonwealth's control, the license may be temporarily transferred to permit the Commonwealth to use the software product on another system." Does the state understand that software licenses for PBX system reside on the PBX processor and cannot be used elsewhere, unless if the processor is moved or if in the case of IP phones, the new site can be pointed to the processor via IP? If the software can be used at a different location, then will the costs associated to make this happen be the sole responsibility of the contractor or will the CoPA incur these costs?

Answer: The Commonwealth of Pennsylvania understands that the systems software is unique to the PBX system and may not be able to be moved. If it is determined that it can be moved, the Commonwealth of Pennsylvania reserves the right to move it as spelled out in the Special Terms and Conditions for EDP Equipment and Software.

SECTION 1 QUESTIONS

45. Bid Question: Page #: 60 of 244; In Re: **Attachment #7** - The title refers to ports 32 to 200. Is this correct, or should it refer to ports 1-125? See also Q3.

Answer: Offerors change attachment number 7 **from** 32-200 ports **to** 1-125 ports.

46. Bid Question: Page #: 79 of 244; In Re: **Attachment 11** - Must all background checks be performed by the PSP, or can background checks that were performed (< 1 year old) by another state's police be used?

Answer: Only PSP background checks are acceptable.

47. Bid Question: Page #: 1 and 36 of 244; In Re: **Q 1 above and General** - "Does the following accurately reflect the Commonwealth of PA's intention?"

The CoPA is apparently drawing the "line" between "small telephone systems" and PBX systems at the maximum port capacity of 125. In other words, systems that can support ports up to a maximum of 125 (in 4 separate configuration "steps") are part of Section 1, Small systems. But, for agency needs above 125 ports, CoPA classifies the systems as PBX's, and Section 3 covers these. PBX systems, however, MUST be capable of supporting a MINIMUM of 225 ports to qualify, and offer 4 configuration "steps":

- Config. 1 = 1 port up to a max of 255 ports;
- Config. 2 = 1 port up to a max of 450 (could be module add-ons to config. 1);
- Config. 3 = 1 port up to a max of 900 (could be add-on modules to config 1+2);
- Config. 4 = 1 port to any maximum above 900 ports (could be add-on modules to config 1+2+3).

Answer: The answer to the question is no. Section 1 Key Systems max would be 125 ports and Section 3 PBX Systems starting at 225 ports. The port difference between Section 1 and Section 3, provides Commonwealth agencies the greatest level of flexibility, In addition, dividing Section 1 into three (3) zones gives greater opportunity to smaller businesses. Section 3 is statewide to allow agencies to use the same manufacture.

48. Bid Question: Page #: 11 and 62 of 244; In Re: **8.j and 8.k MDF Cable Record Form** - Will the CoPA provide an electronic form template (Excel or Word file) to be used in order for vendors to comply? If answer is "Yes," may the vendor provide "hard copy" (printed) or electronic updates or are both required or are both allowed? Please clarify CoPA's intention for both minimum standard and best option for full compliance with CoPA objective.

Answers: The Cable Management Record Form was provided electronically in Flyer number 1. It is the agencies choice if they want Offerors to provide them a hard copy or electronic completed form from the Offerors. In answer to the question concerning CoPA's intention for both minimum standard and best option for full compliance, COPA will only accept full compliance.

49. Bid Question: Page #: 61 of 244; In Re: **Attachment #7 – Continued Under "Other cost attachments:"** - Should this be "Attachment 3-7," instead of 3-9? In addition, please clarify the intended meaning of "...all equipment escalation of increase: _____%"?

Answer: No, Attachment 3-7 should not be 3-9. Page 61 of 244 is part of the attachment 7 Official Bid Sheet. "...all equipment escalation of increase: ____%, should be inserted from Attachment 3-7 to Attachment 7.

50. Bid Question: Page #: n/a; In Re: **General** - Are vendors permitted to quote two different product lines from the same manufacturer?

Answer: Yes, Offerors may quote two (2) different product lines from the same manufacturer.

