

THE BUYERS NETWORK

FEBRUARY 2010 - VOL. 20, ISSUE 2

THE BUYERS NETWORK is Published Monthly by the Purchasing Division of the West Virginia Department of Administration to Promote Better Value in Public Purchasing

New E-mail Address Created for Submission of Requisitions to the Purchasing Division

A new e-mail account has been established for state agencies wishing to submit requisitions electronically to the Purchasing Division. The e-mail is purchasing_requisitions@wv.gov and if your agency has submitted requisitions to



your agency's designated buyer directly in the past, this practice should be replaced by submitting requisitions to the new account to ensure quick, proper receipt of these documents.

"Many state agencies have asked us about the option of submitting requisitions electronically. This new e-mail account allows us to maintain the integrity of our requisition tracking system," said Dan Miller, Purchasing Division's technical services Manager. "Agencies still have the option to submit paper requisitions by regular U.S. postal mail, fax

or hand delivery. Requisitions sent by e-mail can be in various formats, including Microsoft Word, Excel or as a pdf document but they need to include a **WV-35 Purchasing Requisition** form and

any other necessary documentation."

For more information, contact Miller at 304-558-2314 or Daniel.E.Miller@wv.gov. All purchasing forms are available at the state's intranet site at <http://intranet.state.wv.us/form/default.htm>. If you have any questions or need additional information, please contact your agency's designated buyer within the Purchasing Division.

For a complete list of Purchasing Division buyer assignments, please visit: www.state.wv.us/admin/purchase/byrassign.pdf.

Third Annual OPEN HOUSE Set for May 4

MARK YOUR CALENDARS! May 4 has been set as the date for the third annual Purchasing Division OPEN HOUSE.

The OPEN HOUSE will be held at 2019 Washington Street East, Charleston. Look for more information in future issues of *The Buyers Network*.

INSIDE...

- **Director's Comments:** As 2010 Begins Feeling Comfortable, Let's Look at Our Purchasing Past
- **Pre-Approval Needed?** Check Third Party Sources at Outset of Process
- **eProcurement Update:** Business Analysis Phase Near End in eProcurement
- **Placing Emphasis on Due Diligence** Makes for Smooth RFP Process
- **In-House Training Sessions Continue** in February, March

Input for 2010 Agency Purchasing Conference Sought

The **2010 Agency Purchasing Conference** is scheduled for September 14-17 at Canaan Valley Resort in Davis, West Virginia, and the Purchasing Division needs your input for its success.

Available on page 3 of this issue of *The Buyers Network* for your completion is our Agency Purchasing Conference Questionnaire. Suggestions offered will be reviewed to help us improve our workshops and format. Additional information on lodging and registration will be included in future issues of this newsletter. The questionnaire may also be submitted electronically by visiting <http://www.state.wv.us/admin/purchase/Conference/Agency/2010/survey.htm>.

With the New Year Underway, Let's Take a Look at our Past

By Purchasing Director Dave Tincher

We're now a month into 2010, and what better way to welcome the arrival of this new decade than to look back on the progress made by the Purchasing Division over the past year. During this reflection, I continue to be pleased with the outreaching of customer service which our staff offers each and every day.

Although the logistical part of our job is to process procurements expected to exceed \$25,000, on behalf of state agencies, it is the human element of our efforts that truly touches our customers and the recipients of the programs and services offered by state government. It is our goal to not only educate and inform our agency partners of the procedures in place, based on state law and rule, but also to assist by providing guidance and our expertise to expedite those transactions that are either not performed regularly or those with a unique nature.

Let me highlight some of our accomplishments realized in 2009:

Customer Service

The Purchasing Division works closely with its agency partners through several outreach programs, including our agency buyer assignments, state agency procurement designations, the purchasing inspection program and our recently enhanced training initiatives.

As a result of the Purchasing Division's extensive focus on the services offered and the opened lines of communication with our customers, a customer survey conducted by the Performance Evaluation and Research Division of the West Virginia Legislature indicated the Purchasing Division received a 94% satisfactory rating, one of the highest percentage ratings for all agencies within the Department of Administration.

This validates the proactive steps that the Purchasing Division has taken and plans to continue to take in order to better serve the agencies within West Virginia state government.

Reorganization of the Acquisition and Contract Administration Section

The Purchasing Division reorganized its Acquisition and Contract Administration Section (ACA) to strengthen its ability to provide prompt and efficient customer service to the agencies it serves. Chuck Bowman, Krista Ferrell and Roberta Wagner have all been re-allocated from senior buyers to buyer supervisors in the division's ACA section. Ron Price, who previously served as the sole buyer supervisor, was named Assistant Director of the ACA Section. The increased number of buyer supervisors provides more depth and assistance to all our agencies.

