



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

Purchase Order

PURCHASE ORDER NO.
VOIP13

PAGE
1

BLANKET RELEASE
00

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

CHANGE ORDER
1

AGENCY COPY

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

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

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

DATE PRINTED	TERMS OF SALE	FEIN/SSN	FUND
04/23/2014	NET 30	470751768	
SHIP VIA	F.O.B	FREIGHT TERMS	ACCOUNT NUMBER
BEST WAY	DESTINATION	PREPAID	MUL-MUL
LINE	QUANTITY	UOP	VENDOR ITEM NO.
	DELIVERY DATE	CAT. NO.	ITEM NUMBER
			CHANGE ORDER #01
			CHANGE ORDER ISSUED TO CLARIFY LIST OF SERVICES AVAILABLE UNDER THE CONTRACT AND TO ADD ORDERING PROCEDURES FOR AGENCIES USING THE CONTRACT, PER THE ATTACHED DOCUMENTATION.
			ALL PROVISIONS OF THE ORIGINAL CONTRACT AND SUBSEQUENT CHANGE ORDERS NOT MODIFIED HEREIN SHALL REMAIN IN FULL FORCE AND EFFECT.
	10/20/2014		725-57-01-001
	VOICE OVER	INTERNET	PROTOCOL (VOIP)
			PURCHASING DIVISION CERTIFIED ENCUMBERED
			APR 29 2014
			<i>Beverly Toler</i>

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

Dalton

Guy Nisbet
 4/24/2014

OPEN END
 TOTAL

GUY NISBET 304-558-2596

BY _____ PURCHASING DIVISION AUTHORIZED SIGNATURE

APPROVED AS TO FORM BY ASSISTANT ATTORNEY GENERAL



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

Earl Ray Tomblin
Governor

Ross Taylor
Cabinet Secretary

Gale Given
Chief Technology Officer

TO: Guy Nisbet
Purchasing Division

FROM: Christine Fernandes *CF.*
Procurements PM for West Virginia Office of Technology

CC: Kim Harbour
PMO Director for West Virginia Office of Technology

SUBJECT: CHANGE ORDER – VOIP13 STATEWIDE CONTRACT

DATE: April 23, 2014

WVOT has evaluated the comprehensive list of services offered by Verizon the vendor for the VoIP13 Statewide Contract and this change order is to clarify the Hosted VoIP services that will be awarded under the contract. Below is a list of services to be awarded to the vendor based on the VoIP13 solicitation with the associated page ranges listed in the vendor's Cost Proposal. Those services not intended for award are marked as 'No Award':

VOIP13 Contract Services

- 1. Project Services and Financial Management- No Award** Pages 17-26
These types of services cross various disciplines and not directly, Hosted Voice related. These apply to non-IT functions as well. Therefore, they could be acquired through other delivery contracts or proposals.
- 2. IP Integrated Access- Award** Pages 27-29
This service allows entities to carry both data and voice over the same connection.
- 3. IP Trunking- Award** Pages 30-32
This provides voice channeling and consolidation sharing across the state network for cost reduction purposes.
- 4. Hosted IP Centrex- No Award** Pages 33-43
This service is an IP-based voice service offered by the vendor and is not required.
- 5. Unified Communication and Collaboration (UCCaaS)- Award** Pages 44-51

This is the core service which provides all call control, voicemail, presence, messaging, move/add/change/delete (MACD) for telephony users.

6. **Managed WAN Service- No Award** Pages 52-61
These types of services cross various IT disciplines and are not directly Hosted Voice related. Therefore, they could be acquired through other delivery contracts or proposals.
7. **Managed LAN Services- No Award** Pages 62-68
These types of services cross various IT disciplines and are not directly Hosted Voice related. Therefore, they could be acquired through other delivery contracts or proposals
8. **Managed IP PBX Services- No Award** Pages 69-82
This service allows entities to acquire management and maintenance of an existing IP base telephony system.
9. **Audio Conferencing – Award** Pages 83-89
This service allows ad-hoc conference calling on-demand for end users on the hosted solution.
10. **Video Conferencing- Award** Pages 90-94
This service allows ad-hoc video conferencing on-demand for end users on the hosted solution
11. **Web EX Connect- Award** Pages 95-97
This service allows ad-hoc web collaboration on-demand for end users.
12. **Open Video Communications (OVC) Award** Pages 98-105
This service allows integration of telephony and video conferencing solutions without replacing all current telecommunications equipment by end users.
13. **IP Contact Center Services Award** Pages 106-115
This service allows entities to acquire integration, management, and maintenance of an existing IP Contact Call Center system.
14. **Virtual Contact Center Services Award** Pages 116-121
This service allows entities to acquire a hosted Contact Center Service solution which currently does not exist today without investing in capital expenditure equipment.
15. **Managed Security Services No Award** Pages 128-173
These types of services cross various IT disciplines and are not directly Hosted Voice related. Therefore, they could be acquired through other delivery contracts or proposals.
16. **Security Management Program No Award** Pages 174-187
These types of services cross various IT disciplines and are not directly Hosted Voice related. Therefore, they could be acquired through other delivery contracts or proposals

All services listed as Award are available **only** in conjunction with the solicited hosted voice, video and collaboration services provided in the contract. For example, the Session Initiated Protocol services of IP Integrated Access and IP Trunking proposed by the vendor can only be procured for a hosted VoIP solution.

