



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia Master Agreement

Order Date: 11-13-2024

CORRECT ORDER NUMBER MUST
APPEAR ON ALL PACKAGES, INVOICES,
AND SHIPPING PAPERS. QUESTIONS
CONCERNING THIS ORDER SHOULD BE
DIRECTED TO THE DEPARTMENT
CONTACT.

Order Number:	CMA 0511 3084 HHR1800000007 16	Procurement Folder:	302511
Document Name:	Integrated Eligibility Solution Proposal	Reason for Modification:	
Document Description:	Integrated Eligibility Solution	Change Order No. 14 To Renew Contract	
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2017-11-17
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2025-11-16

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000184667 OPTUMINSIGHT INC 11000 OPTUM CIR EDEN PRAIRIE MN 55344 US Vendor Contact Phone: 612-642-7749 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Stanley B Lewis Requestor Phone: 304-421-0405 Requestor Email: brandon.s.lewis@wv.gov 2025 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

CR 11-15-24

Purchasing Division's File Copy

Total Order Amount:

Open End

CH 11/14/24

PURCHASING DIVISION AUTHORIZATION
DATE: 11/14/24
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
DATE: 11/19/2024
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: 11-19-24
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order No. 14

Change Order No. 14 is issued to renew the original contract according to all terms, conditions, and specifications contained in the original contract and all authorized change orders, except that the contract Monthly Maintenance and Operations Cost for Year 8 is increased as defined in the attached documentation and to incorporate Attachment 1 to Optum's Letter of Acceptance for CY 08 Extension Amendment 1 to Optuminsight, Inc. Order of Precedence and Additional Terms Addendum as well as Attachment 2 to Optum's Letter of Acceptance for CY 08 Extension Amended Appendix VIII: Service Level Agreements (SLAs) and Appendix IX: Performance Measures.

Effective date of renewal November 17, 2024 through November 16, 2025

Renewal Years Remaining: 2

No other changes.

All provisions of the original Contract and subsequent Change Orders not modified herein shall remain in full force and effect.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2017-11-17	2024-11-16		162675000.00	

Commodity Line Description: Total DDI Costs

Extended Description:

Total DDI Costs (See Appendix II: Deliverables, Milestones, and Payments)

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2018-11-17	2019-11-16		1.00	

Commodity Line Description: Monthly Maintenance and Operations Year 2

Extended Description:

Monthly Maintenance and Operations Year 2 months at \$0.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2024-09-17	2024-11-16		17192000.00	

Commodity Line Description: Monthly Maintenance and Operations Year 3

Extended Description:

Change Order No. 13 Monthly Maintenance and Operations \$8,596,000 per month 09/17/2024 to 11/16/2024

Monthly Maintenance and Operations Year 3 months at \$1,719,200.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2020-11-17	2021-11-16		15018000.00	

Commodity Line Description: Monthly Maintenance and Operations Year 4

Extended Description:

Monthly Maintenance and Operations Year 4 months at \$1,251,500.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2021-11-17	2022-11-16	13945000.00		

Commodity Line Description: Monthly Maintenance and Operations Year 5

Extended Description:

Monthly Maintenance and Operations Year 5 months at \$1,162,083.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2022-11-17	2023-11-16	13002000.00		

Commodity Line Description: Monthly Maintenance and Operations Year 6

Extended Description:

Monthly Maintenance and Operations Year 6 months at \$1,083,500.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2017-11-17	2018-11-16	1.00		

Commodity Line Description: Modifications and Enhancements Year 1 Hourly Rate

Extended Description:

Modifications and Enhancements Year 1 Hourly Rate 30,000 hours at \$0.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2018-11-17	2019-11-16	566637.00		

Commodity Line Description: Modifications and Enhancements Year 2 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 4,970.50 to reflect actual hours used and reallocate hours to Year 7.

Modifications and Enhancements Year 2 Hourly Rate 30,000 hours at \$114.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
13	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2019-11-17	2020-11-16	2098788.00		

Commodity Line Description: Modifications and Enhancements Year 3 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 18,093 to reflect actual hours used and reallocate hours to Year 7.

