



Whittaker, Frank M &lt;frank.m.whittaker@wv.gov&gt;

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**Re: CPO WWV23\*03-- Cloud Services**

1 message

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**Whittaker, Frank M** <frank.m.whittaker@wv.gov>  
To: "Morgan, Debra K" <debra.k.morgan@wv.gov>  
Cc: Brandon L Barr <brandon.l.barr@wv.gov>

Thu, Feb 8, 2024 at 9:40 AM

Debbie,

Your emergency request is approved for a period of not more than 60 days from this approval to allow the agency time to bid and award a new contract. Please follow all emergency procedures outlined in the Purchasing Division Procedures Handbook and return the completed contract to this office within 30 days of this approval.

Please review all agency contracts that are due to expire in the next 90-120 days to ensure the agency has time to take the appropriate action to avoid a lapse in contracts for critical services, software, support and commodities.

Thank you,

Frank

On Thu, Feb 8, 2024 at 9:17 AM Morgan, Debra K <debra.k.morgan@wv.gov> wrote:

Per your request to add information as to what the emergency is please see the following:

The current Amazon Connect solution managed through SMX supports the WorkForce West Virginia call center, supporting general WorkForce customer interactions. Jobseeker and claimants call the 800-252-JOBS number to assist them with finding a job and resolving issues with their benefits. Employers call in for assistance in matching jobseekers to their open positions. The average monthly incoming call volume is almost 13,500 calls.

In addition to inbound call center activities, we use Amazon Connect direct outbound calling of roughly 5,000 calls per month from the 800 number so recipients know it is WorkForce calling. We also complete automated outbound call campaigns on a daily basis notifying job seekers that they potentially match to an open position and to contact the local office for more information. In addition to daily calls, we do ad hoc calls for employers to potential matches for job seekers to generate interest in hiring events, and hosting in person or virtual career fairs. That monthly volume of automated outbound calling is almost 105,000 calls per month.

A break in service would impact the call center, stop outreach to jobseekers and put the 800 number in limbo and necessitate a potentially long period of transfer with telephone companies and Amazon or another vendor to resume operations.

The cost per month varies and has ranged from \$59,000 to \$18,000 per month over the last three months, although the invoices have not been processed for payment due to them being submitted with taxes and we have asked for modified invoices without the taxes.

Should you need anything further please let me know.

Thank you.

On Wed, Feb 7, 2024 at 9:22 AM Morgan, Debra K <debra.k.morgan@wv.gov> wrote:

The referenced CPO will expire on 2-2-9-24. The agency has specifications for a RFQ for virtual call center services ready to submit for competitive bidding as soon as OT approves the RFQ.

WorkForce is seeking approval to enter into a minimum of thirty (30) days but no more than sixty (60) day emergency contract with SMX under the same terms and pricing as the current contract. A lapse in these services would be detrimental to the Governor's Work4WV program that assists unemployed citizens of WV.

If you approve this request I will work with the vendor and have all mandatory documents to Purchasing within the thirty (30) day timeline as required for transparency.

Thank you,  
Debbie



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To: "Morgan, Debra K" <debra.k.morgan@wv.gov>  
Cc: Brandon L Barr <brandon.l.barr@wv.gov>

Wed, Feb 7, 2024 at 4:52 PM

Debbie,

Debbie,

Please modify your emergency request to include the estimated cost, and a description of the emergency etc. per 6.3.3A.a, and we'll get this one moving for you right away. If the emergency falls under your agency delegated threshold, feel free to proceed at the agency level and return the contract to this office for posting. I have clipped a portion of the handbook for your convenience.

I also wanted to check with you concerning the banking services award. Please advise at your earliest convenience.

Thank you,

Frank

**6.3.3. Emergency Purchases Exceeding the Delegated Limit:** For emergency procurements expected to exceed an agency's delegated spending threshold and which occur during normal business hours, the agency may proceed without the formal competitive bidding process, with prior approval from the Purchasing Director. Please keep in mind that emergency purchases cannot be used for hardship resulting from neglect, poor planning, or lack of organization by the spending unit.

An emergency purchase can only be made if the Purchasing Director reasonably and ethically concludes upon reasonable and sufficient grounds that commodities or services must be immediately purchased by a state spending unit.

- A. Emergency Procurement Request:** To initiate an emergency procurement, the spending unit must request approval from the Purchasing Director to complete the purchase.
- a. Emergency Request During Business Hours:** When an emergency occurs during normal business hours, written approval of the Purchasing Director or his/her designee must be obtained prior to making a purchase or allowing a vendor to perform any work. That request must include a description of the emergency, the scope of the purchase required to alleviate the emergency, the expected cost of the purchase, and the time during which the emergency contract would be effective. The request should come from the agency designated procurement officer.
- b. Emergency Request Outside Normal Business Hours:** When an emergency occurs after business hours, on a holiday, or on weekend and requires immediate action to avoid further damage to state property or to address a serious safety concern, the agency designated procurement officer may proceed with the emergency purchase as an agency procurement in wvOASIS.
- B. Obtain Three Bids, if Possible:** Once approval for the emergency purchase has been granted, if required, the agency should attempt to obtain a minimum of three bids, written or documented verbal, if the nature of the emergency allows. A record of any bids obtained must be maintained in the agency's contract file.
- C. Authorizing Work:** Once approval for the emergency purchase has been obtained, the agency may proceed with the purchase, authorize work to begin, etc.
- D. Emergency Contract:** Any emergency purchase processed as a standard emergency will require the creation of a contract in wvOASIS. To accomplish this, the agency must compile all relevant documentation relating to the emergency purchase and process it

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Thank you,  
Debbie