51. Bid Question: Page #: n/a; In Re: **General** - Do vendors need to quote pricing for Dmarc extensions?

Answer: DMARC cost is not required to be quoted in this bid, but must be quoted to the agency when calculating an actual job For example, in Section 1 Offerors would submit attachment 5 to the agencies and include Dmarc extensions if they apply.

52. Bid Question: Page #: 7 of 244; In Re: **6. Feature and Manufacturer Product Line** - The attachment will have pre-install (pricing from proposal pricing to the system installation) and post install pricing (pricing after the installation). Is "post install pricing" defined as ongoing maintenance pricing or is it defined as the install cost for each product being quoted? Please define the differences between pre- and post-install pricing.

Answer: It would be defined as install cost. For defining pre-install and post-install installing pricing differences see question number 37.

53. Bid Question: Page #: 8 of 244; In Re: **7d. Technical Requirements** - Explain what data requirements can be integrated with its system(s). Are there specific data applications or protocols the CoPA needs to connect to the PBX solution, or is the CoPA looking for the general topology solutions that the proposed PBX can handle?

Answer: The Commonwealth is looking for the general topology solutions that the proposed PBX can handle.

54. Bid Question: Page #: 32 of 244; In Re: **Attachment 3-1, 1** - Single line tone dial desk telephone (K-2500 type). Can the assumption be made that a "K-2500 type" refers to a single line analog phone and not represent a digital or IP phone?

Answer: Yes, K-2500 refers to a single line analog phone.

55. Bid Question: Page #: 32 of 244; In Re: **Attachment 3-1, 4** - Proprietary single line digital telephone, model#. Does this phone require or not require a display panel?

Answer: No, the proprietary single line digital telephone does not require a display panel.

56. Bid Question: Page #: 32 of 244; In Re: **Attachment 3-1, 6** - Volume control handsets, model. Generally volume control resides on the phone. Please define more clearly as to what is needed.

Answer: Yes, volume control resides on the phone. This item would apply when an agency wants to replace a volume control handset without purchasing new phone with the volume control handset.

57. Bid Question: Page #: 32 of 244; In Re: **Attachment 3-1, 8** - Tone ringer wall mounted/volume control. Generally volume control resides on the phone. Please define more clearly as to what is needed.

Answer: It would be a wall telephone with volume control.

58. Bid Question: Page #: 32 of 244; In Re: **Attachment 3-1, 9** - Extension ringer. Is the CoPA looking for a device, such as an audible or visual alerter, when specific extension(s) (phones) are called? Can the CoPA provide guidance as to what is needed?

Answer: Yes, an extension ringer or audible "alerter" is requested so, as an example, users in a garage can hear the phone ringing.

59. Bid Question: Page #: 32 of 244; In Re: **Attachment 3-1, 11** - Cut-off switch. Is the CoPA looking for a phone or PBX device that will end a call or shut down the PBX? Can the CoPA provide guidance as to what is needed?

Answer: A cut-off switch is normally used for a phone or an attendant console for transferring calls from one place to another.

60. Bid Question: Page #: 34 of 244; In Re: **Attachment 3-1, 38** - ACD Software package. Please define more clearly as to what specific ACD and/or Call Center features are needed. Are there common ACD and or Call Center features that are required for a minimum acceptance on the contract, and additionally, are there ACD and/or Call Center features that the CoPA is seeking? Can the CoPA provide guidance?

Answer: The Commonwealth is looking for all levels of ACD and/or Call Center features/software/ components for the agencies future needs.

61. Bid Question: Page #: 34 of 244; In Re: **Attachment 3-1, 39** - MIS feature & Software. Is the CoPA referring to "MIS Feature" to be the features of IP Phones and the software that is needed for these features? Can the CoPA provide guidance as to what is needed?

Answer: The Commonwealth is looking for all levels of MIS feature & software features/software/components for the agencies' future needs. See answers to question numbers 23 and 24.

62. Bid Question: Page #: 34 of 244; In Re: **Attachment 3-1, 40** - MIS terminal, model. Is the CoPA referring to "MIS terminal" to be IP Phones? Can the CoPA provide guidance as to what is needed?

