

From: Whittaker, Frank M
Sent: Thursday, June 27, 2019 3:40 PM
To: McAllister, Justin T <Justin.T.McAllister@wv.gov>
Subject: Emergency approval MPLS

Justin,

Your emergency request for the continued migration Data Circuits from the MPLS07 contract is approved. Please follow all Emergency Procedures outlined in the Purchasing Division Procedures Handbook, and follow up with all supporting documentation for final contract issuance no later than 30 days form this approval.

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

Cabinet Secretary

Joshua D. Spence
 Chief Technology Officer

TO: Mark Atkins
 Senior Buyer, Purchasing Division

FROM: Justin McAllister
 CFO, West Virginia Office of Technology

CC: Andrew Lore
 Procurement Team, West Virginia Office of Technology

Subject: **MPLS07EEEEEE – Request for Emergency Replacement Contract**

Date: **June 26, 2019**

APPROVED
[Signature]
 6/27/19

[Signature]

The West Virginia Office of Technology (WVOT) requests an Emergency Replacement Contract for the current MPLS07EEEEEE Statewide Contract. This contract is necessary to extend the current operating environment without disruption of services for the period of July 1, 2019 to December 31, 2019, during which time the WVOT and other Agencies will continue to migrate telecommunications services to the replacement statewide contracts, Data Transport (CMA SWC*02) and SIP Trunking (SWC*25).

The migration of affected services has been a tremendously laborious and complex process, but the WVOT is nearing completion.

Data Circuits

The WVOT has worked with agencies to design, order, and install proper network connectivity, while simultaneously disconnecting their MPLS07 services. During this time-consuming and cumbersome process, a complete conversion requires 60-90 days due to the complexity of the migrations, cooperation amongst the Vendors, and the amount of coordination required between all parties. In cases where special construction is necessary, installations require six months or the development of alternative connectivity plans. Below is a summary of the circuits remaining:

- o Total circuits/sites needing migrated: 94
- o TCRs submitted for disconnect: 48
- o Circuits still requiring disconnect TCR: 46
- o OT-supported circuits requiring disconnect: 18

For those circuits operated by non-OT supported entities, Attorney General, Tax Assessor, Lottery, and WVNET, the WVOT has alerted these entities of the need to migrate circuits but has no recourse for ensuring migrations are occurring. The WVOT has limited visibility into their progress to the

replacement contracts; however, those agencies have continued reliance on the MPLS07 services for the purpose of e-rate funding and reimbursement. The WVOT has alerted the non-WVOT supported agencies that MPLS07 services will no longer be available in the near future, allowing adequate time to transition successfully.

SIP Trunking on MPLS07EEEE

In addition to the critical data circuit connections, MPLS07 provides part of the State's current SIP Trunking service – the technology required to route calls to and from the State's telephony infrastructure and the Public Switched Telephone Network. Like the conversion of data circuits, converting the State's SIP service, as well as migrating non-VoIP Agency sites to the State's VoIP environment with SIP Trunking, is an enormous undertaking.

The main causes of these delays are issues with phone numbers (ownership, disconnects, freezes, etc.), the Vendors' established processes for transferring assignment 'ownership' of these services, and the amount of time required to port numbers from one carrier (Vendor) to another. In its experience, the WVOT's requests to transfer numbers can take months to complete, with an additional 30 days added to the timeline each time a Telecommunications Request (TCR) is rejected by the carriers; these TCRs can be rejected for a multitude of reasons, including wrong addresses, numbers no longer in service, and other minor irregularities. If only one problem with the order is found when it is submitted, it is rejected entirely, causing the review process to start over again. Recently, the Attorney General's Office has requested migrating its SIP Services from MPLS, which the WVOT has helped facilitate. These numbers are some of the last the WVOT is aware of.

Without an Emergency Contract, a significant portion of the State's telecommunications network infrastructure, supporting multiple critical Agencies, would stop functioning, making the delivery of services to state employees and their constituents impossible.

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