

From: **Whittaker, Frank M** <frank.m.whittaker@wv.gov>
Date: Tue, Nov 18, 2025 at 3:48 PM
Subject: Re: Emergency Purchase Request for SDU
To: Hustead, Crystal G <crystal.g.hustead@wv.gov>, Greenhowe, Althea M <althea.m.greenhowe@wv.gov>
Cc: Tara L Lyle <tara.l.lyle@wv.gov>, Alisha S Pettit <alisha.s.pettit@wv.gov>, Greg Clay <gregory.c.clay@wv.gov>

Althea,

Your emergency request for a 6 month contract for the State Disbursement Unit's banking needs is approved. Should the agency not be able to solicit and award a new contract within 6 months of the expiration of the current contract (CMA CSE19*01) the agency may execute an additional 6 month renewal. This is not an approval for any specific provider or product. Please follow all emergency procedures outlined in the Purchasing Division Procedures Handbook and return the completed contract and all supporting documents to this office within 30 days of this approval.

On Tue, Nov 18, 2025 at 8:53 AM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:
Please see the attached revised emergency purchase request

Crystal Hustead, CPPB

Senior Buyer

Purchasing Division

304-558-2402 | Crystal.G.Hustead@wv.gov

2019 Washington St. E., Charleston, WV 25305

----- Forwarded message -----

From: **Greenhowe, Althea M** <althea.m.greenhowe@wv.gov>

Date: Mon, Nov 17, 2025 at 2:56 PM

Subject: Fwd: Emergency Purchase Request for SDU

To: Crystal G Hustead <crystal.g.hustead@wv.gov>

She wrote up a new memo. We also updated the request to be a 6 month emergency with a 6 month renewal. They've estimated the transition time between vendors, if needed, to be 6 months.

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From: **Greenhowe, Althea M** <althea.m.greenhowe@wv.gov>

Date: Tue, Sep 30, 2025 at 12:57 PM

Subject: Fwd: Emergency Purchase Request for SDU

To: Virginia G Hill <virginia.g.hill@wv.gov>

Cc: Robert L Price <robert.l.price@wv.gov>, Bryan D Rosen <bryan.d.rosen@wv.gov>,

Kimberlie K Debolt <kimberlie.k.debolt@wv.gov>, Heather M White

<heather.m.white@wv.gov>

I've added the current contract number and expiration date to the form. Feel free to add to the answers I've provided to the first 2 questions and answer the 3rd question please.

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From: **Hustead, Crystal G** <crystal.g.hustead@wv.gov>

Date: Tue, Sep 30, 2025 at 12:48 PM

Subject: Re: Emergency Purchase Request for SDU

To: Greenhowe, Althea M <althea.m.greenhowe@wv.gov>
Cc: Robert L Price <robert.l.price@wv.gov>, Bryan D Rosen <bryan.d.rosen@wv.gov>, Kimberlie K Debolt <kimberlie.k.debolt@wv.gov>, Heather M White <heather.m.white@wv.gov>

Frank has reviewed and asked the that the current contract number and expiration date be added to the form along with the answers to the below questions:

*Why hasn't the agency re-solicited? - We are currently working on the solicitation to replace the current contract that will expire in November.

*Why can't they re-solicit now since it doesn't expire for two months? - We are currently waiting on approvals of the RFQ for the resolicitation.

*Before time became an issue, what circumstances contributed to the need for an emergency

Crystal Hustead, CPPB

Senior Buyer

Purchasing Division

304-558-2402 | Crystal.G.Hustead@wv.gov

2019 Washington St. E., Charleston, WV 25305

On Tue, Sep 30, 2025 at 11:39 AM Greenhowe, Althea M <althea.m.greenhowe@wv.gov> wrote:

Good afternoon,

Our Child Support Office is requesting an emergency purchase for a 3 month contract with a 3 month renewal period for their banking services. The current contract is CMA 0511 CSE19*1 and expires on 11/30/2025. The specs for the new contract have been approved by the Treasurer's Office this week and are currently awaiting MIS/OT approval.

Please let us know if you need additional information.

