

Data Transport 23 User Guide

Contents

1. Contract Info	2
2. Contract Term and Renewals	2
3. Understanding of Contract	2
4. Ordering Guide	2
5. Expedited Request Process	3
6. CIO Review Process	4
7. Billback Process	4
8. Product Overview	4
9. Reporting – Agency Invoice Backup	4
10. Reporting Outages	5
11. Billing Dispute Process	5
12. Acceptance/Goods Receipt Process	5
13. Exclusions	5
14. Service Level Agreements (SLAs)	5

1. Contract Info

DATATRNSP23 is a statewide contract with Lumos Networks LLC, dba Segra, to provide data circuits and connectivity for agencies. Contract can be found on the Purchasing Division's website: [Data Transport 23](#)

2. Contract Term and Renewals

Contract was issued on December 1, 2022 and ends on November 30, 2025. There are three optional one-year renewals that may be exercised upon agreement between the State and Vendor.

3. Understanding of Contract

This contract provides data circuits and connectivity for the State of West Virginia. Data circuits are used to reach the internet, send/receive information or documents, utilize Voice Over Internet Phone Services, and other tasks that require connectivity.

4. Ordering Guide

WVOT's Networking Team is recommending agencies use a SD-WAN enabled circuit, larger than the size they currently use. In general, the smallest circuit recommended at this time is SD-WAN enabled Ethernet WAN Service 25 Mbps. Networking is also recommending a Dedicated Internet Access 50 Mbps for a backup internet connection.

Agencies need to complete a Data Telecommunications Change Request (TCR) Form to order from the contract. The TCR Form can be found on the WVOT's website here: [TCR Form](#)

Agencies will complete the following sections of the TCR Form:

- **Date Ordered:** the date the TCR is sent to the TCR team.
- **Agency Department:** the department agency falls under.
- **Agency Name:** the name of the agency.
- **Direct Bill:** always marked "NO" unless the agency has a waiver from WVOT that allows for Direct Bill.
- **Agency Primary Contact:** the person WVOT will contact if there are any questions about the TCR.
- **Agency Primary Contact Phone:** phone number for primary contact.
- **Agency Primary Contact Email:** email address for primary contact.
- **Agency On-Site Contact:** point-of-contact located at the site where the data circuit is to be installed.
- **Agency On-Site Contact Phone:** phone number for onsite point-of-contact.
- **Agency On-Site Contact Email:** email address for onsite contact.
- **Office Hours of Operation:** hours of operation at the site where the data circuit is to be installed.
- **Office Move:** indicates if this is for an office move and allows the vendor to schedule the install with the Agency.
- **Agency On-Site Address:** the physical address where the data circuit will be installed according to the e911 system.
- **Old Address (if applicable):** the previous physical address for the data circuit if there is an office move.
- **On-Site Phone Number:** the phone number for the location where the data circuits are to be installed.

- **Data Account Number:** the agency account number. If unknown, refer to the most recent WVOT Telecommunications Invoice - agency account number is the last 6 digits of the invoice number.
- **Type of Service:** choose what Add, Upgrade, Disconnect.
- **Service Type:** Standard Ethernet WAN, Dedicated Internet Access, SD-WAN Enabled Ethernet, Managed Internet, 4G/5G, Router
- **Speed:** choose the speed agency needs or contact the WVOT if there are questions.
- **Extend Demarc:** if additional cabling is needed from the place where the data circuit accesses the building to the desired location within the facility. If marked “yes”, additional charges apply. Please be aware that the charge for Extension of Circuit Demarcation is \$75.00/hour after the first 200 feet.
- **Detail for Demarc Extension** (if applicable): detail where the additional cabling should be installed from the circuit to within the facility.
- **Comments:** use this area to provide a summary and any additional explanation of the service request. If the agency is requesting an expedited installation, “EXPEDITE” will be written in this section. Additional charges apply for expedited requests.
- **Agency Authorization:** the person (name both printed and signed) designated by the agency as having authorization to submit TCRs for voice and/or data related services on behalf of the agency. This person must have approval authority since a TCR financially obligates the agency for requested services. The agency will be responsible for any charges resulting from the services requested on the TCR. The agency must complete a Signature Authority Designation Form for all individuals authorized to sign TCRs and submit updated designation forms to the Telecommunications Ordering and Billing section (TCR@wv.gov). You can find the Designated Approval Authority for Telecommunications [here](#).
- **Completed By:** this is the name of the person, both printed and signed, who completed the TCR.
- The following fields are completed by the TCR department once it is submitted:
 - TCR#
 - WVOT Field Tech(s)
 - WVOT Field Tech Phone
 - WVOT Authorization.
- The following fields are provided by WVOT’s Network Engineering Department once it is submitted:
 - QOS
 - IP Subnet
 - VLAN (Voice/Data)
 - VRF
 - AS#

5. Expedited Request Process

If an agency is requesting an expedited installation, it must include “Expedite” in the Comments section of the TCR Form. There is a \$100 fee for Expedited TCRs. Expedited Requests do not mean that the circuit will be installed immediately, but that it will get priority and be installed in a shorter amount of time than typical.

