

From: Sheets, Mike - Purchasing <William.M.Sheets@wv.gov>
Sent: Wednesday, January 8, 2020 5:16 PM
To: Burdette, Belinda K <Belinda.K.Burdette@wv.gov>
Cc: Nisbet, Guy L <Guy.L.Nisbet@wv.gov>; Whittaker, Frank M <Frank.M.Whittaker@wv.gov>; Totten, Mark L <Mark.L.Totten@wv.gov>
Subject: FW: Message from KM_458e

Belinda,

Your emergency is approved for a period of one year. This emergency approval is granted so that the ABCA can continue to receive data transport services without a break in service, and is not an approval of the named vendor.

This approval is based on 1) your attached request and 2) conversations that I have had with you and others through which I understand that the ABCA, in association with the Office of Technology, will spend the next several months evaluating their data circuit requirements. The result of this evaluation will be a procurement undertaken to ensure that the ABCA can continue to meet its data transport needs in the most cost-effective manner.

Please follow emergency purchasing procedures as found in the Purchasing Handbook and follow up with documentation for award within 30 days.

Regards,
Mike

W. Michael Sheets
Director
WV Purchasing Division
2019 Washington Street, East
Charleston, WV 25305

Phone: (304) 558-0492
Fax: (304) 558-4115

From: Burdette, Belinda K <Belinda.K.Burdette@wv.gov>
Sent: Wednesday, January 8, 2020 5:00 PM
To: Sheets, Mike - Purchasing <William.M.Sheets@wv.gov>
Cc: Nisbet, Guy L <Guy.L.Nisbet@wv.gov>
Subject: FW: Message from KM_458e

From: 14276@wv.gov <14276@wv.gov>
Sent: Wednesday, January 8, 2020 5:01 PM
To: Burdette, Belinda K <Belinda.K.Burdette@wv.gov>
Subject: Message from KM_458e



**STATE OF WEST VIRGINIA
DEPARTMENT OF REVENUE
ALCOHOL BEVERAGE CONTROL ADMINISTRATION**

900 Pennsylvania Ave., 4th Floor
Charleston, West Virginia 25302

FREDRIC L. WOOTON
COMMISSIONER

DAVE HARDY
CABINET SECRETARY

To: Michael Sheets, Director
WV Purchasing Division

From: Fredric L. Wooton, Commissioner
cc: Belinda Burdette, Procurement Officer *BKB*
WV Alcohol Beverage Control Administration

Date: January 8, 2020

RE: Emergency Contract for Data Circuits

Currently, the WV Alcohol Beverage Control Administration (ABCA) has two contracts with Suddenlink Communications/Altice USA for two data circuits. Referenced contracts are CCT ABC19*1 expiring on January 12, 2020 and CCT ABC19*2 expiring on January 28, 2020.

The WV Alcohol Beverage Control Administration was approved a Direct Award Posting CSSD ABC20*01 scheduled opening was on January 06, 2020. Verizon showed interest in providing this service, so at this time we have requested a cancellation for this direct award to allow time to evaluate our needs and research available offerings.

The WV Alcohol Beverage Control Administration is requesting that both circuits referenced above be combined into one emergency contract with Suddenlink Communications/Altice USA for a period of one year. Proposed contract date would begin on January 12, 2020.

According to WV Office of Technology, Verizon is currently taking in excess of 65 days on 70% of all circuits delivered (please see attachment). The WV Alcohol Beverage Control Administration cannot be without service for any time period. Please expedite this request, so we may maintain continued services without interruption.

Thank you for your assistance in this matter.

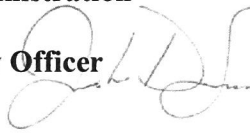


STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

Allan L. McVey
Cabinet Secretary

Joshua D. Spence
Chief Technology Officer

To: Randy Haynes, IT Director
Alcohol and Beverage Control Administration

From: Joshua D. Spence, Chief Technology Officer
West Virginia Office of Technology 

Date: January 8, 2020

Subject: Data Circuits for ABCA Headquarters and Warehouse

It is the West Virginia Office of Technology's recommendation that the Alcohol Beverage Control Administration (ABCA) seek an Emergency Contract for the services requested through the Direct Award Posting (ABC2000000001), due to the current contracts expiring on January 12th, 2020 and January 28th, 2020.

This recommendation is a result of the current Data Transport Contract taking in excess of 65 days on 70% of all circuits delivered (please see attachment). In addition, the Emergency Contract will provide the Office of Technology time to evaluate and validate the feasibility and need of the ABCA.