Modifications and Enhancements Year 3 Hourly Rate 30,000 hours at \$116.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
14	81111511				0.000000
Service From		Service To		Service Contract Amount	
2020-11-17		2021-11-16		3026110.00	

Commodity Line Description: Modifications and Enhancements Year 4 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 25,645 to reflect actual hours used and reallocate hours to Year 7.

Change Order 3 is to increase the hours to 70,000 hrs @ \$118.00 per hour.

Modifications and Enhancements Year 4 Hourly Rate 30,000 hours at \$118.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
15	81111511				0.000000
Service From		Service To		Service Contract Amount	
2021-11-17		2022-11-16		6163679.50	

Commodity Line Description: Modifications and Enhancements Year 5 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 50,939.50 to reflect actual hours used and reallocate hours to Year 7.

Change Order 11 is to decrease the hours to 70672.72727 at \$121.00 per hour.

Change Order 5 is to increase the hours to 73,000 hrs @ \$121.00 per hour

Modifications and Enhancements Year 5 Hourly Rate 30,000 hours at \$121.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
16	81111511				0.000000
Service From		Service To		Service Contract Amount	
2022-11-17		2023-11-16		3770672.60	

Commodity Line Description: Modifications and Enhancements Year 6 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 22,344.13 to reflect actual hours used and reallocate hours to Year 7.

Modifications and Enhancements Year 6 Hourly Rate 38,065 hours at \$124.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
31	81111511				0.000000
Service From		Service To		Service Contract Amount	
2017-11-17		2018-11-16		0.00	

Commodity Line Description: Monthly Maintenance and Operations Year 1

Extended Description:

Monthly Maintenance and Operations Year 2 months at \$0.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
32	81111511				0.000000
Service From		Service To		Service Contract Amount	
2018-11-17		2019-11-16		50000.00	

Commodity Line Description: Modifications and Enhancements Year 2 Pool \$50,000.00

Extended Description:

Modifications and Enhancements Year 2 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
33	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2019-11-17	2020-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 3 Pool \$50,000.00

Extended Description:

Modifications and Enhancements Year 3 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
34	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2020-11-17	2021-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 4 Pool \$50,000.00

Extended Description:

Modifications and Enhancements Year 4 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
35	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2021-11-17	2022-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 5 Pool \$50,000.00

Extended Description:

Modifications and Enhancements Year 5 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
36	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2022-11-17	2023-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 6 Pool \$50,000.00

Extended Description:

Modifications and Enhancements Year 6 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
37	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2021-10-01	2024-10-31	53008679.00		

Commodity Line Description: Performance Tuning Activities

Extended Description:

IES WV PATH Performance Tuning Activities for 37 months
Monthly Rate: \$1,432,667.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
38	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2023-11-17	2024-11-16	12920000.00		

Commodity Line Description: Monthly Maintenance and Operations Year 7

Extended Description:

Monthly Maintenance and Operations Year 7 each month at \$1,076,667.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
39	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2023-11-17	2024-11-16	6004096.00		

Commodity Line Description: Modifications and Enhancements Year 7 Hourly Rate

Extended Description:

Change Order No. 12 To transfer 14,707 hours at \$128.00 per hour bringing the total hours for Year 7 to 46,907 hours at \$128.00 per hour for a total of \$6,004,096.

Change Order No. 11 To transfer 2,200 unused Modification and Enhancement Hours to Year 7. Modification and Enhancements Year 7 32,200 hours at \$128.00 per hours.

