

From: **Welch, Toby L** <[toby.l.welch@wv.gov](mailto:toby.l.welch@wv.gov)>  
Date: Mon, Jun 13, 2022 at 1:29 PM  
Subject: Re: Approval for Emergency Direct Deposit Contract with KeyCorp  
To: Morgan, Debra K <[debra.k.morgan@wv.gov](mailto:debra.k.morgan@wv.gov)>  
Cc: Sheets, Mike - Purch <[william.m.sheets@wv.gov](mailto:william.m.sheets@wv.gov)>, Linda B Harper <[linda.b.harper@wv.gov](mailto:linda.b.harper@wv.gov)>, Frank M Whittaker <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>

Dear Debbie,

Your emergency is approved. Please follow emergency purchasing procedures as found in the Purchasing Handbook and follow up with documentation for award within 30 days.

Regards,

On Mon, Jun 13, 2022 at 12:48 PM Morgan, Debra K <[debra.k.morgan@wv.gov](mailto:debra.k.morgan@wv.gov)> wrote:  
Please see the attached approval request .

Thanks.

**Toby L. Welch, Senior Buyer**  
West Virginia Purchasing Division  
2019 Washington Street East  
Capitol Complex Building 15  
Charleston, WV 25305  
304-558-8802 ext 57522  
[Toby.L.Welch@wv.gov](mailto:Toby.L.Welch@wv.gov)



**Confidentiality Notice:** This e-mail communication and any attachments contain confidential, legally privileged, and/or non-public information and is for the sole use of the intended recipient(s). If you are not an intended recipient, and have received this communication, you are hereby notified that you have received this communication in error and that any review, disclosure, dissemination, distribution, saving, copying or other use of the communication, any attachments, or their contents is strictly prohibited. If you have received this communication in error, please: (1) notify the sender immediately by replying to this message and (2) immediately delete this communication, any attachments, and the reply to sender from your system without printing, forwarding, or saving any copies.

If you are the intended recipient, please secure the contents in accordance with all applicable state or federal requirements related to the privacy and confidentiality of information, including the HIPAA Privacy guidelines

--

--

**Toby L. Welch, Senior Buyer**  
West Virginia Purchasing Division  
2019 Washington Street East  
Capitol Complex Building 15  
Charleston, WV 25305  
304-558-8802 ext 57522  
[Toby.L.Welch@wv.gov](mailto:Toby.L.Welch@wv.gov)



**Confidentiality Notice:** This e-mail communication and any attachments contain confidential, legally privileged, and/or non-public information and is for the sole use of the intended recipient(s). If you are not an intended recipient, and have received this communication, you are hereby notified that you have received this communication in error and that any review, disclosure, dissemination, distribution, saving, copying or other use of the communication, any attachments, or their contents is strictly prohibited. If you have received this communication in error, please: (1) notify the sender immediately by replying to this message and (2) immediately delete this communication, any attachments, and the reply to sender from your system without printing, forwarding, or saving any copies.

If you are the intended recipient, please secure the contents in accordance with all applicable state or federal requirements related to the privacy and confidentiality of information, including the HIPAA Privacy guidelines

Toby Welch, Senior Buyer  
West Virginia State Purchasing  
2019 Washington Street East  
Charleston, WV 25305

RE: Emergency Purchase Approval

As you are aware, the agency has encountered a considerable delay in the award of the RFQ that would supply direct deposit and debit card services for the claimants who file for WV Unemployment Compensation Benefits.

Due to the time constraint of a July 4<sup>th</sup> expiration date of our contract with KeyCorp who provides these services currently, WorkForce West Virginia is requesting approval to enter into a six (6) month emergency contract with KeyCorp for Direct Deposit Services only. KeyCorp no longer wishes to provide debit card services for the claimants.

US Bank, the successful vendor, who has been awarded the contract for both services has indicated that their implementation timeframe for direct deposit only will be ninety (90) to one hundred twenty (120) days. This will create an interruption of the direct deposit services for the claimants of West Virginia.

Since KeyCorp already has this process in production, we respectfully request approve to continue the direct deposit services with KeyCorp. Also, should WorkForce West Virginia be required to pay all claimants by paper check until the new vendor has their system fully deployed it will cause an increased financial burden on the agency as well as the burden of acquiring the specialized paper due to the chain supply issues our vendors are experiencing.

The estimated cost of the emergency contract is around \$30,000 per month.

Thank you in advance for your consideration and help in this matter.

Regards,



Debbie Morgan  
Procurement Manager  
WorkForce West Virginia