Answer: The Commonwealth is looking for all levels of MIS terminal features/software/components for the agencies' future needs. See answers question numbers 23 and 24.

63. Bid Question: Page #: 35 of 244; In Re: **Attachment 3-1, 48** - Teflon cable per station. Is the CoPA referring to a specific type of cable? If so, does this cable need to be a single run from the PBX to the desktop? Can the CoPA provide guidance as to what is needed?

Answer: The Commonwealth of Pennsylvania is not looking for a specific type of cable. A single run from a telephone system to the desktop would be correct.

64. Bid Question: Page #: 35 of 244; In Re: **Attachment 3-1, 50** - CO audible tone ringer. Is the CoPA looking for a device, such as an audible or visual alerter, when specific extension(s) are called, or does this refer in some way to a CO (POTS) trunk? Can the CoPA provide guidance as to what is needed?

Answer: The audible or visual alerter would be a device that agencies could utilize that would alerter them of calls ringing.

65. Bid Question: Page #: 35 of 244; In Re: **Attachment 3-1, 52** - Chime ringer. Is the CoPA looking for a device, such as an audible or visual alerter, when specific extension(s) (phones) are called? Can the CoPA provide guidance as to what is needed?

Answer: The chime ringer would be a device used, for example, at a locked door to be rung for entrance into a facility.

66. Bid Question: Page #: 23 of 244; In Re: **Cost Data Bid Section Preparation** - Each referenced paragraph asks for itemized cost breakouts to be entered on Attachment 3-1 through 3-4. This is specified as: "...provide a breakout of itemized installed costs ...including common equipment and software..." Item 22 on the second page of each Attachment 3-1 through 3-4 is titled "basic PBX system." There is no item in any Attachment listing for "software." Should the software cost be included here, with the "basic PBX system" or broken out separately and identified in one of the blank items 59-65 at the end of each part of these Attachments?

Answer: Please break the software out separately and identify it at the end of the attachments. See answers to question numbers 23 and 24.

Please clarify the Commonwealth's need and requirements for these attachments. For the "basic PBX system," is there a need to breakout pricing, or a need to provide an itemized list without itemized pricing, for all equipment and software components that are included in the "basic PBX system"?

Answer: The reason for breaking out pricing is to provide base checks. See answers to question numbers 23 and 24.

- a. It would seem more helpful to provide for the required common equipment and the operating system software to be specified at the beginning of a configuration list, but we will comply with any Commonwealth direction for specifying a detailed pricing format. Would the CoPA accept renumbering in order to place common equipment and the operating system software together at the beginning or end of the list?

Answer: Please place common equipment and operating system software at the end of the list. See answers to question numbers 23 and 24.

b. Must there be a price entered for each and every item listed from the beginning of the four sets of Attachment 2 starting with the first item on the first page of Attachment 2-1 through item 58?

Answer: Yes, if the items apply to what is being bid.

SECTION 3 QUESTIONS

67. Bid Question: Page #: 220 of 244; In Re: **Attachment #10** - Attachment 10 is titled 'PBX Price Reconciliation'. Is this correct? What is the difference between this attachment and Attachment 11 (which is titled the same)?

More important, Attachment 10 states that it is an example that may be modified. Attachment 11 does not make this statement.

Answer: Attachment 11 is just an extension of attachment 10 that the Offerors are to complete and give to the agencies.

Q1.a) May Attachment 11 also be modified?

Answer: Attachment 11 can not be modified in the bid – see Q1.b below.

Q1.b) Must modifications to Attachment 10 (and/or to Attachment 11, if allowed) be submitted as part of the RFQ proposal response, or may these be modified and adapted for each, separate agency bid request for purchase under the contract after RFQ contract award?

Answer: No modifications of attachments 10 and 11 will be made now or in the future without a change notice so all Offerors use the same documents.