If you have any questions regarding our recommendation, please let us know.



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

Allan L. McVey
Cabinet Secretary

Joshua D. Spence
Chief Technology Officer

October 21, 2019

Sandra K. Hawkins
Senior Client Partner
Verizon Enterprise Solutions
4700 MacCorkle Ave, SE
Charleston, West Virginia 25304

Re: SWC-160000003
Data Transport Contract

Dear Ms. Hawkins:

This letter serves as notice that performance of the obligations under this agreement have fallen below expectations and requirements outlined in the solicitation and Verizon's response.

In Verizon's response to term 4.5.4. of the solicitation, Verizon provided an installation interval for all circuits provided of 30 days from date TCR is received to working, installed circuit for those circuits that did not require any build, and 65 days for those that did.

Recognizing that in this industry, delays do sometimes occur for a variety of reasons, the State of West Virginia included an exceptions clause in term 4.5.5. providing that the vendor must notify the State within 15 days of order of any problems of possibility of delay in the installation within 15 days of order. This clause was meant to account for occasional issues with installation, but it has unfortunately become normal operations for Verizon in installing circuits under this contract.

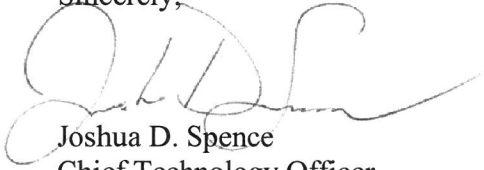
As you know from the weekly customer meetings with the State, recent installation intervals are far outside even that indicated requiring minor/major build. Over 70% of the circuits are delivered in excess of 65 days for major build. This is according to the spreadsheets provided by Verizon weekly. Many of the orders listed still are without working circuits, which is significantly affecting state government operations and basic business productivity at those locations.

Sandra K. Hawkins, Senior Client Partner
Verizon Enterprise Solutions
October 21, 2019
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The solicitation, because of the critical nature of the services contracted for, specifically provided for Vendor Performance Reports to be filed with the Division of Purchasing, should performance fall below expectations and requirements of the RFP. Attached is a completed WV-82 Vendor Performance Report that the State plans to file with Purchasing should these deficiencies not be addressed by Verizon.

Please contact me at your earliest convenience to discuss these matters.

Sincerely,

A handwritten signature in black ink, appearing to read "Joshua D. Spence", written over a horizontal line.

Joshua D. Spence
Chief Technology Officer

Enclosure

State of West Virginia
Purchasing Division

VENDOR PERFORMANCE REPORT

REPORTING AGENCY	<i>Agency Name</i> WV Office of Technology		
	<i>Address</i> Building 5, 10th Floor, 1900 Kanawha Blvd., East, Charleston, WV 25305		
	<i>Contact Person</i> Joshua D. Spence	<i>Telephone</i> 304-957-8100	<i>Fax</i>
	<i>Date</i> 10/21/2019	<i>E-Mail Address</i> joshua.d.spence@wv.gov	
VENDOR	<i>Vendor Name</i> Verizon Enterprise Solutions		
	<i>Address</i> 4700 MacCorkle Ave., SE, Charleston, WV 25304		
	<i>Contact Person</i> Sandra K. Hawkins	<i>Telephone</i> 304-356-3395	<i>Fax</i> 304-356-3590
	<i>Date</i>	<i>E-Mail Address</i> sandra.k.hawkins@verizon.com	
VENDOR PERFORMANCE	<i>Issue:</i> <input type="checkbox"/> Check if attached documentation Installation intervals far exceed those specified in the response. Exceptions clause for delays is used for almost all orders.		
	<i>Vendor Response:</i> <input type="checkbox"/> Check if attached documentation		
RESOLUTION	<p>Check One: <input type="checkbox"/> Situation Resolved (Notification Only) Documents Processed by: <input type="checkbox"/> Agency <input type="checkbox"/> Purchasing Division</p> <input type="checkbox"/> Situation Unresolved (Assistance Requested) Purchase Order # _____ Date: _____		
	<p>Have attempts to resolve this problem with the vendor been made? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If "Yes", list details on an attach sheet and include responses from vendor and any other related documentation.</p>		
	Final Resolution		
	<p>Resolution Approved By: <input type="checkbox"/> Agency Signature _____</p> <input type="checkbox"/> Purchasing Division _____ Date of Resolution: _____		
<p>PURCHASING DIVISION USE ONLY</p> <input type="checkbox"/> Completed <input type="checkbox"/> Follow-Up Required			