



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

State of West Virginia Delivery Order

Order Date: 06-05-2025

CORRECT ORDER NUMBER MUST APPEAR
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SHIPPING PAPERS. QUESTIONS
CONCERNING THIS ORDER SHOULD BE
DIRECTED TO THE DEPARTMENT
CONTACT.

Order Number:	CDO 0231 4373 OOT2500000005 1	Change Order No:	0	Procurement Folder:	1715029
Document Name:	Release for Unified Support (OT25233)			Reason for Modification:	
Document Description:	Release for Unified Support (OT25233)				
Procurement Type:	Central Delivery Order				
Buyer Name:	Toby L Welch				
Telephone:	(304) 558-8802				
Email:	toby.l.welch@wv.gov				
Shipping Method:	Best Way			Master Agreement Number: CMA 0212 LAR24 1	
Free on Board:	FOB Dest, Freight Prepaid				

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: VS0000017790 CRAYON SOFTWARE EXPERTS LLC 12221 MERIT DR STE 1400 DALLAS TX 75251 US Vendor Contact Phone: 469-329-0266 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Derrick K Day Requestor Phone: (304) 957-8277 Requestor Email: derrick.k.day@wv.gov 2025 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV 25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Purchasing Division's File Copy

Total Order Amount: \$883,943.95

TRW 6/11/25
PURCHASING DIVISION AUTHORIZATION
DATE: *Mark [Signature]* - 6/11/2025
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: *2025-6-11-25*
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Release for Unified Support (OT25233) Renew for MS Unified Support for June 1 2025 through May 31, 2026

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	43230000	1.00000	EA	\$883,943.9500	\$883,943.95
Service From	Service To	Manufacturer	Model No	Delivery Date	
				2025-06-06	

Commodity Line Description: Microsoft Unified Support

Extended Description:

Statewide Contract for Microsoft Licensing and Services:
Entire Microsoft Licensing Catalog
Discount Percentage - 19.30%

See attached documentation.



Date: 05.21.2025

Quote Ref:

WV.US 2025

Quantity

Quantity	Service	Service Type
Included	Reactive Enabled Contacts	Problem Resolution Support
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As- needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As- needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast

Broker Enhanced Designated Engineering | M365 - 2025-26 USA - SLG - Enterprise East 6/1/2025 - 5/31/2026

Quantity	Service	Service Type
Included	Service Delivery Management Extended	Service Delivery Management
1,200 hr	Enhanced Designated Engineering Microsoft 365	Designated Support Engineering

Broker Unified Proactive Services Add on | Unified Proactive Svcs Enterprise Security - 2025-26 USA - SLG - Enterprise East 6/1/2025 - 5/31/2026

Quantity	Service	Service Type
Included	Service Delivery Management Extended	Service Delivery Management
150 ea	Proactive Credits	Proactive Credits

Broker Unified Enterprise Support Broker Add-on - 2025-26 East 6/1/2025 - 5/31/2026 USA - SLG - Enterprise

Quantity	Service	Service Type
1 ea	Unified Support Broker transaction	Administrative

Services Summary

	Billing Date (M/d/yyyy)	Fee USD
Broker Unified Enterprise Support - 2025-26	6/1/2025	865,415.00
Broker Enhanced Designated Engineering M365 - 2025-26	6/1/2025	450,870.00
Broker Unified Proactive Services Add on Unified Proactive Svcs Enterprise Security - 2025- 26	6/1/2025	20,706.00
Broker Unified Enterprise Support Broker Add-on - 2025-26	6/1/2025	0.00
Subtotal		1,336,991.00
Other Adjustments		(288,205.95)
Flex Allowance		(164,841.10)
Total Fees (excluding taxes)		\$ 883,943.95

Billing Schedule

	Billing Date (M/d/yyyy)	Fee USD
FY25 Renewal	6/1/2025	
Total Fees (excluding taxes)		\$ 883,943.95

End Customer Information

End Customer Name WV-Office of Technology		
Street Address WV-GOVERNOR'S OFFICE OF TECH 1900 KANAWHA BLVD.		
City CHARLESTON	State/Province West Virginia	
Country US	Postal Code 25305-0009	
Name of End Customer Support Services Administrator Patty Ebert		
Street Address 1900 Kanawha Blvd East Building 5, 10th Floor,		Contact e-mail address Patricia.A.Ebert@wv.gov
City CHARLESTON	State/Province WV	Phone 304-957-8243
Country United States	Postal code 25305	Fax
Microsoft contact name Austin Reed		
Phone		Contact e-mail address austinreed@microsoft.com

Broker Unified Enterprise Support - 2025-26 USA - SLG - Enterprise East 6/1/2025 - 5/31/2026

Quantity	Service	Service Type
Included	Reactive Enabled Contacts	Problem Resolution Support
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As- needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As- needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast

Broker Enhanced Designated Engineering | M365 - 2025-26 East 6/1/2025 - 5/31/2026

USA - SLG - Enterprise

Quantity	Service	Service Type
Included	Service Delivery Management Extended	Service Delivery Management
1,200 hr	Enhanced Designated Engineering Microsoft 365	Designated Support Engineering

Broker Unified Proactive Services Add on | Unified Proactive Svcs Enterprise Security - 2025-26 USA - SLG - Enterprise East 6/1/2025 - 5/31/2026

Quantity	Service	Service Type
Included	Service Delivery Management Extended	Service Delivery Management
150 ea	Proactive Credits	Proactive Credits

Broker Unified Enterprise Support Broker Add-on - 2025-26 East 6/1/2025 - 5/31/2026

USA - SLG - Enterprise

Quantity	Service	Service Type
1 ea	Unified Support Broker transaction	Administrative
Microsoft contact name Austin Reed		
Phone		Contact e-mail address austinreed@microsoft.com

Appendix A to Schedule 1

Below is a list of End Customer's declared licensing enrollments and agreements for which Microsoft will provide Support Services as defined within the Work Order.