2009 Agency Purchasing Conference

With attendance edging 250, in addition to about 30 staff and guest presenters, the 2009 Agency Purchasing Conference at Canaan Valley Resort and Conference Center was one of the best attended conferences in Purchasing Division history. One of the most successful aspects of the conference again was the "Beginners Track." Introduced at the 2008 conference, this is a series of classes especially designed for individuals with two years or less of procurement experience. The six classes focused on the bare-bone basics of purchasing, allowing those in attendance to have stronger footing not just for future classes but also for their jobs upon return. More than 60 first-time attendees were at this year's conference.

Surplus Property Inventory System

A new inventory system for the West Virginia State Agency for Surplus Property was implemented in February of 2009 to provide better data management on how the agency keeps track of state surplus property. The Surplus Property agency worked with the Office of Technology to develop an inventory system. The new inventory system cre-



ated a "cradle-to-grave" way to track assets. The system tracks items that meet the Purchasing Division criteria for reportable property: any items more than \$1,000, any computers more than \$500 and any weapons.

Training Initiative

During 2009, the Purchasing Division took yet another important step forward in its outreach efforts to keep agency procurement officers and their staffs apprised of the most recent laws, rules and procedures pertaining to purchasing.

Beginning in January of 2009, the Purchasing Division staff began offering in-house training sessions at the Gaston Caperton Training Center (Building 7) at the Capitol. The sessions are free and open to those involved with the state procurement process. The topics for the training sessions are similar to those offered at our Agency Purchasing Conference, but the presentations are more interactive between the presenter and attendees.

Continuity of Operations Plan

The West Virginia Department of Administration began developing a Continuity of Operations Plan (COOP). A COOP is a working document which provides procedures, guidance, resources, necessary to maintain the continuity of operations in the event of an emergency.

The Department of Administration COOP Plan contains provisions for maintaining administrative services to the state and the general public in the event of an emergency, threat, or disaster.

The Purchasing Division is pleased with the progress made this past year and plans to continue this progression in improving our services to our customers — state agencies, political subdivisions, and vendors. We look forward to 2010 as another successful year in maintaining or exceeding these high expectations from our customers.

2010 Agency Purchasing Conference

QUESTIONNAIRE



The **2010 Agency Purchasing Conference** is scheduled for September 14-17 at Canaan Valley Resort in Davis, West Virginia. Your input is very important to the success of the training conferences offered by the Purchasing Division. For that reason we encourage past and future conference participants to complete our 2010 Agency Purchasing Conference Questionnaire. Suggestions provided by the questionnaire will be reviewed to help us improve our workshops and format. Additional information on lodging and registration will be provided in future issues of the **The Buyers Network**. The questionnaire may be submitted electronically by visiting <http://www.state.wv.us/admin/purchase/Conference/Agency/2010/survey.htm>. Or, you may wish to fax or email this questionnaire to the attention of Training Coordinator Brian Holmes, no later than March 31, 2010, at brian.j.holmes@wv.gov or FAX (304) 558-6026.

1. Have you ever attended an Agency Purchasing Conference? Yes No

2. Which topics would you like addressed at the conference?

- | | | |
|---|--|---|
| <input type="checkbox"/> Acquisition Planning | <input type="checkbox"/> Agency Delegated Purchasing | <input type="checkbox"/> Automated Purchasing (E-Procurement) |
| <input type="checkbox"/> Beginner's Track | <input type="checkbox"/> Change Order Process | <input type="checkbox"/> Construction Purchases |
| <input type="checkbox"/> Contract Management | <input type="checkbox"/> Correctional Industries | <input type="checkbox"/> Evaluation & Award Process |
| <input type="checkbox"/> Expressions of Interest | <input type="checkbox"/> Fixed Assets (Inventory) | <input type="checkbox"/> Fleet Management |
| <input type="checkbox"/> Game Show | <input type="checkbox"/> Inspections | <input type="checkbox"/> Legal Issues |
| <input type="checkbox"/> Legislative Changes | <input type="checkbox"/> Payment Process | <input type="checkbox"/> Piggybacking Contracts |
| <input type="checkbox"/> Policies and Procedures | <input type="checkbox"/> Preventing Protests | <input type="checkbox"/> Purchasing Division Manager Q&A |
| <input type="checkbox"/> Purchase Order Encumbrance | <input type="checkbox"/> Request for Quotation Process (RFQ) | |
| <input type="checkbox"/> Request for Proposal Process (RFP)/Mock Evaluation | | <input type="checkbox"/> Sole Source Process |
| <input type="checkbox"/> State Use Program | <input type="checkbox"/> Statewide Contracts | <input type="checkbox"/> Surplus Property Program |
| <input type="checkbox"/> Technology Contracts | <input type="checkbox"/> Travel Management | <input type="checkbox"/> Vendor Registration |
| <input type="checkbox"/> Web Site Tour | <input type="checkbox"/> Writing Specifications | |

