OFFICE OF TECHNOLOGY REQUIREMENTS

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Department of Administration

PROCESS/LAW CHANGES TO HELP YOU

- Illegal Terms Law (2021) allows the State to enter into contracts more quickly by eliminating the need to negotiate various illegal terms

- Software as a Service Addendum (2018) Worked with OT to develop the standardized software as a service addendum to help protect the state in cloud-based purchases

- 5 Year Software Contracts (2018) Permitting longer base terms for software contracts with maintenance, up to five years

WVOT APPROVAL VERSUS PURCHASING DIVISION APPROVAL

WVOT	Purchasing
Approves purchases based on technical merit and cost benefit.	Reviews purchases in accordance with the Purchasing rules and regulations
Waivers from Telecommunications Code. (Alternative Technical Solution, Ordering/Billing)	Waivers from Statewide Contracts.
Provides technical assistance in writing specifications	Provides assistance throughout the procurement process

WHY DOES WVOT REVIEW IT PROCUREMENTS?

- To abide by the following Statutes:
  - W.Va. Code §5A-6-1, *et seq*.
  - W.Va. Code §5A-6B-1, *et seq*.

- To identify opportunities for standardization and a unified approach to information technology across state government

- To evaluate operational efficiencies

- To leverage enterprise solutions when possible

- To ensure safeguarding of information systems, sensitive and restricted data, and communications infrastructures

- To ensure tax dollars are being spent wisely

DISCUSSION POINTS AND CHECK-IN

RECENT CHANGES

CIO POLICY changes effective August 1, 2022.

- Accounts for new spending thresholds
- Clarifies when/if approval is needed
- Tries to incorporate agency feedback

Link to CIO Policy and other OT-related polices:
https://sites.google.com/wv.gov/othub/contact-us/ot-policies

- **Enterprise Data Storage Solutions**
  - Data Center, mainframe, and storage solutions

- **Application Development, IT Services, and Software**
  - Software, databases, applications, project management

- **Networking and Telecommunications**
  - Routers, switches, telephony services, data circuits

- **Security, Privacy, and Antivirus Initiatives**
  - Firewalls, cybersecurity, cloud purchases, removeable media

- **Client Services and Desktop Support**
  - Hardware, software, copiers, operational items

Depending on the procurement, some, or all, of these groups review the request and submit feedback and recommendations.

WVOT CIO REVIEW TEAM

Consulting Services – CIO Review Team

- Ashley Huffman
- David Highland
- Gary Lewis
- Adena Mays
- Anet Vance

Requests submitted via email to Consulting.Services@wv.gov or via 3rd Party Approver in wvOASIS, where specified

WVOASIS 3RD PARTY APPROVAL DEMONSTRATION

WHAT INFO IS NEEDED FOR CIO REQUESTS?

Description of Item or Service
- What do you need?

Justification for Purchase
- Why do you need it?

Estimated Cost
- To release, what's the anticipated cost? Or, if an award, contract total?

What type of procurement is this?
- Something to be obtained without bids ('Pcard purchase'), RFQ, RFP, Direct Award, etc.

Will it be replacing something already in place or will it be a new addition?
- Can either be apples-to-apples or functional comparison

Solicitation Documents (if applicable)
- Specifications, pricing page, etc.

Where will equipment be located? (if applicable)

Oasis number (if applicable)
- Reference same OASIS number for award to tie two requests together

If Expedited, additional data will be needed (see subsequent slides)

WHAT INFO IS NEEDED FOR CIO REQUESTS? - EXAMPLE

Description of Item or Service
- The West Virginia Office of Technology is seeking bids for the one-time purchase of ten (10) Nexus, or equal, switches and maintenance and support.

Justification for Purchase
- The WVOT is currently upgrading networking equipment on the Capitol Complex, as the current equipment is end-of-life and end-of-support.

Estimated Cost
- The WVOT anticipates a cost of $60,000

What type of procurement is this?
- Request for Quotations

Will it be replacing something already in place or will it be a new addition?
- This will replace existing equipment purchased in 2015.

Solicitation Documents (if applicable)
- Please see attached specifications.

Where will equipment be located? (if applicable)
- One switch will be located on every floor of Building 5.