Question According to RFQ Section 3, paragraph 13, Site Visit: It appears that Attachment 10 and 11 do not need to be completed for the RFQ Proposal Response but are intended as the Templates that must be used by the contractor post award and in response to individual and specific agency purchase requests under the contract. As such:

- Appendix 10 is a detail list of all components that is to provide the detail cost of each item included in a total system proposal, with the final total for outright purchase (that is, cash price) and the total for installment purchase (down payment plus the individual monthly payments for a 48 month term plus financing cost), excluding maintenance.
- Appendix 11 is a Summary Cost that includes the final totals produced for Attachment 10 plus the Maintenance Cost for 5 years (one year beyond the 48 month installment purchase term).

Given that the above background correctly interprets CoPA intentions and requirements for this portion of the RFQ, it is most important to proposing vendors to understand if they must offer a “final” version of the forms they will use now, at time of RFQ submission because if so, then those forms may not be changed without contract amendment. Therefore, vendors need to insure that any modifications that might be necessary over the full contract term are included in their revisions to Attachment 10 (and/or 11), if any.

Answer: Yes, the above background fully interprets the Commonwealth of Pennsylvania's intentions and requirements. No modifications of attachments 10 and 11 will be made now or in the future without a change notice (not an amendment) so all Offerors use the same documents.

68. Bid Question: Page #: 166 of 244; In Re: **Entire Page** - This page appears to be a straggler of some type. Does this page have value?

Answer: No, page 166 of 244 is not a straggler page, but a continuation of the former page number 165 of 244. When the word document was put into a PDF file some page formats were changed. Pandemic Preparedness is on page 165 of 244 and 166 of 244.

69. Bid Question: Page #: 219; In Re: **Attachment #9** - Is the Zone # field relevant on this attachment since zones are not applicable to Section 3?

Answer: Please remove Zone Number: _____, from attachment 9.

70. Bid Question: Page #: 217; In Re: **Attachment #8** - Is the title for Attachment# 8 correct? It references ports 225 to 901. Should it not refer to ports 1 - 901, or refer to ports 1 - 900?

Answer: Change 225 ports to 901 ports **to** 1 port to 901 ports on attachment number 8.

71. Bid Question: Page #:140 of 244; In Re: **Heading and General** - "Does the following accurately reflect the Commonwealth of PA's intention?"

CoPA is apparently drawing the "line" between "small telephone systems" and PBX systems at the maximum port capacity of 125. In other words, systems that can support ports up to a maximum of 125 (in 4 separate configuration "steps") are part of Section 1, Small systems. But, for agency needs above 125 ports, CoPA classifies the systems as PBX's, and Section 3 covers these. PBX systems, however, MUST be capable of supporting a MINIMUM of 225 ports to qualify, and offer 4 configuration "steps":

- i. Config. 1 = 1 port up to a max of 255 ports;
- ii. Config. 2 = 1 port up to a max of 450 (could be module add-ons to config. 1);
- iii. Config. 3 = 1 port up to a max of 900 (could be add-on modules to config 1+2);
- iv. Config. 4 = 1 port to any maximum above 900 ports (could be add-on modules to config 1+2+3).

Answer: Reference the answer to question number 47.

72. Bid Question: Page #: 148 and 222 of 244; In Re: **7.j and 7.k MDF Cable Record Form** - Will the CoPA provide an electronic form template (Excel or Word file) to be used in order for vendors to comply? If answer is "Yes," may the vendor provide "hard copy" (printed) or electronic updates or are both required or are both allowed? Please clarify CoPA's intention for both minimum standard and best option for full compliance with CoPA objective.

Answer: Reference the answer to question number 48.

73. Bid Question: Page #: 154 of 244; In Re: **9.b?** - Section 3, item 9 describes "Requirements for the Department of Corrections" by listing under item 9 sub-items a.1, a.2, a.3. There is no item 9.b, but item 9.c asks for description and pricing for "above security features." Is there a missing security feature description item 9.b, or is it simply a misprint, and item 9.c should be 9.b?

Answer: It is a misprint. Change page 154 from 9.c. to 9.b.

