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Date: 5/2/2007 9:48:13 PM
Subject: RE: VOIP contract

Chad and Henry

I think my major concerns about this contract are:

1. Will more than one vendor be selected? There needs to be more than one vendor, preferably three or four with some geographical reach.
2. Have the CIO's of the major agencies that have been pleading for VOIP been fully included in the evaluation and selection process. If not they will for sure not be happy with whatever happens and that goes straight to the credibility of the CIO's claim that he is customer oriented. If Jim wants to know how he might be able to get along better with the CIO's (I know Jim doesn't like that word applied to the agency folks, but that is what they are) he might try treating them as equals and including them as equals in the procurement of services of which they will be the major users. Real customers have choices - that is what makes them customers.
3. This kind of service (or its next generation) will have the potential for essentially replacing much of the state's current telecommunications business which I think is the CIO's big "cash cow". How this contract is managed, how the vendors are managed, how the vendor gets reimbursed and what kind of "add ons" the CIO puts on this contract to replace the revenue he will lose on his current telecommunications system are key, key issues. This is exactly the type of service that Gartner Group is talking about when they see the role of the State CIO as that of an honest broker who manages contractors. Under my view of this model the agencies deal directly with the contractors. They make their own relocations, adds, drops, etc. and make their payment to the vendor. All the CIO does is coordinate the procurement, make sure standards, architecture, etc are properly maintained and make certain the vendor is meeting whatever standards, requirements, etc that are set in the contract. The CIO's fee for his services should not be a variable based on usage but a flat fee paying for the folks who actually manage the contract.
4. How do we make sure that as agency usage of the current system declines (and inevitably it will) the CIO doesn't just shift the costs to the remaining customers? The State needs to be clear that as the CIO gets more and more into managing vendors and contracts and gets away from being a provider of services the CIO shop has to get smaller and smaller.
5. The BCB has to be very vigilant in seeing that as SCEIS comes on line and CIO services change in character from provider to manager, that they do not let Parkinson's Law "work expands so as to fill the time (I would also include funding or people) available for its completion."

Having said all that I suspect that if Jim can deal adequately with the issues I raised herein

(assuming of course you think they are legitimate) I see no reason why the contract could not be let.

I do not want to be the person who sits alone in the bulls eye on this.

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From: Chad Walldorf [mailto:chad@stickyfingers.com]
Sent: Wednesday, May 02, 2007 2:05 PM
To: mnlangrehr@bellsouth.net
Cc: 'Henry White'
Subject: VOIP contract

Mike,

I met with Henry yesterday and he is concerned that the VOIP contract is in its final stages...ie, should be let in a couple of weeks. If you really think that he should put a hold on things then it will cause some problems and raise some eyebrows but I think he's willing to go there if you think its important. I'm guessing that it is but wanted you to weigh in if you would.

His personal email is above or you can call him at (803) 603-2157 on his cell. I know that you may be on your way to your weekend behind bars with prison industries but am hoping to catch you beforehand.

Thanks from both of us for your help,

Chad

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