



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# State of West Virginia Master Agreement

Order Date: 12-20-2024

CORRECT ORDER NUMBER MUST  
 APPEAR ON ALL PACKAGES, INVOICES,  
 AND SHIPPING PAPERS. QUESTIONS  
 CONCERNING THIS ORDER SHOULD BE  
 DIRECTED TO THE DEPARTMENT  
 CONTACT.

<b>Order Number:</b>	CMA 0947 0947 ERP2300000001 3	<b>Procurement Folder:</b>	1077255
<b>Document Name:</b>	Hosted Call Center Operations	<b>Reason for Modification:</b>	Change Order 02 To Renew Contract
<b>Document Description:</b>	Hosted Call Center Operations		
<b>Procurement Type:</b>	Central Master Agreement		
<b>Buyer Name:</b>			
<b>Telephone:</b>			
<b>Email:</b>			
<b>Shipping Method:</b>	Best Way	<b>Effective Start Date:</b>	2022-12-21
<b>Free on Board:</b>	FOB Dest, Freight Prepaid	<b>Effective End Date:</b>	2025-12-20

VENDOR				DEPARTMENT CONTACT	
<b>Vendor Customer Code:</b>	000000190764			<b>Requestor Name:</b>	Matthew H Ellison
VERIZON BUSINESS				<b>Requestor Phone:</b>	(304) 741-8565
PO BOX 371392				<b>Requestor Email:</b>	matt.ellison@wvoasis.gov
PITTSBURGH		PA	152507392	<div style="font-size: 2em; font-weight: bold;">2025</div> FILE LOCATION _____	
US					
<b>Vendor Contact Phone:</b>	800-334-7692	<b>Extension:</b>			
<b>Discount Details:</b>					
	<b>Discount Allowed</b>	<b>Discount Percentage</b>	<b>Discount Days</b>		
#1	No	0.0000	0		
#2	No				
#3	No				
#4	No				

INVOICE TO	SHIP TO
CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV 25301 US	CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV 25301 US

*12-26-24*  
 Purchasing Division's File Copy

<b>Total Order Amount:</b>	Open End
----------------------------	----------

*KMM 12/20/24*  
**PURCHASING DIVISION AUTHORIZATION**  
 DATE: *Tanya H. Hester*  
 ELECTRONIC SIGNATURE ON FILE

**ATTORNEY GENERAL APPROVAL AS TO FORM**  
 DATE: *John S. Gray*  
 ELECTRONIC SIGNATURE ON FILE

**ENCUMBRANCE CERTIFICATION**  
*Aditya*  
 DATE: *1-10-25*  
 ELECTRONIC SIGNATURE ON FILE

*1/10/2025*

**Extended Description:**

Change Order

Change Order No. 02 is issued to renew the original contract according to all terms, conditions, prices, and specifications contained in the original contract including all authorized change orders.

Effective date of renewal 12/21/2024 through 12/20/2025

Renewals remaining: 1

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81161700				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
				0.00	

**Commodity Line Description:** Hosted Call Center Operations

**Extended Description:**

As per pricing page



Jim Justice  
Governor  
Chair

John B. McCuskey  
State Auditor  
Executive Secretary

Riley Moore  
State Treasurer  
Member

## State of West Virginia

West Virginia Enterprise Resource Planning Board  
State Capitol, Building 1, Suite W-100  
1900 Kanawha Boulevard, East  
Charleston, West Virginia 25305

Toll Free: (877) 982-9148  
Telephone: (304) 558-2251  
Fax: (304) 558-5200  
[www.wvoasis.gov](http://www.wvoasis.gov)

November 19, 2024

Verizon Business  
PO Box 371392  
Pittsburgh, PA 15250

Re: CMA ERP2300000001 – Hosted Call Center Operations

To Whom It May Concern,

The WV ERP Board is requesting renewal of contract CMA ERP2300000001 for hosted call center operations using the virtual contact center for the period of 12/21/2024 – 12/20/2025. Upon acceptance of this renewal request, this contract will be renewed under the same terms and conditions as per the original agreement.

Please review, sign and date below, scan, and email back to me.

Thank you for your attention to this matter. If you have any questions, please call me at 304-935-0425 or email me at [Evan.Pauley@wvoasis.gov](mailto:Evan.Pauley@wvoasis.gov).

Sincerely,

Evan Pauley  
Controller

We agree to renew the contract for the period as stated above at the same terms and conditions in the original agreement and any change orders thereto. No other changes.

David K Brown

Director

Name and Title

11/27/2024

Date



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

John K. McHugh  
Interim Cabinet  
Secretary

Heather D. Abbott  
Chief Information Officer

**TO: Evan Pauley, Controller  
Department of Enterprise Readiness Planning**

**FROM: Heather D. Abbott, Chief Information Officer  
Office of Technology**

**SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT  
IS&C NUMBER: 2025-2306**

**DATE: December 11, 2024**

West Virginia Code §5A-6-4(a) permits the Chief Information Officer to review and approve technology purchases for suitability to ensure such purchases comport with the State of West Virginia's overall strategic information technology goals.