Thanks,

Althea

--

Althea Greenhowe

Procurement Specialist, Senior

Office of Shared Administration

West Virginia Departments of Health, Health Facilities, and Human Services

One Davis Square, Ste 100W

Charleston, WV 25301

P: 304-352-3924 | dhhr.wv.gov

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--

Althea Greenhowe

Procurement Specialist, Senior

Office of Shared Administration

West Virginia Departments of Health, Health Facilities, and Human Services

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Althea Greenhowe

Procurement Specialist, Senior

Office of Shared Administration

West Virginia Departments of Health, Health Facilities, and Human Services

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APPROVED
BY: *JW* DATE: *11/18/25*

Emergency Purchase Request Form for Central Purchases

(Purchases Exceeding Agency's Delegated Spending Threshold)

Statutory Authority: Pursuant to West Virginia Code §5A-3-15 and 148 C.S.R. 1-7.6, the director may authorize, in writing, a state spending unit to purchase in the open market, without filing requisition or estimate, specific commodities for immediate delivery to meet bona fide emergencies arising from unforeseen causes.

Follow-up Award Requirements: Effective July 1, 2024, agencies are delegated the authority, upon written approval, to process all emergency purchases as agency contracts. Agencies must submit all contract documents to Purchasing.Division@wv.gov no later than 30 days of issuance.

Description of the emergency circumstance(s) that led to this emergency purchase request:
(What is the emergency situation? Provide detailed information.)

Please see the attached.

Proposed remedy:

(What is the item or service that needs to be purchased to remedy the emergency situation in the short term?)

Please see the attached.

Estimated cost:

(How much will the items or service cost to rectify the situation? Include total cost.)

A 6 month contract is estimated to be \$319,754.00.

Proposed duration/quantity:

(If a service is needed, how long will you need it until you can properly bid out a long-term solution? If an item is needed, how many does your agency need?)

We are proposing a 6 month contract with the option of a 6 month renewal. Current contract is CMA 0511 CSE19*1 and expires on 11/30/2025.

Rev. 1/15/2025

West Virginia Purchasing Division
Emergency Purchase Request Form (WV-45)

1. IF OUR CURRENT CONTRACT EXPIRES BEFORE THE NEW ONE IS APPROVED AND FINALIZED OUR AGENCY WILL BE WITHOUT A MEANS OF COLLECTING AND DISBURSING CHILD SUPPORT PAYMENTS. IF WE ARE UNABLE TO KEEP THE TURNAROUND OF FORTY-EIGHT (48) HOUR PROCESSING, WE WOULD BE NOT IN COMPLIANCE WITH WEST VIRGINIA CODE §48-18-114 AND §48-18-115. WE WERE CONDUCTING MARKET RESEARCH TO SEE IF ANY NEW INFOMATION WAS AVAILABLE TO BE ADDED TO THE SPECS. THE SPECS ARE STILL BEING REVIEWED BY THE TREASURER'S OFFICE AS WELL AS OT/MIS.
2. THE CONTRACT IS FOR THE SDU. THE VENDOR'S RESPONSIBILITIES INCLUDE BUT NOT LIMITED TO: RECEIVING, OPENING, SORTING, AND IMAGING MAIL; DEPOSITING RECEIPTS INTO AN INTEREST BEARING ACCOUNT; IDENTIFYING THE CORRECT PAYOR AND PAYEE WHEN NECESSARY; LOADING ALL REQUIRED INFORMATION INTO THE AGENCY'S AUTOMATED COMPUTER SYSTEM; DISTRIBUTING MONEY TO THE APPROPRIATE PARTY BASED ON A COMPUTER FILED GENERATED BY THE AGENCY'S AUTOMATED COMPUTER SYSTEM VIA CHECK, DIRECT DEPOSITS, OR DEBIT CARD; AND MAINTAINING A WEB-BASED PAYMENT OPTION FOR NON-CUSTODIAL PARENTS TO INITIATE PAYMENTS VIA MASTER CARD, VISA, DEBIT CARD, OR AUTOMATIC CLEARING HOUSE NETWORK.



STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES
BUREAU FOR CHILD SUPPORT ENFORCEMENT

Alex J. Mayer
Cabinet Secretary

Garrett Jacobs
Commissioner

Date: November 17, 2025
To: Purchasing
From: Virginia Hill *Virginia Hill*
Reference: Emergency Contract for SDU CMA CSE19*1

The West Virginia Bureau for Child Support Enforcement is respectfully requesting permission to request an emergency direct award contract to System and Methods Inc for our SDU contract. The need for this emergency award is due to not having the contract out to bid on time. The specs are with the Treasurer's office for approval since June 9, 2025. We had a few Vendor meetings beforehand that led to the late submittal of getting all the approvals needed before submitting for bids.