74. Bid Question: Page #: 142 of 244; In Re: **6. Technical Requirements: a., Config 1, 1 administration terminal for moves adds and changes (MAC) and printer** - If the system to be proposed will allow MAC's to be done at any networked pc, does the CoPA still wish to see a quote for a dedicated pc and printer?

Answer: Yes, quote a dedicated pc and printer.

75. Bid Question: Page #: 142 of 244; In Re: **6. Technical Requirements: a., Config 1, 13 direct inward dialing (DID) trunks** - Are these DID trunks analog (CO) trunks or via a T1/PRI?

Answer: Bid via a T1/PRI.

76. Bid Question: Page #: 142 of 244; In Re: **6. Technical Requirements: a., Config 1, 11 two-way trunks** - Are two-way trunks to be assumed as being standard POTS (copper) lines?

Answer: Yes, bid analog.

77. Bid Question: Page #: 142 of 244; In Re: **6. Technical Requirements: a., Config 1, 10 power failure circuits** - Please describe in detail what and how they will be used. It is our estimation that they will be used for analog copper POTS lines in the event of a power failure to the PBX. Is this correct?

Answer: Yes, they would be used in the event of a power failure to the PBX.

78. Bid Question: Page #: 148 of 244; In Re: **7. Cabling: g.** - If TMO approves the reuse of existing cabling the Offeror will provide a dollar per jack credit in the bid response. How/where is this to be reflected in the response, or is the Dollar per jack non-negotiable?

Answer: The dollar per jack is not negotiable. Offerors insert cable credit for reused cable on attachments 2-1 – 2-4 item number 45.

79. Bid Question: Page#: 162 of 244; In Re: **Cost Data Bid Section Preparation** - Each referenced paragraph asks for itemized cost breakouts to be entered on Attachment 2-1 through 2-4. This is specified as: "...provide a breakout of itemized installed costs ...including common equipment and software..." Item 22 on the second page of each Attachment is titled "basic PBX system." There is no item in any Attachment listing for "software." Should the software cost be included here, with the "basic PBX system" or broken out separately and identified in one of the blank items 59-65 at the end of each part of these Attachments?

- a. Please clarify the Commonwealth's need and requirements for these attachments. For the "basic PBX system," is there a need to breakout pricing, or a need to provide an itemized list without itemized pricing, for all equipment and software components that are included in the "basic PBX system"?
- b. It would seem more helpful to provide for the required common equipment and the operating system software to be specified at the beginning of a configuration list, but we will comply with any Commonwealth direction for specifying a detailed pricing format. Would the CoPA accept renumbering in order to place common equipment and the operating system software together at the beginning or end of the list?
- c. Must there be a price entered for each and every item listed from the beginning of the four sets of Attachment 2 starting with the first item on the first page of Attachment 2-1 through item 58?

Answer: Reference the answers to question number 66.

80. Bid Question: Inter-Tel has a question on the additions added to Flyer Number 1 - Addition Number 1. This addition states "All telephone products must be ADA compliant". Our research has uncovered various dissimilar interpretations of what ADA compliance means. Inter-Tel requests that the State of Pennsylvania outline the specifics of this requirement as they will interpret it on the bid response.

Answer: Signed into law in 1990, it "prohibits discrimination on the basis of disability in employment, programs and services provided by state and local governments, goods and services provided by private companies, and in commercial facilities." (See the U.S. Department of Justice "ADA Homepage" at <http://www.usdoj.gov/crt/ada/adahom1.htm>.) The Commonwealth wants all awarded vendors' end user hardware - proposed and installed - be ADA compliant. Prior examples were general telephone handset amplifiers, assistive listening devices, and telephones compatible with hearing aids.

81. Bid Question: Inter-Tel currently has a new Voice Over IP technology product in Beta Testing. Inter-Tel does not typically respond to RFQs with products that are in Beta. If awarded the contract, would the State of Pennsylvania allow this product to be added to the contract when it is commercially available?

Answer: The answer to the question is yes. Reference the answer to question number 32.

