



# WEST VIRGINIA OFFICE OF TECHNOLOGY REQUIREMENTS

Andrew Lore

IT Procurement & Business Services Manager – WV Office of Technology

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
- **Best Value Evaluation for Secondary Bidding (2023)** Allowing for bids solicited through prequalification/secondary bidding process to be evaluated and awarded on best value rather than lowest cost

# WVOT APPROVAL VERSUS PURCHASING DIVISION APPROVAL

<b>WVOT</b>	<b>Purchasing</b>
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



# TEST YOUR KNOWLEDGE

1. The West Virginia Consolidated Public Retirement Board is soliciting bids to establish a contract for an onsite data storage system. The system will house employee retirement records from the last fifteen years. Would this solicitation require CIO Approval? Does this solicitation require any special considerations such as a Software-as-a-Service Addendum?
2. An Agency is seeking to purchase a computer from a source other than the Statewide Contract. Should the Agency contact the WVOT to obtain a waiver from the IP contract?
3. An Agency is seeking to purchase a non-IP contract computer through the RFQ process. Does the solicitation require CIO Approval?

# 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
- 
- The WVOT is currently working on a ‘software approval process’ to evaluate cybersecurity risks.

Link to CIO Policy and other OT-related policies:

<https://sites.google.com/wv.gov/othub/contact-us/ot-policies>

# WVOT CIO REVIEW TEAM

## Consulting Services – CIO Review Team

- Ashley Huffman
- Adena Mays
- Anet Vance

Requests submitted via email to [Consulting.Services@wv.gov](mailto:Consulting.Services@wv.gov), but the WVOT is exploring a more automated process. NOTE: 3<sup>rd</sup> Party Approval is no longer required.



# Technical Units within the WVOT Reviewing Procurements

- **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.

# 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

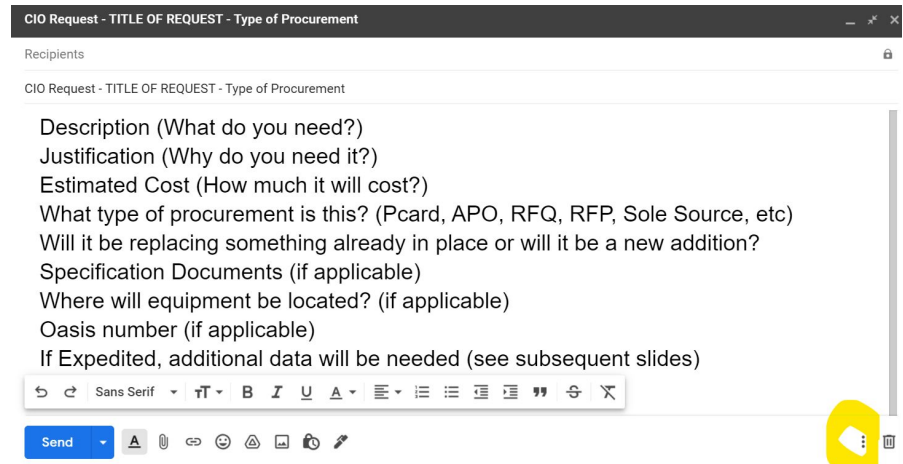
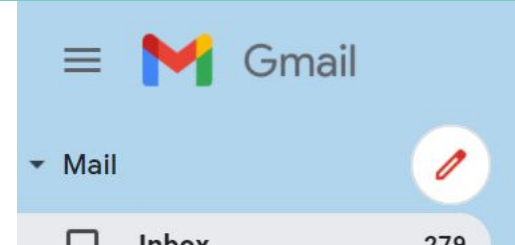
7.) Click Save as New Template

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



# 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 3<sup>rd</sup> 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 IP23 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/Kofax 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



# TEST YOUR KNOWLEDGE

1. The West Virginia Purchasing Division is purchasing two (2) switches for \$3,200 after receiving a Bill of Materials (BOM) from the WVOT's Network Engineering Team. Does this purchase require CIO Approval?
2. The West Virginia Department of Arts, Culture, and History is purchasing a desktop printer for \$500. Does this purchase require CIO Approval?
3. The West Virginia DHHR is purchasing six (6) medical records software licenses for \$4,000. Does this purchase require CIO Approval? Are there any other considerations?
4. The West Virginia Department of Commerce did its own market research and is purchasing five (5) wireless access points for \$2,500. Does this purchase require CIO Approval?
5. The West Virginia Purchasing Division is purchasing twenty (20) removeable media (aka flash drives) for \$8,000. Does this purchase require CIO Approval? What else is required?
6. The West Virginia Dept. of Veterans Assistance is purchasing fifteen (15) Adobe DC licenses for \$2,500. Does this purchase require CIO Approval?



