



## COMMONWEALTH of VIRGINIA

### Virginia Information Technologies Agency

11751 Meadowville Lane  
Chester, Virginia 23836-6315  
(804) 416-6100

TDD VOICE -TEL. NO.  
711

Sam A. Nixon, Jr.  
Chief Information Officer  
Email: [cio@vita.virginia.gov](mailto:cio@vita.virginia.gov)

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Contact: Marcella Williamson  
(804) 416-6004  
[marcella.williamson@vita.virginia.gov](mailto:marcella.williamson@vita.virginia.gov)

### **Commonwealth of Virginia agencies successfully complete final migration to re-engineered eGov outsourcing**

RICHMOND – Virginia executive branch agencies have successfully completed a move to new eGovernment (eGov) contracts for website services.

The Virginia Information Technologies Agency (VITA) coordinated the move to new eGov suppliers following a competitive procurement that awarded a contract previously held by one vendor to multiple suppliers.

“This new approach provides enhanced value to the state, greater transparency, broader participation by multiple suppliers and cost-effective access to best-of-class technology services,” said Chief Information Officer of the Commonwealth (CIO) Sam Nixon, who is the agency head at VITA. “We also want to be good stewards of state funds in providing these services.”

“The transition from the previous vendor to the new service providers has been complex and has taken months to accomplish,” Nixon added. “State agencies, the previous vendor, new service providers and VITA staff have worked diligently to make the change.” He noted that some e-Gov services were moved to VITA for support on an interim basis to allow state agencies that were unable to move from the old contract by Aug. 31 to maintain services.

The three service categories provided by the new vendors include redesign of the state website ([www.virginia.gov](http://www.virginia.gov)), which was completed last December; hosting; and operations and maintenance of Web applications. The successful final migration of services occurred over the Labor Day weekend.

Services had been provided by one vendor since 1997. Nixon said providing options to state agencies for eGov services provide numerous benefits, including:

- Open price competitiveness
- More flexibility and choice

- Greater transparency in related revenue and expenditures
- Opportunities for agencies to improve citizen/customer interactions, create cost efficiencies, and improve cost recovery for fee-based transactions.

Under the previous model, one eGov supplier owned the eGov software paid for by state and local agencies, and agencies could only use the products. The commonwealth lacked an enterprise view of spend and scope. Fees from some agencies were funding services to others.

Several localities also used the prior contract. VITA staff worked with those localities to ensure their eGov services continue under the new contract or under a contract with the prior vendor negotiated with a Virginia county.

Virginia Interactive (VI), a division of NIC Inc., developed and maintained the state Web portal since 1997, and offered Web and application development and maintenance and hosting. Its contract was not eligible for renewal under state procurement regulations.

“Thanks in part to the VI’s significant expertise and dedication, Virginia frequently has been recognized as a national leader in providing eGov services to citizens,” said CIO Nixon. “I want to personally thank VI for its exemplary performance during the previous 15 years.”

VITA is the commonwealth’s central information technology (IT) agency. One of VITA’s responsibilities is procurement of technology goods and services. VITA’s statewide contracts can be accessed and utilized by all public entities, including Virginia counties, cities, towns, agencies, educational institutions and public safety providers.

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#### **About the Virginia Information Technologies Agency (VITA)**

VITA is the commonwealth’s consolidated technology services and solutions provider responsible for the state’s technology infrastructure, governance, security, oversight of major IT projects, and procurement of technology-related goods and services on behalf of state and local governments. [www.vita.virginia.gov](http://www.vita.virginia.gov).