BCSE has used an outside source to handle the incoming and outgoing of the Agency's lockbox operations since July 1988. The Vendor's responsibilities include but not limited to: receiving, opening, sorting, and imaging mail; depositing receipts into an interest bearing account; identifying the correct payor and payee when necessary; loading all required information into the Agency's Automated Computer System; distributing money to the appropriate party based on a computer file generated by the Agency's Automated Computer System via check, direct deposits, or debit card; and maintaining a Web-based payment option for non-custodial parents to initiate payments via Master Card, Visa, Debit Card, or Automatic Clearing House network.

If this is not approved, the Agency would not be able to process incoming or outgoing payments within the State Code timeframe for forty-eight (48) hours. We would like the emergency to be for six months plus a six-month renewal. The current contract expires November 30, 2025.

The total cost for this contract is a year is around \$600,000.00

Thank you.





Whittaker, Frank M <frank.m.whittaker@wv.gov>

Fwd: Emergency Purchase Request for SDU

1 message

Hustead, Crystal G <crystal.g.hustead@wv.gov>
To: Frank M Whittaker <frank.m.whittaker@wv.gov>

Tue, Nov 18, 2025 at 1:56 PM

Althea provided the below to explain SDU

Crystal Hustead, CPPB

Senior Buyer

Purchasing Division

304-558-2402 | Crystal.G.Hustead@wv.gov

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From: **Greenhowe, Althea M** <althea.m.greenhowe@wv.gov>
Date: Tue, Nov 18, 2025 at 1:47 PM
Subject: Fwd: Emergency Purchase Request for SDU
To: Crystal G Hustead <crystal.g.hustead@wv.gov>

I'm leaving the whole email chain so you all can see.

SDU stands for State Distribution Unit and they handle the outside bank accounts. We pay them to open the mail, and to send the files. Our Disbursement unit in our office works only in our system making sure the payments go out correctly, or pull payments back from going out

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From: **Hill, Virginia G** <virginia.g.hill@wv.gov>
Date: Tue, Nov 18, 2025 at 1:44 PM
Subject: Re: Emergency Purchase Request for SDU
To: Greenhowe, Althea M <althea.m.greenhowe@wv.gov>

Correct. I used to call it the Bank Contract but it's technically called SDU.

On Tue, Nov 18, 2025 at 1:43 PM Greenhowe, Althea M <althea.m.greenhowe@wv.gov> wrote:
So these people are not state employees and that is what the service is called?

On Tue, Nov 18, 2025 at 1:41 PM Hill, Virginia G <virginia.g.hill@wv.gov> wrote:

It is who handles the services. We pay them to open the mail, and to send the files. Our Disbursement unit in our office works only in our system making sure the payments go out correctly, or pull payments back from going out

On Tue, Nov 18, 2025 at 1:31 PM Greenhowe, Althea M <althea.m.greenhowe@wv.gov> wrote:

So that's the group within your office, right? That's not what the service is called that we're doing the emergency purchase for? I think that's where the confusion is.

On Tue, Nov 18, 2025 at 1:22 PM Hill, Virginia G <virginia.g.hill@wv.gov> wrote:
State Distribution Unit.

On Tue, Nov 18, 2025 at 1:11 PM Greenhowe, Althea M <althea.m.greenhowe@wv.gov> wrote:
What does SDU stand for?

On Tue, Nov 18, 2025 at 1:09 PM Hill, Virginia G <virginia.g.hill@wv.gov> wrote:

The SDU handles our outside bank accts. We have been using an outside Vendor since I had started working back in 2012 as the Treasurer's Office was not able to keep up with the amount of checks that were written each day as we cannot only write the checks once per week. They receive our mail from the post office, open and scan it into their system and send a file to the bank to deposit as well as send a file to our operating system. Do you need more information than that?

On Tue, Nov 18, 2025 at 12:44 PM Greenhowe, Althea M <althea.m.greenhowe@wv.gov> wrote:
Can you email me what the SDU is and what is does?

Thanks!

----- Forwarded message -----

From: Hustead, Crystal G <crystal.g.hustead@wv.gov>
Date: Tue, Nov 18, 2025 at 12:42 PM
Subject: Re: Emergency Purchase Request for SDU
To: Greenhowe, Althea M <althea.m.greenhowe@wv.gov>

Can you advise what SDU is and what it does, you don't have to do a memo, an emailed response will suffice

Crystal Hustead, CPPB

Senior Buyer

Purchasing Division

304-558-2402 | Crystal.G.Hustead@wv.gov

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