6. CIO Review Process

CIO Approval is not required as part of this contract. If an agency seeks a waiver from WVOT’s ordering and billing of circuits as authorized by WV Code §5A-7, a waiver must be requested through the CIO

Review Process. A waiver from the WVOT's ordering and billing does not give agencies a waiver from the statewide contract - that can only be granted by the WV Purchasing Division.

7. Billback Process

The WVOT receives a monthly invoice from the vendor, Segra. The bill is audited against the contract and placed orders to verify that the charges are correct and allowable. Then, all circuits and service items assigned to an agency are totaled together and invoiced.

According to State Code §5A-7-4, WVOT is to collect \$150,000 per year in Administrative Fees. To accomplish this, the \$150,000 is divided into twelve (12) monthly payments of \$12,500 each. The \$12,500 is then divided between the agencies based on utilization.

8. Product Overview

There are four (4) common orders from the contract*. The WVOT's Networking Team recommends each agency order a Dedicated Internet Access circuit as a backup connection. The Dedicated Internet Access is a separate TCR order. The WVOT Networking Team can assist with determining what speed is needed.

Circuit Type	Circuit Speed	Circuit Price	Dedicated Internet Access Speed (Backup Connection)	Dedicated Internet Access Cost	Total Price
SD-WAN enabled Ethernet	25 Mbps	\$307	50 Mbps	\$157	\$464
SD-WAN enabled Ethernet	100 Mbps	\$490	100 Mbps	\$177	\$667
SD-WAN enabled Ethernet	1 Gbps	\$924	1 Gbps	\$425	\$1,349
SD-WAN enabled Ethernet	2 Gbps	\$1,575	1 Gbps	\$425	\$2,000

*There are other options on the contract, but these are the most commonly used options.

9. Reporting – Agency Invoice Backup

Each agency can pull its invoice backup from the mainframe. It lists all circuits, with their address, and cost. There are two ways to view backup on the mainframe: via mainframe access or by using the Document Direct application. Agency staff will need a Mainframe ID to access either, which will require a Network Access Form (NAF) to request if they do not have an ID at this time. There are step-by-step instructions for accessing agency backup on both systems available [here](#) - instructions are also available upon request by emailing tcr@wv.gov.

10. Reporting Outages

Agencies should contact the WVOT Service Desk (304-558-9966) if experiencing outages or issues with connectivity or service. If the agency has a question regarding a specific order not yet fulfilled, it should contact the TCR Team (tcr@wv.gov).

11. Billing Dispute Process

If an agency disagrees with any charges on its invoice, it will need to complete the following steps within thirty (30) days of receipt of its invoice:

1. Complete the Telecommunications Billing Inquiry Form, providing all information requested on the form: [Telecommunications Billing Inquiry Form](#)
2. Submit the form via email to OTTelecomDisputes@wv.gov. If the form is not completed as requested, it will be returned to the agency for completion.
3. WVOT will notify the agency when an appropriate resolution has been found.

In order to process the form correctly, the following information must be included, along with complete invoice received from the WVOT and appropriate backup:

- **Item:** The type of service being questioned: CENTREX, Long Distance Telephone Service, VOIP, or Data.
- **Nature of Inquiry:** The telephone number or circuit being questioned. Please list each number/circuit separately on the form.
- **Amount in Dispute:** The amount the agency is disputing.
- **Comments:** Please provide relevant information for the dispute.

NOTE: Agencies must pay the invoice in full. If the dispute is validated, the agency will receive credit on a future invoice.

12. Acceptance/Goods Receipt Process

The WVOT's Networking Team works with Segra to ensure the circuit is fully functional before it is accepted. Circuits are not billed prior to notification from the WVOT's Networking Team that the circuit is accepted.

13. Exclusions

Provisions of WV Code §5A-7 do not apply to the Judicial and Legislative branches. The WVOT can grant waivers to agencies, as requested.

14. Service Level Agreements (SLAs)

DATATRN23 does contain service credits starting at Hour 25 of an unplanned outage.