



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:** Mark Atkins, Senior Buyer  
WV Purchasing Division

**FROM:** Justin McAllister, CFO  
West Virginia Office of Technology (WVOT)

**CC:** John Toomey, Procurements Manager  
West Virginia Office of Technology (WVOT)

Andrew Lore, Procurement Team  
West Virginia Office of Technology (WVOT)

**SUBJECT:** Emergency Contract for Continuation of Hosted VoIP Services Provided via VoIP13E

**DATE:** September 26, 2019

*Justin McAllister*

*EMERGENCY  
APPROVED  
10/16/19*

The West Virginia Office of Technology (WVOT) requests approval to establish an Emergency Statewide Contract for the continuation of Hosted Voice over Internet Protocol (VoIP) and Hosted Contact Center services, currently provided via the VoIP13E Statewide Contract. The existing VoIP13E contract with Verizon Business is set to expire October 20, 2019, with agencies continuing to benefit from and rely upon its services daily. The WVOT is requesting a twelve-month (12) contract beginning on October 21, 2019 and expiring on October 20, 2020. Concurrently, the WVOT will continue to migrate agencies to the Hosted VoIP Solution offered under the VoIP19 Statewide Contract with Segra (previously Lumos).

While the State of West Virginia has started its migrations and implementations to the Segra solution, the roll-out is in its infancy, with a select group of high-need agencies currently piloting the agreement. Because of the intricacies involved with establishing a Hosted Contact Center (known as VCC to Verizon), the WVOT has yet to move call center services to VoIP19, which would, without a VoIP13E replacement, hindered agencies' abilities to serve the citizens of West Virginia. Currently, four agencies use Verizon's VCC application:

- The DHHR Centralized Intake, which supports the 24x7x365 Child and Adult Abuse Hotline, providing potentially life-saving services and support to the State's most at-risk citizens;
- The Northern DHHR Customer Service team, which utilizes a separate hosted Contact Center, and aids patrons in Affordable Care Act applications and other human services support;
- The Taxpayer Services Division, which must remain operational for WV constituents, particularly from February to April, as citizens are filing the appropriate tax forms;
- The Enterprise Resource Planning Help Desk, answering nearly 25,000 calls per year from all State entities and Vendors using the wvOASIS system.

Additionally, eight agencies rely on VoIP13E for their daily telephony services:

- The WV Governor's Office and Governor's Mansion, servicing more than fifty (50) end users who oversee and administer the daily operations of the Executive Branch;
- The Tax Division uses hosted VoIP services as its main telephony solution – in total, about 450 phones across ten different sites;
- The Office of Tax Appeals, which is responsible for hearing and deciding any disputes arising from state tax matters;
- WV One Stop Business Division, comprised of representatives from the WV Secretary of State's Office, Workforce WV, the State Tax Department, and the Division of Labor, which assists the public in how to do business with the State of WV;
- WVNet/Higher Education Policy Commission, overseeing and managing a variety of initiatives at many of the State's higher education institutions. These initiatives affect Academic Affairs, Financial Aid, Policy and Planning, Legal Services, Student Affairs, grants, and many others;
- Robert Shell Juvenile Center, housing twenty-three offenders, operating 24x7x365, and responsible for intake from all across the State;
- The WV Economic Development Authority, a nine-member board comprised of the Governor, Tax Commissioner, and seven Governor-appointed members who are responsible for borrowing monies from the Board of Treasury Investments to loan to borrowers in order to promote and develop the economic welfare of WV.

Because of the early success of VoIP19, and the confidence in its viability to meet all agencies' needs, the WVOT is only requesting that VoIP13EE be granted for the continuation of existing services for already-implemented instances, not for new sites. Any agency seeking new Hosted VoIP services will be cared for under VoIP19; however, to ensure no disruptions to the services of the critical agencies outlined above, the WVOT is respectfully submitting this request.

Please let us know if additional information is needed in support of this.

## Atkins, Mark A

---

**From:** Lore, Andrew C  
**Sent:** Thursday, September 26, 2019 7:35 PM  
**To:** Atkins, Mark A  
**Cc:** McAllister, Justin T; Toomey, John  
**Subject:** Emergency Statewide Contract Request - VoIP13EE  
**Attachments:** WVOT Emergency Request - VOIP13EE.pdf

Good evening, Mark,

Please see the WVOT's Emergency Request Memo for VoIP13EE. If you have questions or need further information, let us know. Thanks!

Andrew Lore, Procurements Team  
West Virginia Office of Technology




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:** Mark Atkins, Senior Buyer  
WV Purchasing Division

**FROM:** Justin McAllister, CFO  
West Virginia Office of Technology (WVOT) 

**CC:** John Toomey, Procurements Manager  
West Virginia Office of Technology (WVOT)

Andrew Lore, Procurement Team  
West Virginia Office of Technology (WVOT)

**SUBJECT:** Emergency Contract for Continuation of Hosted VoIP Services Provided via  
VoIP13E – Additional Information Requested

**DATE:** October 9, 2019

In response to the questions received regarding the WVOT's request to establish a Statewide Contract for the continuation of VoIP13E services, the WVOT offers the following additional information:

**1. Can this be resolved in a shorter period than the 1-year request?**

No, it is not anticipated that this could be resolved in a shorter period. See further explanation below.