3. What other topics would you like to see addressed at this year's conference? _____

4. Would you like some of the conference materials to be provided for you before the conference in a digital format? _____

5. Aside from a PowerPoint presentation, what training tools would you like used in a typical one-hour workshop (example: handouts, worksheets, case studies)? _____

6. Did you like having the first day a travel day, with the conference classes starting on the second day of the conference? _____

7. If you have attended previous conferences, please share your likes and dislikes of the classes and events held. Please provide suggestions for improvements: _____

8. Did you attend the 2009 Agency Purchasing Conference? Yes No

9. Does your job also require you to attend the State Auditor's Payment Processing Conference? Yes No

10. Other comments: _____

The questionnaire can also be found on our Web site at <http://www.state.wv.us/admin/purchase>.

Thank you for your cooperation with our professional development efforts!

Pre-approvals Needed? Check Third Party Sources at the Outset of Procurement Process

At the outset of the procurement process, it is important to remember that pre-approvals are needed for purchasing certain commodities and services. In accordance with the Purchasing Division Procedures Handbook, the following agencies are the first stop for particular services and items.

The Capitol Building Commission: *West Virginia Code* §4-8-5 requires the Capitol Building Commission to review and either approve or reject all plans recommending substantial physical changes inside or outside the state Capitol or surrounding complex. The approval of the Capitol Building Commission is mandatory before any contract may be bid for work requiring a substantial physical change, or before changes are initiated if the work is not done under a contract.

The Office of Technology: *West Virginia Code* §5A-6-4 (3), requires that the Chief Technology Office (CTO) reviews and approves all data processing procurements for state agencies and all infrastructure purposes, regardless of dollar value. All state entities, with the exception of Constitutional Officers, Higher Education and K-12, shall request approval. State agencies may procure computer application software and other non-infrastructure software,

Correctional Industries Has New Web Site

West Virginia Correctional Industries has a new Web site. Its address is www.wvcorrectionalindustries.com. Correctional Industries is a mandatory source for all printing equipment and printing and binding services. For more details, visit Section 4 of the Purchasing Division Procedures Handbook on our Web site.

as well as IT consulting services with an estimated value of less than \$10,000 without CTO approval, but must provide copies of agency purchase orders to the CTO. All purchases of computer hardware, software and consulting services in excess of \$10,000 must have prior approval of the CTO before it can be processed. Such proposed purchases must be submitted to the Office of Technology for review and evaluation, and the results will be forwarded to the CTO for final approval.

All telecommunications systems, upgrades and expansions, regardless of cost, must be approved prior to bidding by the Information Services and Communications Division. All telecommunications purchase orders greater than \$25,000 must be approved by the CTO.

West Virginia State Agency for Surplus Property: State agencies may purchase used property through the normal competitive bid process after

first checking the item availability with the West Virginia State Agency for Surplus Property. In accordance with the *Code of State Rules*, 148 CSR 7.5.6, the Purchasing Director shall issue prior approval or disapproval for used equipment to be purchased directly without competitive bids. If disapproved, the Purchasing Director shall return the request to the spending unit and direct another method of purchasing.

Correctional Industries: All printing equipment and printing and binding services must be obtained through Correctional Industries or a letter of refusal must be attached to the *Purchase Requisition* (more than \$25,000), or maintained with agency invoice or purchase order file (less than \$25,000).

State Use Program: State agencies are required to purchase commodities or services produced by nonprofit, sheltered workshops employing the dis-

Please see SOURCES, Page 6

eProcurement Update

Business Analysis Phase Nearing End in eProcurement

As the Purchasing Division moves forward with the eProcurement initiative, the division is nearing the end of the business analysis phase, said Dan Miller, technical services manager for the Purchasing Division.

"This is the most important part of the process," said Miller. "Everything that comes after this is based on this process." The eProcurement initiative is contracted with West Virginia Interactive, in partnership with SicommNet, Inc.