Under the previously authorized mandatories, the Attachment – **'Ordering Procedures'** also outlines the ordering procedures to be used by all state agencies and political subdivisions in various locales. This change order also seeks to ratify and highlight these procedures.

Please let me know if I may provide additional information.

ATTACHMENT I - Ordering Procedures for Agencies and political subdivisions

WVOT will submit written state contract order blanket release form WV-39 (found on Purchasing Division's website).

1. WVOT-supported agency requests for services under this contract will be submitted to WVOT for approval by the spending unit by submitting a Telecommunications Change Request form (TCR-Form attached to this ordering procedure).

These documents must designate the goods or services desired. The WVOT will submit the appropriate documents, upon approval, to the vendor for Hosted contract services. WVOT will monitor each service request until completion and provide status updates to the agency/user until service installation is completed.

Please email all requests with both forms to: tcr@wv.gov.

WVOT non-supported agency requests for services under this contract will be submitted directly to the vendor. For such requests, billing of services will be between the vendor and the non-supported agency.

TCR FORM

VOIP TELECOMMUNICATIONS CHANGE REQUEST (TCR)		
1-Agency Detail:	2-(WVOT Only) TCR#: Due Date:	
Agency:	Division:	
Agency Contact:	Phone:	CELL:
Agency On-Site Contact:	Phone:	CELL:
Agency On-Site Address:	E-mail Address:	
	6-Digit Account Number (UBI) and Verizon Account Number: 915001	
	Hours of Operation:	
3-WVOT On-Site Contact:	Phone #:	CELL #:
	E-mail Address:	
WVOT On-Site Contact:	Phone #:	CELL #:
	E-mail Address:	
4-Requested Services <i>(Complete all that apply)</i>		
SERVICE COMPONENT	CHECK THE BOX OF THE DESIRED SERVICE(S)	
Hosted VOIP - New Implementation	<input type="checkbox"/>	
Hosted VOIP – Existing (move, add, change, delete)	<input type="checkbox"/>	
Hosted Virtual Contact Center – New Implementation	<input type="checkbox"/>	
Hosted Virtual Contact Center – Existing (move, add, change, delete)	<input type="checkbox"/>	
IP Contact Center Services	<input type="checkbox"/>	
Open Video Communications	<input type="checkbox"/>	
WebEx	<input type="checkbox"/>	
Audio Conferencing	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	

5-TCR AUTHORIZATION

BY SIGNING BELOW, THE AGENCY AGREES TO PAY BOTH NON-RECURRING (NRC) AND MONTHLY RECURRING (MRC) COSTS ASSOCIATED WITH THIS TCR – AS DETAILED IN THE ATTACHED DOCUMENTATION.

Agency Authorization:		
	(Printed Name)	(Signature)

(WVOT USE ONLY)

WVOT Authorization		
Completed By		



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305


Earl Ray Tomblin
Governor

Ross Taylor
Cabinet Secretary

Gale Y. Given
Chief Technology Officer

MEMORANDUM

TO: Christine Fernandes
Office of Technology

FROM: Gale Y. Given, Chief Technology Officer 
Office of Technology

SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT
REQUISITION NUMBER: SWC-VOIP13, C.O. 1 - IS&C NUMBER: 2014-572

DATE: March 19, 2014

West Virginia Code §5A-6-4(a)(3) permits the Chief Technology Officer to “evaluate the economic justification, system design and suitability of information equipment and related services, and review and make recommendations on the purchase, lease or acquisition of information equipment and contracts for related services by the state spending units.”

West Virginia Code §5A-6-4c requires that the Chief Technology Officer review and approve “a major information technology project.”

West Virginia Code §5A-6-5 requires that “any state spending unit that pursues an information technology purchase that does not meet the definition of a ‘major technology project’ and that is required to submit a request for proposal to the State Purchasing Division prior to purchasing goods or services shall obtain the approval of the Chief Technology Officer, in writing, of any proposed purchase of goods or services related to its information technology and telecommunication systems.

After conducting a review of your request to modify the statewide VOIP13 contract with Verizon, to clarify all services are available only in conjunction with hosted voice, video and collaboration services, certain SIP trunking for hosted solutions are offered, delete the Security Management Program and Managed Security Services and add the Ordering Procedures per attached documentation, the Office of Technology has determined:

That your request is approved.

That your request is not subject to the review and approval provisions contained in Chapter 5A, Article 6 of the Code, therefore, it does not need approval by the Office of Technology.

This memorandum constitutes this office's official review and a copy should be attached to your purchase order and any other correspondence related to this request.

If you have questions, or need additional information, please contact Consulting Services at Consulting.Services@wv.gov.

GYG:tsm