Oasis number (if applicable)
- Reference same OASIS number for award to tie two requests together
- CRQS ISC23XXX

If Expedited, additional data will be needed (see subsequent slides)

HOW TO CREATE A TEMPLATE IN GMAIL

1.) Open Gmail

2.) Click the pencil icon to start a new message.

3.) Copy and Paste the questions from previous slide into new message.

4.) Click on the 3 dots in lower right-hand corner

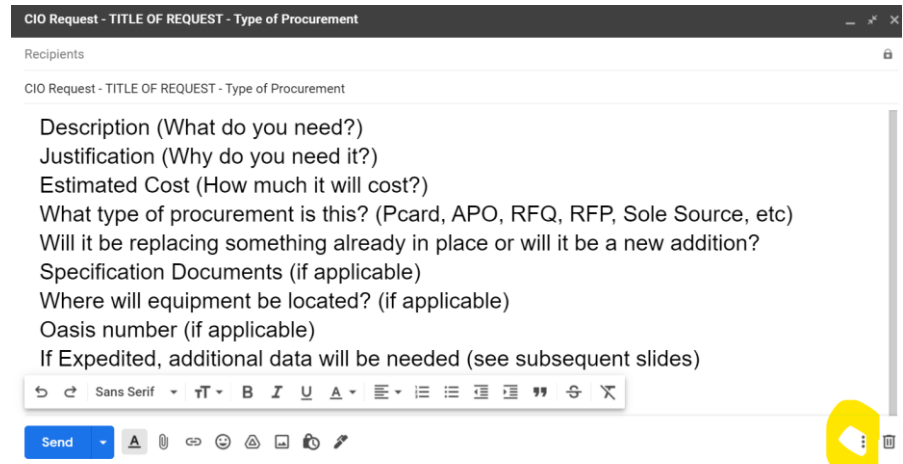5.) Click Templates

6.) Click Save Draft as Template

7.) Click Save as New Template

8.) Name Template

9.) When you want to use template,

Start new message, Click on 3 dots,

Click Template and select the name of your template

CIO Request - TITLE OF REQUEST - Type of Procurement

Recipients

CIO Request - TITLE OF REQUEST - Type of Procurement

Description (What do you need?)
Justification (Why do you need it?)
Estimated Cost (How much it will cost?)
What type of procurement is this? (Pcard, APO, RFQ, RFP, Sole Source, etc)
Will it be replacing something already in place or will it be a new addition?
Specification Documents (if applicable)
Where will equipment be located? (if applicable)
Oasis number (if applicable)
If Expedited, additional data will be needed (see subsequent slides)

Send

BRIEF CIO PROCESS OVERVIEW

What constitutes a technology purchase?

- Technology purchases generally refer to hardware, software, and services (including professional services). It also includes a purchase where technology is involved but may not be the main focus.

Who submits the requests?

- An Agency subject to §5A-6 must request review and approval of the proposed procurement from the Office of Technology. Requests are processed by the date received from oldest to newest. Expedited requests take precedent.

How long will review take?

- Length of review is dependent upon complexity and number of reviewing groups. If experiencing delays, contact our office.

How will I get approval?

- Once a request is approved or denied, the Agency will be notified, via email, with a signed memo. If using 3rd Party Approval in OASIS, no memo is given.

PROCUREMENTS UNDER $5,000.00

Technology procurements under $5,000.00 that require approval:

- **Hardware** (unless provided in Office of Technology Bill of Material (BOM))

  - Routers

  - Wireless Access Points

  - Ethernet Switches

  - VoIP Phones/Equipment

  - Circuits

  - PCs and Tablets that are not on the IP19 Statewide contract

- Technology Statewide Contract Purchases will still require 3rd party approval (if applicable)

- If purchase is under $5,000.00 and does not meet the above criteria, it is pre-approved and does not require submission.

- **Software**

  - The only software items under $5,000.00 that are pre-approved and do not require CIO approval memo are referenced below:

    - Adobe DC PDF

    - Nuance/Komax PDF

- **Removeable Media**

  - If you are purchasing removeable media under the $5,000.00 threshold, it will not require CIO approval. However, you will need to work with your Agency Privacy Officer, the State Privacy Office, and the OT Security Office when applicable. Removeable Media must have a privacy impact assessment (PIA).

