

for February 2021

To: The Honorable Ralph Northam, Governor of Virginia
The Honorable Luke E. Torian, Chair, House Appropriations Committee
The Honorable Janet D. Howell, Chair, Senate Finance and Appropriations Committee

From: Virginia Information Technologies Agency (VITA)

BACKGROUND / INTRODUCTION

VITA, on behalf of the Secretary of Administration, Grindly Johnson, and the Chief Information Officer of the Commonwealth, Nelson Moe, respectfully submits this report pursuant to [Item 92\(D\)](#) of the 2020 Appropriation Act, which provides:

“The Chief Information Officer and the Secretary of Administration shall provide the Governor and the Chairmen of the House Appropriations and Senate Finance Committees with a report detailing any amendments or modifications to the information technology infrastructure services contracts. The report shall include statements describing the fiscal impact of such amendments or modifications and shall be submitted within 30 days following the signing of any amended agreement.”

In addition to this formal report, VITA continues to report to policymakers in detail on the IT infrastructure services contracts and platform through both executive reporting and ongoing oversight by Joint Legislative Audit and Review Commission (JLARC) staff.

REPORT

Copies of these amendments (and other contract documents) may be found on VITA’s public contracts portal at <https://vita.cobblestonesystems.com/public/>. The links below go directly to each contract on that portal.

Amendments/Modifications

[Voice and Data Network \(VDN\) contract with Verizon](#) (VA-151028-MCI5)

<i>Number</i>	<i>Date</i>	<i>Description</i>	<i>Fiscal Impact</i>
5D	2/10/2021	Virtual contact center services: This amendment adds services that it is anticipated will be used by the Virginia Department of Health (VDH) for their vaccine contact center.	The added services are optional, and this amendment does not obligate funds. To the extent agencies use such services, they will incur the charges set forth in the amendment. VITA negotiated reductions in the labor rates, the services offered are lower cost than other similar services that were replaced, and Verizon confirmed that the Commonwealth's pricing is competitive with or lower than other government entities using the same services.

Other Contract Changes¹

None

¹ The infrastructure contracts permit certain changes to the contract documents, such as updated designations of key personnel or certain changes to service levels, to occur through notices rather than through the formal contract amendment process. Such changes are included in this report to be as thorough and transparent as practicable.