In this phase, every business process the Purchasing Division undertakes in procurement is isolated and analyzed,

Miller said. The Purchasing Division looks at the individual business process, such as vendor registration or creating a requisition, and the mandatory business requirements; West Virginia Interactive and SicommNet look at the process and requirements and how it will be handled through eProcurement.

"We tell them what the process is, and they tell us how they will use the eProcurement system to meet the requirements of the process," Miller said.

Miller said the process is time consuming due to its importance, but that it is still progressing well. Miller added the importance of not rushing the pro-

cess. "We want to ensure we get everything right to allow the smoothest possible transition," he said.

The eProcurement system will replace TEAM, the current automated system which was implemented in 1991. The project will initially target the implementation of Purchasing Division employees and function, with a roll out to the agencies to follow. The Purchasing Division implementation is expected to be completed by spring. This system will be mandatory for use by all agencies under the statutory procurement authority of the Purchasing Division.

Placing Emphasis on Due Diligence Makes for a Smooth Request for Proposal Process

One of the most encompassing procurement processes is the Request for Proposal (RFP). The RFP process is used primarily for professional service contracts valued in excess of \$250,000. It is both objective and subjective in its evaluation as contracts are awarded based on a decision-making process by a committee. This makes RFP awards more likely to be protested than Request for Quotation awards which are based on lowest cost meeting specifications. The lowest cost does not guarantee a bidder wins a contract for RFPs. Cost comprises of only 30 percent of the evaluation in a RFP, while the technical portion makes up the other 70 percent.

Agency procurement officials can keep the RFP moving forward smoothly with plenty of due diligence.

“Request for Proposals may appear to be intimidating and extremely cumbersome, but they are not that difficult if you follow the RFP process closely,” said Buyer Supervisor Roberta Wagner, who offered the RFP presentation at the 2009 Agency Purchasing Conference.

When an agency determines that the RFP is the contracting method, it must obtain the Purchasing Division’s approval to proceed in accordance with **Legislative Rule** 148-1-7.7.1 This ensures a mutual understanding about the terms and conditions of the RFP, which are documented. In addition, all terms, conditions and subsequent addendums must be in writing.

“One of the most important elements of the RFP process is to make sure the proposals do not have many mandatory conditions and they are opened up for vendor input. This allows vendors to give ideas in their proposals as opposed to vendors just replying, ‘we will comply’ with the RFP specifications.” Wagner said.



Buyer Supervisor Roberta Wagner, shown presenting on the Request for Proposal process, said the process does not have to be as intimidating as it oftentimes seems.

Once bids are advertised and accepted, the agency forms an evaluation committee to score the technical portion of the proposal. Committee members must receive Best Value Procurement training.

Each committee member should be briefed on the proposals prior to the first meeting.

“One misconception about RFP meetings is that it is the first time committee members have looked at the proposals. This should definitely not be the case. Each committee member should have reviewed all of the proposals prior to meeting as a committee,” Wagner said. “And another important aspect of RFP that cannot be overlooked is that if a vendor does not meet any mandatory requirement in the bid, they are disqualified from the process.”

Upon approval of the technical eval-

uation from the evaluation committee, the Purchasing Division schedules a time and date to publicly open the cost proposals. The agency and the vendors shall be notified of this date. The evaluation committee will review the cost proposals, assign appropriate points and make a final consensus recommendation to the Purchasing Division.

The Purchasing Division’s internal evaluation committee then performs its review and makes its recommendation based on the highest scoring vendor to the Purchasing Division buyer which finalizes the award. To review the RFP presentation or any other presentation given at the Agency Purchasing Conference, visit www.state.wv.us/admin/purchase/training. To review the required RFP standard format, visit www.state.wv.us/admin/purchase/Handbook/2007R7/handJ.htm.

Interested in reading previous issues of *The Buyers Network*? We’ve have electronic issues available on our Web site since March 1997. Visit our site at: <http://www.state.wv.us/admin/purchase/BN/bnlist.htm>

In-House Training Sessions Set for February and March

The Purchasing Division's in-house training sessions for 2010 continue through the months of February and March with three classes each month scheduled and available to state agency purchasers.

Training classes scheduled for **February** are:

Emergency Purchases

Thursday, February 4, 10–11 a.m.

Best Value Procurement

Thursday, February 11, 10–11 a.m.
(Please note that this workshop is only for individuals requiring RFP evaluation committee training).

Statewide Contracts

Thursday, February 25, 10–11 a.m.