DISCUSSION POINTS AND CHECK-IN

Request for Quotations (RFQ)

RFQs require (potentially) two reviews: Release and Award

- **Release**
  - Agency will submit its justification and supporting documentation to the Office of Technology for review and approval before the solicitation is released.

- **Award Stage**
  - A second approval for an RFQ is required if the awarded amount exceeds $50,000.00. Agency must submit its Recommendation to Award, justification, bids, etc.

  - In each instance, the Agency will receive a memo from the Office of Technology.

REQUEST FOR PROPOSALS (RFP)

RFPs require three (3) reviews by the Office of Technology – Concept, Release, and Award.

- **Concept**
  - Agency submits an overview and justification for the RFP, explaining what it is seeking. Provide as much detail as possible for a timely review. This should occur prior to any specifications being written. The WVOT will review the request to ensure it aligns with strategic goals.

- **Release**
  - Agency will submit the specifications and relevant documentation to the Office of Technology for a complete review. The WVOT will ensure the specifications align with the original Concept request and make changes, as necessary.

- **Award**
  - Agency will submit its Recommendation to Award to the Office of Technology, including bids, scoring, and justification for award. This will be submitted after Technical and Cost Evaluations are completed.

  - In each instance, the Agency will receive a memo from the Office of Technology.

Request for Information (RFI)

- An Agency must submit a CIO Review Request for an RFI prior to release.
  - WVOT will review the request to make suggestions or edits and to ensure alignment with strategic goals.
  - Because no award will be made as a result of an RFI, no other approvals are required.

- If an Agency subsequently releases a procurement based on information obtained from the RFI, the procurement will require review and approval.

CONTRACT RENEWALS

Agency must submit renewal documentation for review and approval.

- This includes the 'major questions' for all CIO Requests – justification, cost, etc. – as well as renewal paperwork.

Agencies can request approval, but it is not guaranteed, for the initial contract plus all optional years.

- Agencies would not be required to submit a CIO Request in subsequent years, unless noted in the initial memo OR if the contract renewal alters the technical specifications or price.
- The WVOT may retract preapproval for subsequent renewals if circumstances change and renewal is no longer in the best interest of the State's strategic goals.

The WVOT is offering this preapproval retroactively at the next renewal year.

- For contracts awarded prior to September 1, 2019, the agency can request the subsequent renewals be approved at the time of the next renewal.

Contract Renewals will be audited as needed.

CHANGE ORDERS

For any Change Order that will alter the technical specifications or price of the original contract, the Agency must submit a request for approval.

- The Office of Technology will review changes to ensure strategic alignment and cost.

Contract Reassignments

- CIO Approval is not needed for contract reassignments necessitated by a name and/or other administrative change, such as funding or address changes.

EXPEDITED REQUESTS

- Can be used for a time-sensitive procurement as the result of a legitimate business need
  - Agencies must submit the request with "IMPORTANT – EXPEDITED REQUEST" in the subject line.
  - Please note there is a fee associated with Expedited Requests and the Agency Head must authorize the charge and request. An Email is acceptable
- The Agency must explain the need for an expedited review
  - Detailed explanation of the funding source impact to the agency.
    - Estimated cost of procurement
    - Fund source type (General Revenue, Special Revenue, Grants, etc.)
    - If funds are expiring, provide expiration date(s).
    - Additional details, as necessary.
  - Significant Operational Impact.
    - Detailed explanation of the operational impact to the agency.
    - Explanation of the urgency and scope of anticipated or actual impact.
    - Timeline of existing or anticipated operational impact.
    - Additional details, as necessary.

The following review types are <u>NOT</u> authorized for expedited review:
- Request for Proposals (RFPs) at the concept stage
- Request for Proposals (RFPs) at the release stage
- Contract Renewals

DISCUSSION POINTS AND CHECK-IN

STATEWIDE CONTRACTS

Please refer to the Statewide Contracts page on the Purchasing Division's website and associated Ordering Instructions for CIO Approval Process, if required.
http://www.state.wv.us/admin/purchase/swc/default.html

OT-sponsored contracts currently include: CPHONE, DIGCOP, IP, DATATRNSP, GSUITE, LAR, VOIP, CENTREX, LDPHONE, RECMGT, EPORTAL, and other terms agreements.