West Virginia Code §5A-6-4c requires the Chief Information Officer to review and approve "technology projects."

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 '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 Information 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 renewal of CMA ERP23\*001, 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).

You are viewing this page over a secure connection. Click here for more information.

## West Virginia Secretary of State — Online Data Services

### Business and Licensing

Online Data Services Help

### Business Organization Detail

*NOTICE: The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.*

### VERIZON BUSINESS NETWORK SERVICES LLC

See attached

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
LLC   Limited Liability Company	7/12/1973		7/12/1973	Foreign	Profit			

Organization Information			
<b>Business Purpose</b>	5179 - Information - Telecommunications - Other Telecommunication	<b>Capital Stock</b>	
<b>Charter County</b>		<b>Control Number</b>	0
<b>Charter State</b>	DE	<b>Excess Acres</b>	0
<b>At Will Term</b>	A	<b>Member Managed</b>	MGR <span style="float: right;">× Close</span>
<b>At Will Term Years</b>		<b>Pa</b>	
<b>Authorized Shares</b>		<b>Y Entr</b>	

Hi, I'm SOLO! I can help you file your Annual Report.

## Addresses

Type	Address
<b>Mailing Address</b>	ONE VERIZON WAY BASKING RIDGE, NJ, 07920-1097 USA
<b>Notice of Process Address</b>	C T CORPORATION SYSTEM 5098 WASHINGTON ST W STE 407 CHARLESTON, WV, 253131561
<b>Principal Office Address</b>	ONE VERIZON WAY BASKING RIDGE, NJ, 07920-1097 USA
Type	Address

## Officers

Type	Name/Address
<b>Manager</b>	VERIZON BUSINESS GLOBAL LLC 899 HEATROW PARK LAKE LAKE MARY, FL, 32746
Type	Name/Address

## Name Changes

Date	Old Name
<b>1/19/2021</b>	VERIZON BUSINESS NETWORK SERVICES INC.
<b>5/10/2006</b>	MCI NETWORK SERVICES, INC.
<b>8/23/2005</b>	MCI WORLDCOM NETWORK SERVICES, INC.
Date	Old Name

## Mergers

Merger Date	Merged	Merged State	Survived	Survived State
2/15/2005	MCI EQUIPMENT ACQUISITION CORPORATION	DE		
8/23/2005	WORLDCOM PAYROLL SERVICES, LLC	DE	NETWORK SERVICES, INC.	DE
Merger Date	Merged	Merged State	Survived	Survived State

Hi, I'm SOLO! I can help you file your Annual Report.

Date	Amendment
1/19/2021	NAME CHANGE: FROM VERIZON BUSINESS NETWORK SERVICE.
5/10/2006	NAME CHANGE: FROM MCI NETWORK SERVICES, INC.
8/23/2005	MERGER: MERGING WORLDCOM PAYROLL SERVICES, LLC, A QUALIFIED DE LIMITED LIABILITY COMPANY WITH AND INTO MCI WORLDCOM NETWORK SERVICES, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
8/23/2005	NAME CHANGE: FROM MCI WORLDCOM NETWORK SERVICES, INC.
6/27/2005	NAME CHANGE: FROM MCI WORLDCOM NETWORK SERVICES, INC.
2/15/2005	MERGER: MERGING MCI EQUIPMENT ACQUISITION CORPORATION, A QUALIFIED DE CORPORATION WITH AND INTO MCI WORLDCOM NETWORK SERVICES, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
10/25/1999	MERGER, MERGING WORLDCOM NETWORK SERVICES, INC., A QUALIFIED DE CORPORATION WITH AND INTO MCI WORLDCOM NETWORK SERVICES, INC., THE SURVIVOR
6/3/1999	CHANGE OF NAME FROM MCI TELECOMMUNICATIONS CORPORATION TO MCI WORLDCOM NETWORK SERVICES, INC.
11/19/1985	MERGER; MERGING MCI REALY CORPORATION WITH AND INTO MCI TELE COMMUNICATION CORPORATION, THE SURVIVOR
5/9/1985	MERGER; MERGING MCI EQUIPMENT CORPORATION AND MCI LEASING, I NC. WITH AND INTO MCI TELECOMMUNICATIONS CORPORATION
12/3/1984	MERGER; MERGING WEST COUNTY DEVELOPMENT CORPORATION WITH AND INTO MCI TELECOMMUNICATIONS CORPORATION, THE SURVIVOR
8/23/1984	MERGER; MERGING N-TRIPLE-C INC., WITH AND INTO MCI TELECOMMUNICATIONS CORPORATION, THE SURVIVOR
Date	Amendment

Annual Reports	
Filed For	
2024	
2023	
2022	Hi, I'm SOLO! I can help you file your Annual Report.
2021	
2020	
2019	
2018	
2017x	



2017
2016
2015
2014
2013
2012
2011
2010
2009
2008
2007
2006
2005
2004
2003
2002
2001
1999
1998
<b>Date filed</b>

For more information, please contact the Secretary of State's Office at 304-558-8000.

