

From: **Hovanec, Jessica L** <jessica.l.hovanec@wv.gov>
Date: Tue, Feb 28, 2023 at 3:02 PM
Subject: Re: Request forEmergency Centrex Contract
To: Lore, Andrew C <andrew.c.lore@wv.gov>

Approved.

Thanks,

Jessica Hovanec

Senior Buyer

West Virginia Purchasing Division
2019 Washington Street, East
Charleston, WV 25305
Office: 304-558-2314
Email: Jessica.L.Hovanec@wv.gov
Notary



On Tue, Feb 28, 2023 at 2:15 PM Lore, Andrew C <andrew.c.lore@wv.gov> wrote:
Jessica,
Please see attached request - thanks!

Andrew Lore
WVOT Procurement Manager/ISMII
West Virginia Office of Technology
1900 Kanawha Blvd., E.
Building 5, 10th Floor
Charleston, WV 25305
T: 304-352-4944





J. D. Spence
2/28/23

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY

State Capitol
Charleston, West Virginia 25305

Mark D. Scott
Cabinet Secretary

Joshua D. Spence
Chief Information Officer

TO: Jessica Hovanec
Senior Buyer, Purchasing Division

FROM: Andrew Lore *AL*
ISMII/Procurement Manager, West Virginia Office of Technology

Subject: CENTREX19E – Request for Emergency Replacement Contract

Date: February 28, 2023

The West Virginia Office of Technology (WVOT) requests an Emergency Replacement Contract for the current CENTREX19 Statewide Contract to be named CENTREX19E. This contract is necessary to extend the current operating environment without disruption of services for the period of March 1, 2023, to March 31, 2023 during which time the WVOT will continue to work with the Vendor and the Purchasing Division to complete the Direct Award process, currently underway.

The Centrex Network, the technology on which the Centrex contracts are based, is proprietary to Frontier and was built specifically for the State of WV. The State has attempted many times to bid-out the services, but has always been unsuccessful, which has led to past Direct Awards. The WVOT anticipates executing another Direct Award for the services and contacted Frontier three months ago for the requisite paperwork to initiate the process. The WVOT first contacted Frontier on December 14, 2022. We followed-up on January 6, 2023, January 11, 2023, January 20, 2023, January 25, 2023, and February 6, 2023. The CIO also spoke with Frontier on January 31, 2023, February 6, 2023, February 7, 2023 and February 10, 2023. Despite these numerous attempts, Frontier did not provide its paperwork in time to complete the Direct Award process. The WVOT has, finally, received the paperwork and is reviewing it internally and in collaboration with the Purchasing Division, as some services are being ‘sunset’ and some payment language is being negotiated. All this to say, the impending contract lapse is at no fault of the State.

The WVOT is requesting a one-month contract because telecommunications invoices are paid by the WVOT on a monthly basis for the State of WV’s agencies. After extensive reconciliation and auditing, the WVOT bills entities for their portion of the invoice, based on usage and services. Because the services are billed monthly and the WVOT bills dozens of agencies for usage, it would be nearly impossible to prorate the contract, if we were to award for less than a full month.

Without a contract, the State will be unable to render payment, and so to avoid nonpayment and the Claims Commission process, this contract seeks to bridge the gap between the expiration of CENTREX19 and the full replacement. Frontier has agreed to utilize the same terms and conditions, specifications, and

pricing contained in the Centrex19 contract, and will be providing the necessary documentation in a timely manner.

Please let us know if additional information is needed to support this request.