STATEWIDE CONTRACTS REQUIRING APPROVALS

OASIS ID	Vendor	Description	Action
IP19	Dell Marketing LP	Personal Computers/ Laptops	3rd Party
CMA SIPEE	Verizon Business	SIP Trunking	TCR
VoIP19	Lumos/Segra	Hosted VoIP Solutions & Services	TCR
CMA DATATRNSE	Verizon Business	Data Transport Services	TCR
CENTREX	Frontier	Centrex and Business lines and trunks, ISDN and DSL	TCR
LDPHONE	Touch Tone	Long Distance phone service	TCR
CPHONE 20A	AT&T	Cellular Phones and Plans	wvot.cell@wv.gov
CPHONE 20B	Verizon Wireless	Cellular Phones and Plans	wvot.cell@wv.gov
CPHONE 20C	T Mobile USA	Cellular Phones and Plans	wvot.cell@wv.gov
Eportal16	WV Interactive	State's Web Portal Solution	ePortal Board

**Note: some Ordering Instructions have been updated to remove review and approval. Please check most recent version for each contract.

TELECOMMUNICATIONS WAIVERS

Telecommunications Waiver Process

- Per W.Va. Code §5A-7-1,*et seq.*, the IS&C Division, reporting to the CIO, is responsible for the payment of uncontested invoices for telecommunications services…*Provided,* That the service is provided under a Statewide Contract.

- An Agency desiring an exemption from the WVOT's ordering and billing services' authority may make a written request, with sufficient justification, for review and approval. These requests should be sent to Consulting.Services@wv.gov.

- NOTE: A Telecommunications Services Ordering/Billing waiver does not constitute a waiver from any Statewide Contract, as that authority is held by the Purchasing Division. In addition, these waivers are not to be confused with CIO Review and Approval for the any subsequent solicitation for telecommunication services.

- The provisions of this article do not apply to the Legislature or the Judiciary.

DISCUSSION POINTS AND CHECK-IN

OTHER REQUESTS

Privacy Impact Review
- The CIO Review Process attempts to identify technology procurements that may collect, use, store, or transmit sensitive and/or restricted data. If identified, the State and Department Privacy Officers should be notified, and a Privacy Impact Assessment is recommended when the CIO approval memo is sent to the requestor. (https://privacy.wv.gov/privacyimpactassessment/Pages/default.aspx)

E-Portal Governance Board Process (EPORTAL16)
- As Agencies pursue e-government applications, systems and/or websites, the E-portal Governance Board, consisting of the CIO and representation from multiple Departments, provides approval, prioritization, and monitoring of the portfolios, programs, and/or projects including scope, budgets, and schedules, as well as changes to these items.
- The EPORTAL SWC Ordering Instructions require CDOs for new application or website development.

NON-OASIS Users (Example Local Health Departments)
- If the Agency does not have OASIS access, it must submit a WV-39 request form to the OTES@wv.gov Email address.

OTHER NOTES

- Under Warranty Part Replacements
  - Apples-to-apples replacement does not require CIO Approval. However, if the failed components are being replaced with a new or separate solution, then CIO review/approval would be needed.

- Telephony Statewide Contracts require a TCR form to be submitted to TCR@wv.gov Email. The TCR forms are located at: https://technology.wv.gov/ProductsAndServices/Pages/DownloadableForms.aspx

- If an Agency isn't sure whether or not an item should be submitted to CIO Approval, please reach out to your designated OT IRM or send an Email to Consulting.Services@wv.gov.

OT HUB

Contact Us

Contact Name	Contact Information
OASIS users	consulting.services@wv.gov
NON-OASIS users	OTES@wv.gov
OT Service Desk	ServiceDesk@wv.gov, 304-558-9966
OT IRM Group	ERM@wv.gov, 304-957-8140
OT TCR Group	TCR@wv.gov
OT Cell Group	wvot.cell@wv.gov
OT Security	esecurity@wv.gov
OT Website	https://technology.wv.gov

WEST VIRGINIA
office of
technology

QUESTIONS?