82. Bid Question: Does ADA compliance apply to all configurations in Sections 1, 2, and 3?

Answer: The answer to the question is yes.

83. Bid Question: Please reference Sec 1, item 27 - Can COPA clarify the format of the response expected? For example, does COPA want separate binders for the bids for Zone 1, 2, 3; or is a single binder acceptable?

Answer: See question numbers 11 and 12 for the answer.

84. Bid Question: Can COPA please clarify the relationship of Item.xls to the various formatted attachments (pricing sheets) in the individual sections?

Answer: For clarification, the Item.xls is available after clicking on the link located at the bottom of DGS' cover page. Please use this sheet to record grand total amounts for the pricing sheets. Both areas must be filled in by the bidder.

85. Bid Question: The key system configurations ask for a price for ACD. However, it does not mention how many agents. Would you please provide the number of agents to allow bidders to provide a price for the ACD based on consistent parameters?

Answer: Section 1 requests ACD, but doesn't not state how many agents as stated in Section 3. Offerors are to complete the components needed under Attachments 3-1 through 3-4 on items 38 - 40. If additional components are needed for ACD agents please add them on Attachments 3-1 through 3-4. Reference question numbers 23 and 24.

86. Bid Question: The key system configurations ask for a price for voicemail. However, it does not mention how many ports are required. Would you please provide the number of ports to allow vendors to provide a price for voicemail based on consistent parameters?

Answer: Section 1 requires voice mail components only. Use Attachment 3-1 through 3.4, item 41.

Additional Offerors questions presented at the Pre-Bid Conference Monday, September 11, 2006:

87. Bid Question: Because this is an RFQ, can we take any exceptions to the terms and conditions?

Answer: No exceptions can be taken to the terms and conditions.

88. Bid Question: Many of the new systems are server based. With regard to remote access for service and maintenance, is there a conflict with CoPA policies with vendor having access to agency network?

Answer: Agencies will obtain permission for remote access for service and maintenance from the Governor's Office of Administration Bureau of Infrastructure & Operations, Security. Agencies have an OA/BI&O Security representative assigned to their agency that they will contact to secure permission for remote access.

89. Bid Question: Section 1 page 16 of 244 paragraph e "unlimited training" please clarify is this a chargeable service? I.e. if the agency has a large turnover, would that be considered as an "as required" need and obligate vs. to train?

Answer: The Commonwealth has no limit on training and it is not a chargeable service. Normally, when an agency has a large turnover it includes some MAC service orders.

90. Bid Question: The CoPA says that it will award the contract to every "qualifying vendor". What criteria constitute qualified vendor? Price, certifications, solutions other?

Answer: Reference to the following sections and paragraphs under criteria.
Section 1 paragraph 23 Criteria
Section 2 paragraph 16 Criteria
Section 3 paragraph 25 Criteria

91. Bid Question: Due to short time frame between questions and bid due date. Would it be possible to extend 30 days or bid due date to November 3, 2006?

Answer: No, the bid due date will not be extended.

92. Bid Question: Due to short period between question submission, response and bid conference, will CoPA consider extending bid response date to November 3, 2006?

Answer: No, see the answer to question number 91.

93. Bid Question: We are planning on proposing two (2) manufacturers. Does that mean I have to submit two (2) separate responses, i.e. one (1) total RFQ response for each manufacturer? A total of two (2) binders?

Answer: Yes, that is correct. Each manufacture requires a separate proposal response.

94. Bid Question: Secondly, we are proposing all three (3) zones, does that mean a binder for each zone and each manufacturer, i.e. six (6) binders.

Answer: Yes, that is correct. If an offeror is proposing all three (3) zones and two (2) manufacturers would submit six (6) binders.

95. Bid Question: Follow up to question 18. Must each system in the “daisy chain” quoted with redundancy to satisfy the PBX configuration?

Answer: The answer to the question is yes.

96. Bid Question: Follow up to question 18. Is there any limit as to the number of systems in a “daisy chain”?

Answer: The answer to the question is no.