All three classes for February are scheduled for Building 15 in the first floor conference room.

Classes scheduled for **March** are:

Agency Delegated Purchasing

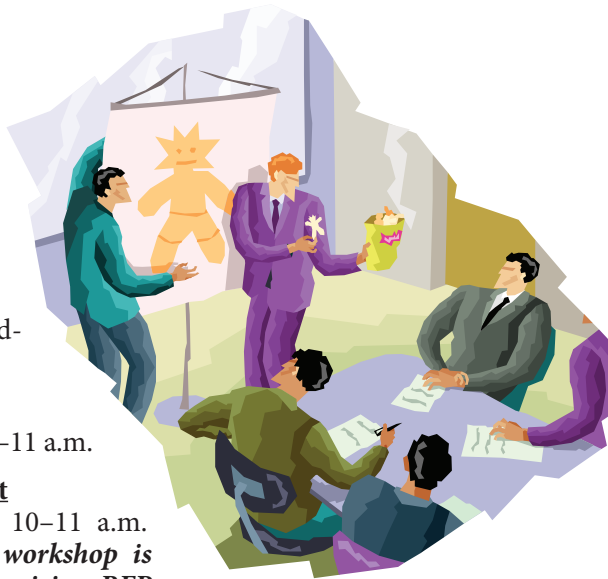
Wednesday, March 3, 10–11 a.m.

Vendor Registration

Wednesday, March 17: 10–11 a.m.

Evaluation and Award Process

Wednesday, March 24: 10–11 a.m.



All classes for March are scheduled for the Regents Room, in Building 7 (West Virginia Training Center).

The sessions are free and open to those agency purchasers who are involved with the state procurement process. For a complete list of classes offered throughout the year with dates, times and course descriptions, or to register for a class, visit www.state.wv.us/admin/purchase/training.inhouse.htm or contact Staff Development Specialist Brian Holmes at 304-558-7022 or by e-mail at Brian.J.Holmes@wv.gov.

Weekly E-mails are Reminders to Keep Apprised of Agency Purchases

Each week, the Purchasing Division provides procurement officials with an e-mail containing a link to the most recent issue of the *West Virginia Purchasing Bulletin* and a direct link to that week's updated *Requisition Status Report* which can be viewed at <http://intranet.state.wv.us/admin/purchase/tracking>.

Procurement officials are encouraged to keep their staff, field offices and agency leadership in-

formed of their agency's purchasing transactions through these two mediums.

Procurement officials should review the *Requisition Status Report* to determine what actions can be taken to expedite your agency's requisitions which have been received by the Purchasing Division but not yet awarded or cancelled. Procurement officials are encouraged to contact their assigned buyer with questions or concerns.

SOURCES

Continued from Page 4

abled or handicapped. Products offered must meet certain quality and price standards comparable to open-market sources. The list of products and services is approved annually by the Purchasing Division Director. However, if the product or service is available, but not in the acquired time, quality, quantity or other factors, a written waiver must be issued from the internal resource in accordance with purchasing guidelines.

Purchasing Division: Requests for Proposals require prior approval in accordance with **Legislative Rule 148-1-7.7.1** from the Purchasing Division.

The Purchasing Division is also the first step for emergency purchases, which can be made only after the Purchasing Director concludes upon reasonable and sufficient grounds that some unforeseen or unexpected circumstance has suddenly created a situation requiring that commodities or services be immediately purchased by a state spending unit.

Attorney General's Office: The selection of attorneys and law firms must be pre-approved by the West Virginia Attorney General's Office. Such pre-approval is not required for hearing examiners, administrative law judges or court reporters; however, approval "as to form" by the Attorney General's Office is required for hearing examiners and administrative law judges.

For additional direction relating to pre-approvals, visit Section 8 of the Purchasing Division Procedures Guidelines at www.state.wv.us/admin/purchase/handbook/2007R7/default.htm or contact your agency's designated buyer at the Purchasing Division.

Registration Open for NASPO Conference

Registration is now open for the 2010 National Association of State Procurement Officers (NASPO) "How to Market to State Governments Meeting and Green Expo," scheduled for April 18-20 in San Francisco, CA.

For registration and more information, visit the NASPO Web site at www.NASPO.org.

Current Statewide Contract Update

(As of January 15, 2010)

This page includes a listing of current changes made to statewide contracts issued by the Purchasing Division. Information and dates listed in this **Current Statewide Contract Update** are subject to change. All statewide contracts are available online at <http://www.state.wv.us/admin/purchase/swc>. For more information, please contact Senior Buyer **Jo Ann Adkins** at (304) 558-8802 or via e-mail at Jo.A.Adkins@wv.gov.