Modifications and Enhancements Year 7 Hourly Rate 30,000 hours at \$128.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
40	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2023-11-17	2024-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 7 Pool \$50,000.00

Extended Description:

Modifications and Enhancements Year 7 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
41	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2024-11-17	2025-11-16	46922532.00		

Commodity Line Description: Monthly Maintenance and Operations Year 8

Extended Description:

Monthly Maintenance and Operations Year 8 months at \$3,910,211.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
42	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2024-11-17	2025-11-16	3960000.00		

Commodity Line Description: Modifications and Enhancements Year 8 Hourly Rate

Extended Description:

Modifications and Enhancements Year 8 Hourly Rate 30,000 hours at \$132.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
43	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2024-11-17	2025-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 8 Services

Extended Description:

Modifications and Enhancements Year 8 Services



OptumInsight, Inc.
11000 Optum Circle
Eden Prairie, MN 55344

November 8, 2024

West Virginia Department of Human Services (WV DoHS)
350 Capitol Street
Charleston, WV 25301

Attn: Mr. Brandon Lewis, Director of Enterprise Systems

RE: # CMA 0511 3084 HHR 1800000007 – Letter of Acceptance for Extension of Contract Year 08 and Change to Commodity Lines

Mr. Lewis:

Optum submits this Letter of Acceptance (LoA) to extend the Central Master Agreement (CMA) # CMA 0511 3084 HHR 1800000007 for Contract Year 08, which extends the service dates to 11/16/2025 for Design, Development, and Implementation (DDI) as well as exercise the second annual renewal under the CMA.

This extension provides for Maintenance and Operations services in accordance with *Amendment 1 to OptumInsight, Inc. Order of Precedence and Additional Terms Addendum* (Attachment 1) as well as the Service Level Agreements as set forth in Appendix VIII and IX to the CMA, as amended (Attachment 2). Additionally, the M&O services will remain consistent with Appendix VII to the CMA, "Operations Requirements" and the Deliverables *D076-Report Distribution Schedule*, *D077-Operations Project Management Plans*, and *D078-Solution Health Monitoring Plan* which will be updated to reflect modifications.

The exercised second option year with its pricing will be reflected in an updated commodity line item 4 "Monthly Maintenance and Operations Year 4 months at \$3,910,211 per month" with service dates 11/17/2024 to 11/16/2025 via a Change Order issued by Department of Administration that will incorporate by reference this LoA and its attachments into the CMA.

Additionally, Optum accepts the Commodity Line for Modifications and Enhancements for Contract Year 8 at 30,000 hours and \$132 per hour. Optum also accepts the addition of a commodity line that allows for "Modifications and Enhancements Year 8 Pool \$50,000.00".

Sincerely,

Rob Warn (11/09/2024 08:24 CST)

Robert Warn

Vice President, Finance

CC: Shaun Charles

Melanie Clark

Attachments

Robert Price
Agree

Amendment 1 to Optuminsight, Inc. Order of Precedence and Additional Terms Addendum

This is Amendment No. 1 (the "First Amendment") to the Optuminsight, Inc. Order of Precedence and Additional Terms Addendum (the "Addendum"), as agreed to by OptumInsight, Inc., ("Optum") and West Virginia Department of Human Services ("DoHS"), formerly Department of Health and Human Resources (DHHR) and incorporated by reference into the CMA 05113084 HHR1800000007, as amended (the Master Contract). This First Amendment is effective on November 17, 2024.

Whereas, Optum and DoHS have agreed to extend Maintenance and Operations services for Contract Year 08; and

Whereas, as part of the extension of such Maintenance and Operations, there are a few services and requirements that the parties have agreed to modify.

Now, therefore, in consideration for the foregoing promises and mutual premises hereinafter set forth, the parties agree to amend the Addendum as follows:

1. Section 1 "Order of Precedence" of the Addendum is revised to modify subsection (a) as follows:

"a. Order of Precedence Agreement (this Addendum), as amended – First Priority, where this Addendum shall supersede any prior agreements as to the terms expressly set forth herein. The Master Contract shall be in full force and effect relating to all other terms unless further modified in writing through the mutual agreement of the parties"

2. Section 3, Additional Terms" subsection J "Service Level Agreements and Excused Performance" of the Addendum is revised to delete the previous provision and to replace the section completely with the following:

" J. Service Level Agreements and Excuse Performance:

