

From: **Sheets (Purchasing), Mike** <william.m.sheets@wv.gov>
Date: Thu, Jan 20, 2022 at 9:56 AM
Subject: Re: Emergency VoIP Request
To: Marcum, Vickie J <vickie.j.marcum@wv.gov>
Cc: Joseph E Hager III <joseph.e.hageriii@wv.gov>, Whittaker, Frank M <frank.m.whittaker@wv.gov>, Joshua D Spence <Joshua.D.Spence@wv.gov>, Totten, Mark L <mark.l.totten@wv.gov>

Vickie,

Your emergency is approved, contingent on approval from the Office of Technology. This is to allow Tax to migrate to the Segra platform and is not an approval of contract type or vendor. Please follow emergency purchasing guidelines as found in the Handbook and submit documentation for award within thirty 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

On Thu, Jan 20, 2022 at 9:26 AM Marcum, Vickie J <vickie.j.marcum@wv.gov> wrote:
Good morning Mike. Sorry to hit you with this but the Tax Department needs to request an Emergency contract with Verizon for approximately 3 months to allow for the migration from the Verizon platform to the Segra platform. If you have any questions, please let me know. FYI - the VoIP13EEEE contract expires today.

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Vickie J. Marcum, Purchasing Manager
WV State Tax Department - Operations Division
Revenue Center, 1st Floor, 1001 Lee Street, East
Charleston, WV 25301

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Dave Hardy
Secretary of Revenue



Matthew Irby
Tax Commissioner

STATE TAX DEPARTMENT

TO: Mike Sheets
Director, Purchasing Division

Josh Spence,
Chief Information Officer, Office of Technology

FROM: Vickie Marcum
Purchasing Manager, Tax Department *Vickie Marcum*

CC: Joseph Hager,
Senior Buyer, Purchasing Division

SUBJECT: Emergency Replacement Contract for Statewide Contract CMA VoIP13EEE,
Hosted Voice and Contact Center Services

DATE: January 20, 2022

The West Virginia Tax Department (TAX) is requesting a three-month emergency contract be issued to replace CMA VoIP13EEEE, Hosted Voice and Contact Center Services. This emergency contract, tentatively called VoIP13E-TAX, will be awarded to Verizon Business for the continuation of existing services and be effective January 21, 2022, through April 20, 2022. The monthly cost will be approximately \$24,000; however, that cost is only expected to decrease as the migration to the Segra Hosted Voice Contract, VoIP19 is completed.

Tax is asking that this emergency contract not be a Statewide, only a contract between TAX and Verizon Business. Because of the relatively low usage and cost, and the Office of Technology (WVOT) has removed themselves from the ordering, billing, and payment process with Verizon. This three-month contract does not meet the traditional definition of a Statewide; however, as with previous requests from WVOT, TAX is requesting that the new contract incorporate VoIP13 and all of its emergency iterations to form the basis of the agreement.

As with most things, the COVID-19 Pandemic and staffing shortages have impacted the Tax Departments ability to complete the migration on a timely basis. We believe this Emergency contract will allow adequate time for the migration to be completed.

Should you have any questions, or require any additional information to support this request, please do not hesitate to contact me.