Customer Name	Licensing Program	Licensing Enrollment/Agreement Number/Billing Account ID
WV PSC	Select Plus	8321764
STATE OF WEST VIRGINIA	Select Plus	8321764
WEST VIRGINIA STATE TAX DEPARTMENT	Select Plus	8321764
WV BOARD OF OCCUPATIONAL THERAPY	Select Plus	8321764
The West Virginia Office Of Technology/IS&C-72906919- West Virginia State Gov	Enterprise 6	7741667
The West Virginia Office Of Technology/IS&C	Enterprise 6	72906919

Pricing is valid through the end of the month of the quote date

All items included in this RFQ are new, unused, not refurbished, with original manufacturer warranty.

Remit to Address:
Crayon Software Experts, LLC
Attn: Finance Manager
12221 Merit Drive, Suite 1400
Dallas, TX 75251
Phone: 469-329-0290
finance.us@crayon.com

Send PO:
Lusio.Filipe@crayon.com

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West Virginia Secretary of State — Online Data Services

Business and Licensing

Online Data Services Help

Business Organization Detail

NOTICE: The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.

CRAYON SOFTWARE EXPERTS LLC

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
LLC Limited Liability Company	4/4/2022		4/4/2022	Foreign	Profit			

Organization Information			
Business Purpose	5182 - Information - Data Processing, Hosting, and Related Services - Data Processing, Hosting and Related Services		Capital Stock
Charter County			Control Number
Charter State	DE		Excess Acres
At Will Term	A		Member Managed MGR <div> × Close </div>
At Will Term Years			<div> Pa <div> Hi, I'm SOLO! I can help you file your Annual Report. </div> </div>
Authorized Shares			

Addresses

Type	Address
Designated Office Address	12221 MERIT DRIVE SUITE 1400 DALLAS, TX, 75251
Mailing Address	12221 MERIT DRIVE SUITE 1400 DALLAS, TX, 75251 USA
Notice of Process Address	CRAYON SOFTWARE EXPERTS LLC 12221 MERIT DRIVE SUITE 1400 DALLAS, TX, 75251
Principal Office Address	12221 MERIT DRIVE SUITE 1400 DALLAS, TX, 75251 USA
Type	Address

Officers

Type	Name/Address
Manager	CANDY KAREEM 12221 MERIT DRIVE SUITE 1400 DALLAS, TX, 75251
Type	Name/Address

Annual Reports

Filed For
2025
2024
2023
Date filed

For more information, please contact the Secretary of State

Wednesday, June 11, 2025 — 12:57 PM

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Welch, Toby L <toby.l.welch@wv.gov>

MS Unified Approval

1 message

Day, Derrick K <derrick.k.day@wv.gov>
To: Toby L Welch <toby.l.welch@wv.gov>

Tue, Jun 10, 2025 at 8:23 AM

Toby,

Here is MS Unified approval

Thanks
Derrick

--



Derrick Day
Procurement Manager
304-553-8765

 **Signed Approval memo.pdf**
291K



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY

State Capitol
Charleston, West Virginia 25305

Eric L. Householder
Cabinet Secretary

Heather D. Abbott
Chief Information
Officer

TO: Eric L. Householder
Department of Administration Cabinet Secretary

FROM: Derrick Day
Procurement Manager, West Virginia Office of Technology

SUBJECT: LAR24 Microsoft Unified Support Release

DATE: June 6, 2025

The WVOT is requesting the approval of the renewal/release of the Microsoft/Crayon Unified Support agreement. Crayon has quoted \$883,943.95 for the period of June 1, 2025 through May 31, 2026.

Please let me know you need any further information.

Thank You
Derrick Day
WVOT Procurement Manager



ERIC L. HOUSEHOLDER
CABINET SECRETARY

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

SAMANTHA WILLIS
PURCHASING DIRECTOR

To: All State Agencies Under Purchasing Division
From: Samantha Willis, Director & General Counsel
WV Purchasing *SW*
Date: January 23, 2025
Re: \$100,000 Spending Requests

MEMORANDUM

Pursuant to Executive Order 4-25, signed into effect by Governor Morrissey on January 14th, 2025, all expenditures over \$100,000 must be reviewed by the Governor's Office in advance. Any solicitations, purchase orders, or other contracts currently in the possession of the Purchasing Division, which are estimated to cost over \$100,000 are being placed on hold for review. Our Division is providing documentation of those to the Governor's Office for review.

Any new requisitions valued over \$100,000 that are received by the Purchasing Division, must have a copy of this memorandum and accompanying signatures to process as usual. If there is no evidence of Governor's Office review or approval, your requisition will be returned to seek that approval.

Thank you all for your hard work, and please feel free to reach out with any questions on our end; if you have questions about the procedure for seeking the necessary approvals internally, I would recommend reaching out to your Cabinet Secretaries and/or your Department's Governor's Office liaison.

The Accompanying Request has been reviewed and approved by the following:



Agency Head

6-9-25

Date



Cabinet Secretary/Department Head

6/9/25

Date

Governor's Office Representative

Date