

Ordering Instructions

West Virginia Statewide Contract

VOIP19 – Hosted Voice over Internet Protocol (VoIP)

There are two types orders for the VOIP19 contract:

1. INITIAL IMPLEMENTATION OF SEGRA PHONES AND SERVICES

Ordering Requirements - To initiate implementing a new site, send an email request to following:

Name	Email	Description
Greg Florence, Segra	Greg.Florence@segra.com	State of WV Account Manager
Eric Jarrett, Segra	Eric.Jarrett@segra.com	State of WV Project Manager for VOIP19
ERM, WVOT	erm@wv.gov	*WVOT Intergovernmental Relationship Managers (IRM) group mailbox

*A list of current WVOT IRM's can be at the following address:

<https://technology.wv.gov/support/Pages/relationshipmanagers.aspx>

After the request is received, a kickoff call with the Agency and Segra will be scheduled to explain the VOIP19 contract and the process for the initial order and setup of equipment.

2. MODIFICATIONS TO EXISTING SEGRA PHONES AND SERVICES

Ordering Requirements – Agencies must submit an approved Telecommunications Change Request (TCR) form to the WV Office of Technology (WVOT) at tcr@wv.gov for services ordered from this contract. Current TCR forms can be found at the following address:

<http://technology.wv.gov/ProductsAndServices/Pages/DownloadableForms.aspx>

Special Instructions– The Agency must complete the TCR in full and an Agency representative accountable for the associated charges must approve prior to submitting to the WVOT. If needed, Agencies may request a waiver from the ordering, billing and/or payment of services (DOA Chapter §5A-7) from this contract by submitting their request with justification to the Chief Technology Officer at consulting.services@wv.gov.

Approvals Required – Agency's Approval Authority

Agency and/or Vendor Contact Information:

WVOT: tcr@wv.gov

See the **List of Buyer Assignments** located at the Purchasing Division website (Agency Resource Center) for the centralized buyer assigned to this contract.

Type of Delivery Order - TCR

How to submit the completed order to the Vendor – The WVOT will submit the completed order to the Vendor.