

From: **Whittaker, Frank M** <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>  
Date: Wed, Mar 1, 2023 at 9:41 AM  
Subject: Fwd: Approval to Enter Into An Emergency Contract Request  
To: Debra K Morgan <[debra.k.morgan@wv.gov](mailto:debra.k.morgan@wv.gov)>  
Cc: Atkins, Mark A <[mark.a.atkins@wv.gov](mailto:mark.a.atkins@wv.gov)>, Toby L Welch <[toby.l.welch@wv.gov](mailto:toby.l.welch@wv.gov)>, Totten, Mark L <[mark.l.totten@wv.gov](mailto:mark.l.totten@wv.gov)>

Debbie,

Your emergency request is approved for the call center support and services described in your request. This approval is for a period not to exceed 1 year beginning no earlier than March 1, 2023. Please follow all emergency procedures outlined in the Purchasing Division Procedures Handbook. Please return all supporting documentation to this office within 30 day of this approval for completion.

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**Frank Whittaker, CPPB, NIGP-CPP**  
Assistant Director  
West Virginia Purchasing Division  
2019 Washington Street, East  
Charleston, WV 25305  
(304) 558-2316  
[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)

----- Forwarded message -----

From: **Atkins, Mark A** <[mark.a.atkins@wv.gov](mailto:mark.a.atkins@wv.gov)>  
Date: Tue, Feb 28, 2023 at 3:21 PM  
Subject: Re: Approval to Enter Into An Emergency Contract Request  
To: Morgan, Debra K <[debra.k.morgan@wv.gov](mailto:debra.k.morgan@wv.gov)>

You are most welcome.

Sincerely,

*Mark A. Atkins, CPPB*

**Buyer Supervisor, Statewide Contracts**  
West Virginia Department of Administration  
Purchasing Division  
2019 Washington Street, East  
POB 50130  
Charleston, WV 25305-0130

**Phone: 304.558.2307**

**Email: [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@wv.gov)**

*"Tell me and I will Forget, Show me and I may remember, Involve me and I will understand"*

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On Tue, Feb 28, 2023 at 3:19 PM Morgan, Debra K <[debra.k.morgan@wv.gov](mailto:debra.k.morgan@wv.gov)> wrote: thank you for your response Mark. I know that I will need a modified SOW/quote but wanted to make sure that approval would be given before going back to the vendor. Again, thank you Mark.

**2019 Washington Street, East  
POB 50130  
Charleston, WV 25305-0130**

**Phone: 304.558.2307**

**Email: [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@wv.gov)**

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----- Forwarded message -----

**From: Morgan, Debra K** <[debra.k.morgan@wv.gov](mailto:debra.k.morgan@wv.gov)>

**Date:** Tue, Feb 28, 2023 at 9:55 AM

**Subject:** Approval to Enter Into An Emergency Contract Request

**To:** Sheets, Mike - Purch <[william.m.sheets@wv.gov](mailto:william.m.sheets@wv.gov)>, Frank M Whittaker <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>, Toby L Welch <[toby.l.welch@wv.gov](mailto:toby.l.welch@wv.gov)>

Under a COVID exemption waiver issued on 3-24-20 a contract was entered into between WorkForce and SMARTRONIX (SMX ) to operate the Managed Services for maintaining call center operations for WorkForce West Virginia. That contract expired on 1-14-23. The service they provided was a subscription service handling ticketing and service requests related to users account management, backups and restoration of services, and engaging Amazon Technical support in the event of technical issues. They also notify the agency when services are down, or degraded. Billing for AWS resources is handled as a pass-thru function.

WorkForce West Virginia, operates the call center to provide services to customers statewide. Customers include job seekers, employers, and claimants for unemployment insurance. We also generate outbound calls to hundreds of job seekers per day, notifying them that they match for a potential job. We also conduct Virtual Job fairs, and generate interest with job seekers, calling thousands of potential candidates for targeted industries. The call center operations are doing outbound calling as part of Governor Justice's Work4WV program. It is critical to the citizens of WV that these services not be interrupted, yet without a contract in place the services will need to be discontinued. That will cause hardships on many West Virginians who rely on their Unemployment Benefits.

WorkForce is asking for permission to continue these services under an emergency purchase for the period of at a minimum of nine (9) months and no more than one (1) year.

Since subscription services are included in the Section 9 Impossible to Bid goods/services a misconception by the agency for the services to be competitively bid as well as the agency acting as the pass through entity for invoice purposes a RFQ has not been processed up to this point. As mentioned above, an interruption of the services would have many detrimental effects for not only the agency but the Work4WV program.

