

## CPHONE20

# CPHONE20 Cell/Smart Phone Procurement Instructions

1. All requests are to be made through the agency's procurement officer.
2. Any agency internal or specific requirements are to be followed.
3. Agency determines if a conventional calling plan, pooled plan, flat rate plan (pay as you go), and/or data plan is needed.
  - a. Conventional Calling Plan: Varies from low-minute usage to unlimited calling plans.
  - b. Pooled Calling Plans: Allow devices within the agency to share a pool of minutes.
  - c. Flat Rate Plans: Very low monthly fee (or no fee), pay for all the minutes that are actually used.
  - d. Data Plan: A data plan is required if the device is going to be used to access state email or if the employee's duties require, they have access to the Internet on the device.
4. Coverage: Agency looks at the coverage area of the different vendors to determine which one can best meet the agency's needs.
  - a. Agency must evaluate the coverage area for both AT&T and Verizon. A release order must be issued to the vendor that provides adequate coverage at the employee's place of employment, employee's home, and at any location to which the employee regularly travels.
  - b. In the event that both vendors provide adequate coverage under item "a" above, the agency must review the contract pricing and issue a release order to the vendor that provides the required goods and services for the lowest overall total cost under the contract.
  - c. A written record of the above selection process must be maintained in the agency's procurement files for each purchase under the CPHONE13 contract.
5. OASIS ADO Form: Once the agency weighs all variables and has made a determination of vendor and services, their procurement officer must fill out and submit a signed OASIS ADO form against CPHONE20 (unless the agency has an AT&T Premier account [see item #6] or a Verizon MyBiz account [see item #7]) to the Office of Technology. The form can be scanned and emailed to [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov). An authorized OT employee will review the forms for accuracy and required signatures. Once approved, the form will be forwarded to the appropriate vendor and the agency will be copied.

6. AT&T Premier Website: Any agency procurement officer that has a login for this site and has determined they are going to order AT&T devices and/or services can do so on the website. No WV-39 form is required. When an order is placed, the AT&T Premier Website automatically emails [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov) with a link to the order requesting OT approval. The order will not be processed until approved by OT. To inquire about obtaining a login for an agency procurement officer, please email [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov).
7. Verizon MyBiz Website: Any agency procurement officer that has a login for this site and has determined they are going to order Verizon devices and/or services can do so on the website. No WV-39 form is required. When an order is placed, the Verizon MyBiz Website automatically emails [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov) with a link to the order requesting OT approval. The order will not be processed until approved by OT. To inquire about obtaining a login for an agency procurement officer, please email [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov).
8. Cancellation/Service Modifications: If an agency decides to modify any plans or services, the same procedures described above must be followed. Under no circumstances will price increases for plans (as bid) be permitted unless a change order to CPHONE20 is processed by the Department of Administration's Purchasing Division.
  - a. When porting a phone number (moving it) from one vendor to another, the ADO needs submitted to [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov). The ADO should be to the receiving vendor to whom the number is being ported. It needs to indicate the number and the vendor from which it is being ported. It also needs to contain a copy of the vendor's invoice, which should include the account number and billing address. The ADO must contain the new vendor account number, if an existing account and billing information. If you wish to set up the line on a new account, it must be noted on the ADO.
9. Any questions regarding ordering, changes, cancellations or pricing should be submitted to [WVOT.Cell@wv.gov](mailto:WVOT.Cell@wv.gov).