Monday, December 23, 2024 — 2:53 PM

© 2024 State of West Virginia

Hi, I'm SOLO! I can help you file your Annual Report.

**Address**

Address Type	Street 1	City	State/Province	Zip/Postal Code	Principal Contact
✓ Payment	PO BOX 15043	ALBANY	NY	12212	
Ordering	827 FAIRMONT RD	MORGANTOWN	WV	26505	
Billing	ONE VERIZON WAY	BASKING RIDGE	NJ	07920	Stephanie Phelps
Payment	ONE VERIZON WAY	BASKING RIDGE	NJ	07920	Default Contact Name
Ordering	ONE VERIZON WAY	BASKING RIDGE	NJ	07920	Stephanie Phelps
Payment	PO BOX 371815	PITTSBURGH	PA	152507915	Default Contact Name
Payment	PO BOX 371973	PITTSBURGH	PA	152517973	Default Contact Name
Payment	PO BOX 371392	PITTSBURGH	PA	152507392	Default Contact Name
Ordering	PO BOX 371392	PITTSBURGH	PA	152507392	Default Contact Name

First Prev Next Last

Save [Undo](#) Delete Insert [Copy](#) [Paste](#) 

**Vendor/Customer :** 000000190764

VERIZON BUSINESS

**Address Type :** Payment 

**Division/Department :**

**Additional Address Info. :**

**Prevent New Spending :**

**Default Currency :** USD - US Dollar 

**Active From :** 08/10/2015 

**Active To :** 

**Default Record :**

**Mail Returned :**

**Active Address :** Yes

▼ **Address Information**

**Address ID :** AD000056 

**Street 1 :** PO BOX 15043

**Street 2 :**

**City :** ALBANY


**State/Province :** NY 

**Zip/Postal Code :** 12212

**Country Phone Code :** 1

**Phone :** 999-999-9999

**Phone Extension :**

**County :** 

**County Name :**

**Country :** US 

## Keyword Search

For more information on how to use our keyword search, visit our help guide

Simple Search

Search Editor

Any Words *i*

All Words *i*

Exact Phrase *i*

e.g. 123456789, Smith Corp

"verizon business" ×

Entity ∨

Location ∨

Status ∧

Active

Inactive

Reset 



## No matches found

Your search did not return any results for active records.

Would you like to include inactive records in your search results?

**Search inactive**

**Go back**

# COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: _____ Date: _____  Solicitation No. _____	Agency: 0947 / WV ERP Board  Procurement Officer Submitting Requisition: Evan Pauley  Requisition No. CMA ERP2300000001  PF No.: 1077255
---	--

This checklist **MUST** be completed by a state agency's designated procurement officer and submitted with the Purchase Requisition to the Purchasing Division. The purpose of the checklist is to verify that an agency procurement officer has obtained and included required documentation necessary for the Purchasing Division to process the requisition without future processing disruptions. At the agency's preference, the agency **MUST** either submit the checklist by attaching it to the requisition's Header **OR** by placing it in the requisition's Procurement Folder.

## FOR ALL SOLICITATION TYPES:

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
1	Specifications and Pricing Page included	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Use of correct specification template	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Use of correct requisition type [CRQS → CCT or CPO] or [CRQM → CMA]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Use of most current terms and conditions <a href="http://www.state.wv.us/admin/purchase/TCP.pdf">www.state.wv.us/admin/purchase/TCP.pdf</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Maximum budgeted amount in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Suggested vendors in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Capitol Building Commission pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financing (Governor's Office) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Fleet Management Division pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
<b>10</b>	Insurance requirements				
	Commercial General Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Automobile Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Workers' Compensation/Employer's Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cyber Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Builder's Risk/Installation Floater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Professional Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>11</b>	Office of Technology CIO pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>12</b>	Treasurer's Office (banking) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**FOR CHANGE ORDERS/RENEWALS:**

<b>1</b>	Two-party agreement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2</b>	Standard change order language	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3</b>	Office of Technology CIO approval	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4</b>	Justification for price increases/backdating/other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>5</b>	Bond Rider (Construction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6</b>	Secretary of State Verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7</b>	State debarment verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8</b>	Federal debarment verification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*\*The items pre-checked are required before a Purchase Requisition may be submitted to the Purchasing Division. Failure to complete and verify this documentation may result in rejection of the requisition back to the agency. It is up to the agency procurement officer to determine if pre-approvals, insurance, or other documentation is needed for the purchase. The referenced information below may be used to make this determination.*

*For Purchasing Division Use Only:*

I have reviewed the requisition identified above and find that it is sufficient to advertise publicly to the vendor community. My review does not preclude the possibility that the vendor community, or some other entity, will identify an area of concern; however, should such issues or concerns arise, they will be reviewed and addressed as may be appropriate.

**Signature:** \_\_\_\_\_