Parties agree that Service Level Agreements (as found in Appendix VIII and as amended as part of the First Amendment) and Key Performance Indicators (KPIs) (as found in Appendix IX, as amended as part of the First Amendment) of the Master Contract will include adjustments via the Periodic Review Process. During this process, parties will identify and document the process by which root cause analysis will be performed as needed. Any adjustments will be reflected using the Change Management process

Service Level penalties shall only be assessed if and to the extent that Optum has caused the Deliverable to be late or the SLA not to have been met. If DoHS or any third party

Attachment 1 to Optum's Letter of Acceptance for CY 08 Extension

(where such third party is not a subcontractor of Optum) has caused the deliverable to be late or the SLA not to have been met, including, without limitation, the failure of DoHS or a third party (where such third party is not a subcontractor to Contractor) to meet a condition that is a prerequisite to Optum being able to provide the deliverable in accordance with the then current, mutually agreed upon project plan or in accordance with the applicable SLA, Optum shall not be liable for the penalty. If Optum and DoHS and/or one or more third parties have caused the event giving rise to the penalty to have occurred, then Optum shall be liable for the service level penalty amount only in proportion to the percentage of Contractor's fault.

To the extent that any Service Level penalty is attributable to other acts outside of Optum's control, either solely or partially, then the corresponding Service Level penalty shall be excused, either entirely or partially.

If a single incident results in multiple Service Level defaults caused by the Contractor, as determined through a root cause analysis conducted by the Contractor and the State, the State shall be entitled to claim the service level failure with the highest liquidated damages amount. If there are several incidents over the course of a one-month period that prevent SLA attainment, the State shall be entitled to assess penalties as contemplated in the agreement.

3. Section 3, "Additional Terms", of the Addendum is revised to include the following new provisions:

- A new section L "Change Management Support" is added:

"L. Change Management Support. Requirements; business rules; specific citations to policy, regulation, and/or legislation; expected completion date; and impact to DoHS regarding a change will be provided by DoHS to Optum, via Service Request, in advance of Optum beginning any work on a requested change. Requirements gathering sessions and design sessions with Optum regarding a change will not initiate until an approved change request and, if applicable, Statement of Work (SOW), Authorization-to-Proceed and/or Delivery Order are provided to Optum. SOWs may be initiated between Optum and DoHS for a proof of concept or discovery prior to a subsequent SOW for the completion of each effort."

- A new section M "Data Requests" is added:

"M. Data Requests. All data requests, regardless of priority, must be submitted via Service Request and must include a screen shot of the User Interface with highlighted field names and/or expected database tables and fields to be included in the request, along with detail on the desired respective format of such fields. For artifacts such as interfaces, reports, and correspondence, all field name(s) that are to be in the layout or template must be provided as part of the Service Request. Requests for data will be

Attachment 1 to Optum's Letter of Acceptance for CY 08 Extension

completed by Optum on a best effort basis and any extracts that include more than 20 hours of effort will be processed as a chargeable Change Request."

- A new section N "Meeting Cadance" added:

"N. Meeting Cadance. As part of Maintenance and Operations Contract Year 08 and beyond, all current recurring and possible new recurring meetings will be reviewed by Optum and DoHS to determine relevancy, objectives, outcomes and meeting cadence. The goal is to reduce meetings and improve efficiency and productivity."

- A new section O "Deferred Requirements" is added:

"O. Deferred Requirements. Deferred requirements as determined jointly by Optum and DoHS as a priority are eligible to be assessed as to relevancy to the current system. Those requirements determined to be implemented would be managed through the Change Management process. This applies to, but is not limited to, design, functionality, and infrastructure requirements. For avoidance of doubt, during Operations, Optum will provide M&O and infrastructure support services to vendor provided hosted services at the time of CY08. Any additional hosting or infrastructure support services is subject to the Change Management process."

- A new section P "Deliverable Process" is added:

"P. Deliverables Process. All deliverables shall be reviewed by DoHS within 20 business days of submission by Optum to State Project Management Office and DoHS. Design documents shall be reviewed by DoHS within 10 business days of submission to review and/or comment otherwise design is deemed accepted. Further design changes may be subject to Change Management. New deliverable comments will not be accepted after review of the initial submission apart from new/added content as a result of an initial comment."