For your review I have attached the quote and SOW from Smartonix as well as OT approval. The vendor has also signed all required purchasing documents without modification to terms and conditions should approval be granted.

Thank you for your consideration of our request.

Debbie

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**Toby L. Welch, Senior Buyer**

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

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## Approval to Enter Into An Emergency Contract Request

1 message

**Morgan, Debra K** <debra.k.morgan@wv.gov>

Tue, Feb 28, 2023 at 9:54 AM

To: "Sheets, Mike - Purch" &lt;william.m.sheets@wv.gov&gt;, Frank M Whittaker &lt;frank.m.whittaker@wv.gov&gt;, Toby L Welch &lt;toby.l.welch@wv.gov&gt;

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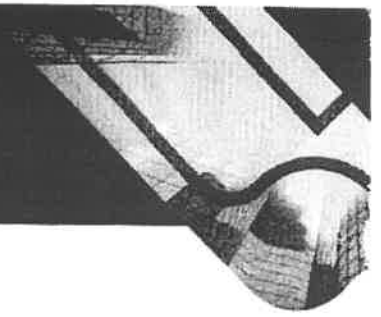
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Thank you for your consideration of our request.

Debbie

**Smartonix Quote-OT approval.pdf**

637K



# Workforce West Virginia Contact Center Operations SOW 3

January 14, 2023

**Submitted to:**

State of West Virginia: WorkForce West Virginia

**Submitted by:**

SMX



## 1. SCOPE

### Cloud Assured Managed Services:

SMX will provide 24x7x365 Managed Services for the AWS Connect and ChatBot Virtual Assistant. These services include:

- Account Management Security Services,
- Security Incident Response,
- Monitoring and Notification Services,
- Backup and Restore, and
- AWS Connect Application Management Services.

Managing the application includes establishing User Provisioning, break/fix services, and providing configuration support per month. Creating new workflows or adding functionality will be performed as professional services by the Task Force team.

## 2. ASSUMPTIONS

- It is anticipated that SMX resources will work remotely to support this project. If travel to the appropriate client location is needed, it will be at the expense of the client.
- All software licenses for the environment, except those provided by AWS, will be provided by West Virginia.

## 3. PERIOD OF PERFORMANCE

- The term of this agreement is from 1/15/2023 through 1/14/2024.

## 4. PRICING

### Smartronix Cloud Assured Managed Services (CAMS) – 24X7X365

Description	Type	Estimated Monthly Price
Cloud Assured Managed Services	Monthly	\$5,000

### AWS Services Estimated Costs

Description	Type	Estimated Monthly Price
AWS Services*	Monthly	\$10,000

*\*Any monthly charges for AWS Services will be subject to a 3% discount per the terms and conditions of the NASPO contract. These are estimates, actual costs will be based on consumption. Amazon Lex services for voice has not been estimated in this solution due to unknown requirements. Lex is \$.004 per voice, and \$.00075 per text utterance. For instance, 1M calls with 3 Lex Voice responses per call would cost \$12,000 per month.*



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: Debra Morgan, Administrative Services Manager I  
Workforce West Virginia**

**FROM: Joshua D. Spence, Chief Information Officer  
Office of Technology**

**SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT  
IS&C NUMBER: 2023-9213**

**DATE: January 19, 2023**

West Virginia Code §5A-6-4(a)(3) permits the Chief Technology Officer to "evaluate the economic justification, system design and suitability of information equipment and related services, and review and make recommendations on the purchase, lease or acquisition of information equipment and contracts for related services by the state spending units."

West Virginia Code §5A-6-4c requires that the Chief Technology Officer review and approve "a major information technology project."

West Virginia Code §5A-6-5 requires that "any state spending unit that pursues an information technology purchase that does not meet the definition of a 'major technology project' and that is required to submit a request for proposal to the State Purchasing Division prior to purchasing goods or services shall obtain the approval of the Chief Technology Officer, in writing, of any proposed purchase of goods or services related to its information technology and telecommunication systems.

After conducting a review of your request for AWS Services & SMX Managed Subscription (Smartonix), the Office of Technology has determined:

**X** That your request is approved.

That your request is not subject to the review and approval provisions contained in Chapter 5A, Article 6 of the Code, therefore, it does not need approval by the Office of Technology.

This memorandum constitutes this office's official review and a copy should be attached to your purchase order and any other correspondence related to this request.



If you have questions, or need additional information, please contact Consulting Services at [Consulting.Services@wv.gov](mailto:Consulting.Services@wv.gov).