# 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.

# Direct Award

- When an agency seeks to enter into a Direct Award contract, CIO Approval must be obtained prior to the Direct Award posting be published to the Vendor community.
- Once the posting has closed, and the agency can proceed to award, a second CIO Approval is not required, regardless of dollar value.
- If a competitive offer is submitted, any subsequent purchase must be processed through the appropriate CIO Approvals.

# 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 NOT 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





# TEST YOUR KNOWLEDGE

1. The West Virginia Department of Homeland Security is purchasing database administrator services for \$150,000 via the Request for Quotations (RFQ) process. How many CIO Approvals are required?
2. The West Virginia DHHR is releasing a Request for Proposals (RFP) for a statewide benefits management system. How many CIO Approvals are required?
3. The Tax Division is releasing a Request for Information (RFI) and obtained CIO Approval prior to its release. The Division then successfully solicited through the RFQ process based on information obtained through the RFI. The Division only obtained approval for the RFI. Can the Tax award the contract?
4. The West Virginia Purchasing Division is awarding a contract for one (1) initial year plus three (3) optional renewal years. Can the agency request for approval of all four years? Is a four-year approval still valid if a renewal has altered the contract beyond administrative changes?
5. The Division of Highways obtained CIO Approval for a Direct Award to Company ABC for \$1M. No competitive offers were received. Does DOH need any further approvals from the WVOT?
6. The West Virginia Department of Commerce is executing a Change Order and reassignment for an existing contract because of a Vendor name change. Does this require CIO Approval?
7. An Agency submits an Expedited CIO Approval Request to release a solicitation for a new software package after receiving a grant. Can this request be expedited? Who, at the agency, needs to approve the expedited request?
8. What are the three (3) kinds of requests that cannot be expedited?

# 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, IP, DATATRNSP, GSUITE, LAR, VOIP, CENTREX, LDPHONE, RECMGT, EPORTAL, and other terms agreements.

## STATEWIDE CONTRACTS REQUIRING APPROVALS

OASIS ID	Vendor	Description	Action
VoIP19	Lumos/Segra	Hosted VoIP Solutions & Services	TCR
Data Transport 23	Lumos/Segra	Data Transport and DIA Services	TCR
CMA DATATRNSE	Verizon Business	Data Transport Services	TCR
CENTREX23	Frontier	Centrex and Business lines and trunks, ISDN and DSL	TCR
LDPHONE22	Touch Tone	Long Distance Phone Service	TCR
CPHONE 20A	AT&T	Cellular Phones and Plans	<a href="mailto:wwot.cell@wv.gov">wwot.cell@wv.gov</a>
CPHONE 20B	Verizon Wireless	Cellular Phones and Plans	<a href="mailto:wwot.cell@wv.gov">wwot.cell@wv.gov</a>
CPHONE 20C	T Mobile USA	Cellular Phones and Plans	<a href="mailto:wwot.cell@wv.gov">wwot.cell@wv.gov</a>
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](mailto: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



# TEST YOUR KNOWLEDGE

1. The West Virginia State Treasurer's Office is seeking an alternate solution to the Data Transport Statewide Contract. Does the WVSTO need to contact the WVOT?
2. The Department of Commerce has obtained a waiver from the ordering and billing of a statewide contract and obtained a waiver from the Purchasing Division for not utilizing a statewide contract. Can Commerce release a solicitation after obtaining both waivers?

# 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.

# 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](mailto: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](mailto:Consulting.Services@wv.gov).



# OT HUB

<https://sites.google.com/wv.gov/othub/>

Subscribe for email notifications about OT outages and updates [Subscription Site](#)




## WV Office of Technology


[Project Sunrise Resources and Updates](#)

Check Project Sunrise site regularly for project updates and resources to assist you


News & Alerts [Senate Bill 486](#) • [Project Sunrise User Back Data Migration](#) • [OTHub Migration to G](#)



[IT Services](#)



[Training](#)



[Frequently Asked Questions](#)

- [Rates Catalog](#)
- [Forms](#)
- [OT Policies](#)
- [DAA](#)
- [WVOT YouTube Channel](#)
- [Report a Security Incident](#)
- [Contact Information](#)
- [Internal OT Information](#)

# Contact Us

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





**QUESTIONS?**