Capitalized terms, if not otherwise defined in this First Amendment, shall have the same meanings as set forth in the CMA.

Except as hereby specifically amended by this First Amendment, all terms and conditions in the Addendum shall remain unchanged and in full force and effect.

Amended Appendix VIII: Service Level Agreements (SLAs)

DoHS will monitor the Vendor's performance during the Operations Phase using a performance reporting system to be implemented by the Vendor. Each Service Level Agreement (SLA) presented in this appendix establishes the performance level expected by DoHS in a particular area. Key Performance Indicators (KPIs) are identified within each SLA, and are to be measured and reported each month by the Vendor. Service Level Agreements found in this appendix are:

1. Solution Availability
2. Solution Performance
3. Operations Issue Management
4. Database Updates
5. Technical Support Center
6. Reporting

SLAs and Performance Monitoring

The KPIs used to define the following service levels are an adjunct to the performance standards established in Appendix IX: Performance Metrics, Table: 35-40. DoHS has identified the KPIs to be key indicators of the Vendor's operational performance. Failure to achieve a KPI may, at the discretion of DoHS, result in payment reduction; failure to meet any other performance standard defined in Appendix IX, Table: 35-40, is not directly tied to fiscal hold-back.

Monthly Reporting

The Vendor should monitor performance against the DoHS-specified KPIs in this document, and should develop operations reports to demonstrate compliance with applicable KPIs. The Vendor should submit a performance report card monthly on all KPIs, regarding the prior month's performance, no later than the 10th of the month. In the event the 10th does not fall on a State business day, the performance report card should be submitted no later than the last business day before the 10th of the month. The Vendor may include additional information regarding SLA compliance in its report. The Vendor should make available to DoHS upon request all reports or data used in the determination of SLA compliance and calculation of KPI metrics.

Corrective Action

The Vendor will provide OMIS with a written Corrective Action Plan (CAP) when vendor fails to meet a performance standard for four consecutive months, submitted for approval by the State no later than 10 business days from the date OMIS requests the CAP. OMIS will consider extensions to the 10-day timeline on a case-by-case basis. The CAP will include, at a minimum:

1. The missed KPI
2. Full description of the issue
3. Cause of the problem
4. Risks related to the issue

Attachment 2 to Optum's Letter of Acceptance For Extension Contract Year 08

5. The resolution, including any failed solutions implemented prior to resolution
6. Proposed corrective action going forward to avoid missing the KPI in the future

The Vendor will implement the proposed corrective action (#6 above) only upon OMIS approval of the CAP.

Periodic Reviews

Prior to submission for acceptance of the solution, DoHS and the Vendor are to review all KPIs and Performance Measures to determine if revisions are needed. Thereafter, similar reviews are to be held annually, upon the implementation of a change that impacts existing KPIs, and/or at the request of DoHS.

The following describes the Service Level Agreements and KPIs established at the time of RFP publication, and as amended for the Operations phase of the contract.

Table 29: SLA 001

SLA 001: Solution Availability		
Description	Payment Percentage	Please add your comments with initials here
<p>Solution availability is defined as the percentage of possible uptime in a month that the environments supporting the West Virginia Integrated Eligibility Solution (including all associated components) are available to users, to perform back-end processing, or to perform in a back-up capacity. Negotiated downtime for system maintenance during off-peak hours is not included in the calculation of solution availability.</p> <p><u>Downtime</u></p> <p>Downtime is defined as the time during which any component(s) of the solution is not functioning or available for any reason. Production downtime is the time during which the solution is not available for its intended use in production. There are two types of downtime, as defined below:</p> <ol style="list-style-type: none"> 1. Scheduled Downtime: Any period of time that the solution, or any component(s) of the solution, is unavailable for its intended use that has been reviewed and approved by the State in advance of the service interruption. Scheduled downtime, that has received approved from Office of Management Information Systems (OMIS), does not count towards downtime performance standards. 	<p>Up to 5% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Any 1 of 4 performance standards not met: 1% • Any 2 of 4 performance standards not met: 3% • Any 3 of 4 performance standards not met: 4% • 4 of 4 performance standards not met: 5% 	