97. Bid Question: Follow up to question 75 – Section 3. Are T1s or PRIs acceptable for configuration 2 through 4?

Answer: The answer to the question is yes.

98. Bid Question: Follow up to question 74 – Section 3. Is this also applicable for confirmations 2 through 4?

Answer: The answer to the question is yes.

99. Bid Question: Can we have a list of vendor attending the bid meeting?

Answer: The answer to question is yes and is attached to Flyer Number 2.

Georgia A. Baer
Governor’s Office of Administration
Bureau of Infrastructure & Operations

*Print or write clearly
 *Please leave business cards on the table

RFQ - Invitation For Bids
 CN00021430
 Pre-Bid Conference
 Contractors Sign In Sheet
 September 11, 2006

Name	Firm	Email Address	Telephone Number
D Rohaly	GST Corp	rohaly@gstonline.com	610-435-1515 X423
A Hill	GST	hill@gstonline.com	610-435-1515 X423
Nick Gordinova	AFFINITY GROUP	Sigdon@theaffinitygroup.net	717-214-4922
K. Phe	The Glasser Group	slhoyer@ggyms.com	411-236-3500
Today Fidler	AVAYA	Fidler@Avaya.com	412-875-4002
Melec Rivelle	AEC Group	melec@aecgroup.com	412-838-0100
R. Bieber	APMS	rbieber@ad.com	303-0229
D. Keetz	VODAVI TECH.	dkeetz@vodavi.com	480-327-5850
F. Pucimas	RFP Solonias	fpucimas@rps.com	856-686-0888
A. Doughtie	" "	pdoughtie@rps.com	856 " "
M. Taylor	Legacy Interactiv. Systems	mtaylor@thelegacy.com	414-983-3877
B. Parkinsons	GST Corp	Parsons@gstonline.com	610-435-1515 X423
Michael Porein	PhoneAmerica Corp	mporein@phoneam.com	610-296-2850 X222
Bill Pichay	TAG	riches@theaffinitygroup.com	717-214-4922
Ashley Walden	Ecomm	awalden@AEC.com	917-931-7150
Janet Lancia	Market	Janet@MKT.com	215-854-8804
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M. REAGAN	BLACK BOX	MREAGAN@BBK-WA.com	412-677-3004
A. Pina	Telecom Bus. Solutions	apina@telecombus.com	717-840-0264
John Gruber	Verizon	John.H.GRUBER@verizon.com	610-941-8568

VERIZON BUSINESS.COM



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

September 22, 2006

The following is Flyer No. 3 to RFQ Invitation for Bid Number CN00021430 for Statewide Telephone Systems. The flyer becomes part of the original bid. Attach this flyer to the original copy of your invitation bid proposal. In addition, all previous and future Flyers must be attached to your bid. Failure to do so may result in bid disqualification. Except as clarified and amended by this flyer, the terms, conditions, specifications, and instructions of the invitation to bid and any previous flyers, remain as originally written.

This flyer is being issued to clarify the answers to Question #10 and #21 on Flyer #2 and how the awards for Section 1, 2 and 3 will be made.

Section 1 (Key Telephone Systems & Services) and Section 3 (PBX Telephone Systems & Services)

The Commonwealth of Pennsylvania plans to award the contract to multiple vendors that qualify and meet the requirements and scope of the bid; however, the awards will be based upon manufacturer and awarded to the one (1) vendor who offers the lowest total manufacturer's cost. This cost will be taken from the Grand Total Cost on the Official Bid sheets that are submitted by each vendor - Attachment #7 for Section 1 and Attachment #8 for Section #3.

Section 2 (MAC's, Cabling & Maintenance of Installed Systems)

DELETE: Paragraph #16: Criteria and REPLACE with the following language:

The Commonwealth of Pennsylvania plans to make awards to all qualifying vendors who submit a bid for MAC's, Cabling & Maintenance and who meet the requirements and scope of the bid for the zone(s) that they are bidding. Refer to the end of Paragraph 1: Purpose. Awards for Section 2 will not be based on manufacturer's low cost.