

Mark Sanford
Governor



Marcia S. Adams
Director

State of South Carolina
Department of Motor Vehicles

May 3, 2007

Mr. Henry White
Director
SC Budget and Control Board
Columbia, South Carolina 29016

Dear Mr. White:

I appreciate the opportunity to voice my concerns related to the impending procurement of Voice over IP technology for the state. As an agency with nearly 900 employees working in 68 field offices spread throughout the state and a Call Center that handles nearly 3500 calls per day, I know that we could benefit from the newest telephone and call management technologies that IP telephony delivers.

My main concern stems from that fact that DMV and other agencies have not been allowed to review the current RFP. A working group of CIO staff and agency IT employees was initially established to determine workable strategies for deployment of this technology, identify vendors qualified to deliver solutions, and develop an RFP for publication. I am informed that the group had settled on a strategy where agencies could choose solutions and equipment from among a list of the three leading Voice over IP providers. However, at the eleventh hour, the CIO's office changed course. Without agency input or review, a modified RFP was published. We do not know what services have been requested, how the technology is to be implemented, who will manage these solutions or the impact on our current network infrastructure. My staff's request to review the RFP has been denied.

For this reason, I ask that you delay any further action to award a contract for these services. Agencies should at least be afforded an opportunity to understand what services have been requested and the underlying reasons for these recent actions. Frankly, it is hard to believe that an office responsible for providing IT services and support would consider it appropriate to conduct its affairs in this manner.

Again, I appreciate the opportunity to voice my concerns and work with your staff to identify a solution that will best benefit the state.

Sincerely,

A handwritten signature in cursive script that reads "Marcia S. Adams".

Marcia S. Adams
Executive Director