Attachment 2 to Optum's Letter of Acceptance For Extension Contract Year 08

SLA 001: Solution Availability		
Description	Payment Percentage	Please add your comments with initials here
<p>2. Unscheduled Downtime: Any period of time that the solution, or any component(s) of the solution, is unavailable for its intended use that has not been approved by the State in advance of the service interruption.</p> <p><u>Hours of Operation</u></p> <p>System availability is to be based on the following hours of operation.</p> <ul style="list-style-type: none"> • Eligibility Solution Hours of Operation: The solution shall be accessible 99% of the time during working hours, except for scheduled downtime. West Virginia defines working hours as: <ul style="list-style-type: none"> ○ 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday ○ 7:00 a.m. to 6:00 p.m. Eastern Time on Saturday and Sunday ○ On holidays as agreed-upon with OMIS ○ On an emergency basis, if requested by OMIS ○ During other time periods as required, at the request of OMIS <p><i>Except as specified in the following bullet, this standard applies to all components of the solution.</i></p> <ul style="list-style-type: none"> • Client Facing Web Portal: The client facing portal shall be available 99% of the time 24 hours per day, seven days per week, except for scheduled downtime. <p>Training Environment: The training environment shall be accessible 95% of the time, except for scheduled downtime during the following hours: 9:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday</p> <p><u>Performance Standards</u></p>		

Attachment 2 to Optum's Letter of Acceptance For Extension Contract Year 08

SLA 001: Solution Availability		
Description	Payment Percentage	Please add your comments with initials here
<ol style="list-style-type: none"> 1. Client Portal: Unscheduled production downtime for the client portal is to be two hours or less in total for a calendar day 2. All Other Solution Components: Unscheduled production downtime for all components of the integrated eligibility solution is to be 1% or less during the monthly reporting period. 3. Test Environments: User Acceptance Test environment downtime for all solution components is to be 15% or less during the monthly reporting period. 4. Training Environment: Training environment downtime for all solution components is to be 5% or less during the monthly reporting period. 		

Table 30: SLA 002

SLA 002: Solution Performance		
Description	Payment Percentage	Please add your comments with initials here
<p>Solution performance is defined as the time it takes for the solution to complete actions initiated by a system user.</p> <p><u>Vendor Control</u></p> <p>The vendor is expected to be responsible for that portion of the solution and communication link for which the vendor has control. For system response time performance measures, control is defined as any vendor/subcontractor owned or administered service or component up to State-side of the router(s). The vendor shall provide a solution to monitor and report on the response times defined in the performance standards below. The solution must be approved by the Office of Management Information Systems (OMIS). All standards shall be measured and evaluated in seconds.</p> <p><u>Performance Standards</u></p> <p>The vendor must ensure system performance meets the following performance standards.</p> <ol style="list-style-type: none"> 1. Menus: The response time must be within four seconds for 95% of all these transactions. 2. Simple Inquiries: The response time must be within six seconds for 95% of all these transactions. <ol style="list-style-type: none"> a. A simple inquiry is one that contains three or fewer criteria. 3. Complex Inquiries: The response time must be within 10 seconds for 95% of all these transactions. <ol style="list-style-type: none"> a. A complex inquiry is one that contains four or more criteria. 4. Simple Updates: The response time must be within 14 seconds for 95% of all these transactions. <ol style="list-style-type: none"> a. A simple update is one that modifies a single table in a database. 	<p>Up to 6% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Any 1 of 6 not met: 1% • Any 2 of 6 not met: 3% • Any 3 of 6 not met: 5% • Any 4 or more of 6 not met: 6% 	