**2. If not, why this should take a full year?**

Per the terms of the VOIP19 contract, Segra has twenty-four (24) months to complete the migration of 10,000 phones to their hosted service. The migration priorities are based on the associated degree of risk that is represented by the age of the telephony hardware; sites serviced by the oldest hardware represent the highest degree of risk and are therefore being migrated first. The oldest telephony systems have been end-of-life for several years and serve anywhere from a few hundred to several thousand phones. Catastrophic failure of any of these systems will have a dramatic impact on the State's ability to

conduct business. Sites served by Verizon's UCaaS service (VOIP13E) represent zero risk and therefore are not highest priority. Additionally, there are many complicating factors that negatively impact migration schedules for these sites: the Governor's Office in general, Legislative Session, Tax Season, Holidays, etc. Complicating matters further, both DHHR and Tax and Revenue purchased Hosted Contact Center Services from the VoIP13 contract and migrating Contact Centers is much more complex and intricate than regular hosted telephony service.

**3. Can a 6-month contract with one 6-month renewal work?**

Segra anticipates completing the migration in 2020 but is it too early in the process to make that determination. Given the number of the higher priority sites still to be completed, it is unlikely that these services would be migrated any sooner than a year.

**4. Can you provide more information on when the remaining agencies are expected to be migrated to the VOIP19 contract?**

As previously mentioned, Segra has twenty-four months to complete the migrations for the State's IP telephony environments. Currently, Segra has high priority migrations scheduled through year's end with emphasis on those sites most likely to fail. Given the reliability of these services, the WVOT and Segra have not confirmed the migrations of VoIP13E sites, but it is expected that these sites would be moved in 2020.



**Lyle, Tara L**

---

**From:** Lore, Andrew C  
**Sent:** Wednesday, October 16, 2019 12:48 PM  
**To:** Lyle, Tara L  
**Cc:** Toomey, John  
**Subject:** RE: VOIP13E - Emergency Request

Tara,

1. What is the estimated cost for the emergency? Sorry, I forgot to ask this on Mark's previous return.  
The WVOT spends approximately \$550K - \$600K per year with Verizon for VoIP13 services. Those agencies that are being direct-billed by Verizon (ERP, for example) would not be counted in this total. As explained in the Emergency Request, the WVOT is not adding any additional sites to this contract; therefore, the spend is expected to remain fairly static and decrease as sites are implemented to the Segra solution.
2. Who decides the priority list for replacing the hardware (high and low priority migration projects) OT or the vendor?  
The State ultimately makes the final decision in which sites are migrated and in what order. The process for selecting sites is a collaborative effort between the Vendor, WVOT, and the subject agency, as many factors are weighed and considered. Currently, the focus is on those agencies with the oldest equipment most likely to have "hard fails", which would leave them without service altogether.

Let us know if you need anything further,  
Andrew

---

**From:** Toomey, John <John.Toomey@wv.gov>  
**Sent:** Wednesday, October 16, 2019 11:09 AM  
**To:** Lore, Andrew C <Andrew.C.Lore@wv.gov>  
**Cc:** Lyle, Tara L <Tara.L.Lyle@wv.gov>  
**Subject:** FW: VOIP13E - Emergency Request

Good morning Andrew,

Please see additional questions from CP below.

Thank you!

John Toomey  
ISM2/Procurements Manager  
West Virginia Office of Technology  
1900 Kanawha Blvd, East  
Building 5, 10th Floor  
PO Box 50110  
Charleston, WV 25305  
Office (304) 957-8158  
[John.Toomey@wv.gov](mailto:John.Toomey@wv.gov)

---

**From:** Lyle, Tara L <[Tara.L.Lyle@wv.gov](mailto:Tara.L.Lyle@wv.gov)>  
**Sent:** Wednesday, October 16, 2019 11:07 AM  
**To:** Toomey, John <[John.Toomey@wv.gov](mailto:John.Toomey@wv.gov)>  
**Subject:** VOIP13E - Emergency Request

John,

Two additional questions on the emergency request for the VOIP13E.

1. What is the estimated cost for the emergency? Sorry, I forgot to ask this on Mark's previous return.
2. Who decides the priority list for replacing the hardware (high and low priority migration projects) OT or the vendor?

Thanks,  
Tara

Tara Lyle, Buyer Supervisor  
WV Purchasing Division  
2019 Washington Street, East  
Charleston, WV 25305

304-558-2544

[www.wvpurchasing.gov](http://www.wvpurchasing.gov)