

## Ordering Instructions for Agencies

### CMA 0212 0212 EPORTAL16

### West Virginia Interactive (WVI)

#### Establishment of New Services

The WVOT will manage the Master Contract, but services will be purchased by individual State Agencies. For each **new application or website** developed by the WVI under this contract:

1. Each Agency will execute a Service Level Agreement (SLA) with WVI. This SLA will govern all Agency Statements of Work (SOW) for each new application or website.
2. After SLA is complete, Agencies will submit a request to WVI to create a new application or website. Agencies will define the business requirements to WVI for the service, i.e., identify whether the services would be a premium service, identify whether it must be free to the Customer, should have a customer fee, and estimate service volumes.
3. WVI will review the requirements and provide the Agency and E-Portal Board a brief summary of the work using the template provided by the E-Portal Board; this will include the applicable fee methodology that may be required to deliver the service.
4. If the E-Portal Board approves the project, WVI will prepare and sign a detailed SOW. If the Agency agrees with the SOW, it will be submitted to the WVOT for review and approval.
5. **If approved by the WVOT:** The Agency should complete an ADO for orders less than \$250,000.00. and submit the ADO to the Vendor. For orders over \$250,000.01 the agency should create a CDO and submit to the Purchasing Division for approval; Agencies must include the SOW with the CDO.
6. The Purchasing Division will provide copies of the CDO to WVI, the Agency, and the WVOT.
7. The Agency and the WVI may modify the SOW for an individual project to add or delete services only by mutual agreement, and any changes to a CDO will require a change order and approval by WVOT and the Purchasing Division.

#### Payment of Existing Services

Agencies seeking to pay for existing application or website services should complete an ADO/CDO (following the \$250,000 threshold rule) and attach the original SOW/SLA with the delivery order document.

#### Vendor Contact Info

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