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SLA 002: Solution Performance		
Description	Payment Percentage	Please add your comments with initials here
<p>5. Complex Updates: The response time must be within 20 seconds for 95% of all these transactions.</p> <p style="padding-left: 40px;">a. A complex update is one that modifies multiple tables, systems, or databases.</p> <p>6. Web-Enabled Programs: The response times for all elements of the client portal and web-enabled components of the eligibility solution must be less than 20 seconds for 95% of all these transactions.</p> <p>7. Due to the size of queries and quantity of data, the execution of reports is excluded from these performance metrics.</p>		

Table 31: SLA 003

SLA 003: Operations Issue Management		
Description	Payment Percentage	Please add your comments with initials here
<p>The vendor is to provide operational issue management to resolve problems with the enterprise solution during the Operations Phase of the project. This responsibility applies to issues associated with all components of the enterprise solution. Issues identified during operations are to be categorized based upon severity, communicated to the Office of Management Information Systems (OMIS), documented, resolved, and tracked by the vendor in a form and format accessible to, and approved by, OMIS.</p> <p><u>Issue Tracking</u></p> <p>The vendor shall provide software tools to enable the tracking of a specific defect from identification through resolution, including all testing performed to ensure the correct fix is in place.</p> <p><u>Performance Standards</u></p> <p>During the Operations Phase, the vendor shall categorize and resolve errors in accordance with the approved Issue Management Plan, as follows:</p> <ol style="list-style-type: none"> 1. Critical Business Impact (P1): Indicates the enterprise solution is unavailable for its intended use, resulting in a stoppage of operations and loss of functional application. <ul style="list-style-type: none"> • Requires immediate OMIS notification and a restoration within two hours. 2. Serious Business Impact (P2): Indicates serious production issues where the enterprise solution is useable but a vital business function is severely limited and no workaround exists. <ul style="list-style-type: none"> • Requires immediate OMIS notification and a restoration within 24 hours. 	<p>Up to 3.5% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Critical Business Impact standard not met: 2.0% • Serious Business Impact not met: 1.5% • 	

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SLA 003: Operations Issue Management		
Description	Payment Percentage	Please add your comments with initials here
<p>3. Significant Business Impact (P3): Indicates moderate production issues where the enterprise solution is usable but a workaround is available (not critical to operations).</p> <ul style="list-style-type: none">• Requires acknowledgement by the technical call center and restoration will occur on a best effort basis. <p>4. Minimal Business Impact (P4): Indicates the problem results in little impact on operations or reasonable circumvention to the problem has been implemented.</p> <ul style="list-style-type: none">• Requires acknowledgement by the technical call center and restoration will occur on a best effort basis.		

Table 32: SLA 004

SLA 004: Database Updates		
Description	Payment Percentage	Please add your comments with initials here
<p>Database updates are to be defined as the activities necessary to maintain current and accurate data as required to conduct the functions outlined in this Request for Proposals (RFP), in compliance with all requirements herein.</p> <p><u>Performance Standards</u></p> <p>The vendor shall ensure database update activities meet the following performance standards:</p> <ol style="list-style-type: none"> 1. Error Resolution Turnaround Time: Resolve database errors reported by partner systems within two business days of error detection. 2. Daily Back-Ups: Complete daily backups before 7:00 a.m. Eastern Time based on the solution availability defined in SLA 001. 3. Weekly Back-Ups: Complete weekly backups once per week. 4. Interfaces with External Data Sources: Make available to authorized users all data received from all external data sources within one business day of receiving the data. 5. Mass Changes, Scheduled Rate/Business Rule Changes, and other scheduled batch processes: All scheduled mass changes and rate/business rule changes described in the Operational Phase Requirements OPP0030 through OPP00438 completed and verified as accurate on the date agreed upon between Office of Management Information Systems (OMIS) and the vendor. Scheduled batch processes must be completed and verified as accurate on the date and time agreed-upon by OMIS and the vendor. 6. Data Fixes: The priority of Data Fixes shall be assessed as per the issue prioritization table in SLA003. 	<p>Up to 6% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Any 1 of 7 not met:1% • Any 2 of 7 not met:3% • Any 3 of 7 not met:4% • Any 4 of 7 not met:5% • Any 5 or more of 7 not met: 6% 	