Out for bid

Contract	Description	Pre-Bid Meeting	Bid Opening
HOUSE10A	Housekeeping commodities	02/09/2010	03/04/2010
PPHONE10	Pay phones	None	02/04/2010

New awards

Contract	Vendor	Description	Dates
PAINT10	Sherwin Williams Co.	Paint and associated products	01/15/2010 - 01/14/2011
WATER10	C I Thornburg Co. Inc.	Water treatment chemicals	01/01/2010 - 12/31/2010
MOTEL10CA	Best Western Glenville Inn	Hotel/motel	01/01/2010 -12/31/2010
FLRCOV09A	Family Carpets Inc.	Floor covering	01/01/2010 - 12/31/2010

Under evaluation

Contract	Description	Bid Opening	Under Eval
ITECH10	Temporary staffing for technical and IT support	01/20/2010	Yes

Renewals

Contract	Vendor	Description	Date
SYMC07	Carahsoft Technology Corp	Symantec Software	01/01/2010 - 12/31/2010
LAN07B	Advanced Technical Solutions	Local Area Network	12/15/2009 - 12/14/2010
IPT07A	Advanced Technical Solutions	Internet Protocol Voice Communication	01/15/2010 - 01/14/2011
IPT07B	Alpha Technologies Inc	Internet Protocol Voice Communication	01/15/2010 - 01/14/2011
IPT07D	Verizon Network Integration Co	Internet Protocol Voice Communication	01/15/2010 - 01/14/2011
DIGCOP09B	Canon USA Inc.	Digital copiers	12/15/2009 - 06/14/2010
DATA09	Frontier Communications of WV	Data circuits	02/01/2010 - 01/31/2011
DIGCOP09HA	Sharp Electronics Corp.	Electronics	12/15/2009 - 06/14/2010
CPHONE07DA	Verizon Wireless	Communication Services	11/01/2009 -10/31/2010
IPT07C	Pomeroy IT Solutions Inc.	Computer resources	01/15/2010 - 01/14/2011

Renewals

Contract	Vendor	Description	Date
IPO8	Hewlett Packard Co.	Computers & Monitors	10/10/2010 -10/09/2010
HRDEV09	Epiphany Consulting LLC	Electronic Human resources assessment tool	02/01/2010 -01/31/2011
PAPER09C	XPEDX	Various papers	02/01/2010 - 01/31/2011

Contracts extended

Contract	Vendor	Description	Date
WVARF04	WV Assoc of Rehab Facilities	none	01/01/2010 -03/31/2010
LITTER07	F M Pile Hardware Co.	Litter grabbers	01/01/2010 - 03/31/2010
PPHONE05	EMBARQ	Pay phones flex lease	01/01/2010 -02/28/2010
ERCYCL07	PC Renewal	Recycle elec equipment	03/14/2010 - 04/15/2010
LIGHT07	WV Elec Supply Co.	Lights, lamps, bulbs	02/01/2010 - 03/31/2010

Miscellaneous actions

Contract	Vendor	Commodity	Description of Change
MV10B	Stephens Auto Center	2010 automotive vehicles	To correct spec sheet for Class 17A
DWASH08	Ecolab Inc.	Cleaning Supplies	Remove item 12 ; discontinued add new item Oasis

Contracts Reviewed

Statewide contracts are reviewed approximately three months prior to the actual expiration date. During this review process, the state buyer examines the specifications and the products.

FEBRUARY

RTIRE07	Retread tires and tire repair
SIP2008	Personal computers and peripherals
TEMP07	Temporary services

MARCH

CABLE07	Coaxial cable
CANLINE07	Plastic trash can liners
DIGCOP09	Digital copier equipment
FRMTIRE09	Farm and backhoe tires

Questions?...Just Ask Us!

Are you unsure of certain purchasing procedures? Do you need information on the current state travel regulations? Do you have a question regarding travel requests? Would you want to know what surplus property is available?

If you need additional information concerning any function within the Purchasing Division, complete the form below and return to the address below. You also may forward your request via e-mail.

Diane Holley-Brown, Assistant Director
Communication and Technical Services Section
West Virginia Purchasing Division
State Capitol Complex
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130
E-Mail Address: Diane.M.Holley@wv.gov

Name _____
Organization _____
Address _____
Telephone Number _____
E-Mail Address _____
Need Information about _____

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STATE OF WEST VIRGINIA

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