Table 33: Technical Support

SLA 005: Technical Support		
Description	Payment Percentage	Please add your comments with initials here
<p>The vendor must provide technical support for State users (State users are defined as Department of Health and Human Resources field staff, clients, authorized representatives, in-person assisters, authorized Hospital-based Presumptive Eligibility staff, and all other system users) who report technical problems, assist with problem analysis, and provide instructions for troubleshooting problems.</p> <p>After-hours, the vendor must provide electronic call answering via a toll-free phone line for callers to leave messages.</p> <p><u>Tracking of Support Inquiries</u></p> <p>The vendor shall maintain sufficient staff and systems to manage, track, and report on technical support services via multiple channels, including telephone, client portal, email, and mail. The vendor shall provide an integrated contact management system that tracks and manages user contacts from all channels, and provides reporting on user contact metrics based on user-defined queries.</p> <p><u>Hours of Operation</u></p> <p>State User Technical Support</p> <p>The vendor's solution for technical support for State users is to be available Monday through Friday from 7:00 a.m. to 7:00 p.m. Eastern Time, excluding State Holidays or any other day State offices close, and on an emergency basis as requested by the State.</p> <p>The vendor must provide an after-hours contact for technical support during all non-business hours seven (7) days a week, 365 days a year. The after-hours contact must respond to all verbal (telephone) inquiries from State staff within two hours of receipt.</p> <p>Client User Technical Support</p> <p>The vendor's solution for client technical support must be available Monday through</p>	<p>The payment reduction percentage for the performance standards tied to this SLA are not cumulative. There are separate damages for each performance standard as defined below:</p>	

Attachment 2 to Optum's Letter of Acceptance For Extension Contract Year 08

SLA 005: Technical Support		
Description	Payment Percentage	Please add your comments with initials here
<p>Friday from 7:00 a.m. to 7:00 p.m. Eastern Time.</p> <p>The vendor's staff must return all after-hours calls on the next business day in the caller's preferred language or through the use of oral interpretation services.</p> <p><u>Performance Standards</u></p> <p>The vendor is to ensure user support meets the following performance standards:</p>		
<p>1. Average Speed of Answer. At least 90% of all calls are to be answered within 30 seconds (or within three rings), where "answer" means the amount of time it takes for an automated system to answer the call.</p>	1% of the monthly invoice of Maintenance and Operations	
<p>2. On Hold Time. On hold time is to be less than two minutes for at least 90% of all calls, where on hold time is defined as the time (in seconds) elapsed before response by a live representative (excludes speed of answer time).</p>	1% of the monthly invoice of Maintenance and Operations	
<p>3. The rate of abandoned calls must not exceed 5% measured each month. A call will be considered abandoned after an On Hold time of greater than 60 seconds. Abandoned calls are defined as: Total number of all calls abandoned before reaching a live voice plus the number of blocked calls (received by a busy signal) divided by the total number of all calls received regardless of source or reason.</p>	1% of the monthly invoice of Maintenance and Operations	
<p>4. State After-hours Support Phone Inquiry Response Timeliness. Respond to 95% of verbal (telephone) inquiries within two hours of receipt.</p>	1% of the monthly invoice of Maintenance and Operations	
<p>5. Client After-hours Support Phone Inquiry Response Timeliness. Respond to 95% of verbal (telephone) inquiries on the next business day in the caller's preferred language or through the use of oral interpretation services.</p>	1% of the monthly invoice of Maintenance and Operations	

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SLA 005: Technical Support		
Description	Payment Percentage	Please add your comments with initials here
6. State and Client Written and Email Inquiry Response Timeliness. Respond to at least 90% of written and emailed correspondence tied to user technical support within one business days of receipt.	1% of the monthly invoice of Maintenance and Operations	

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Table 34: SLA 006

SLA 006: Reporting		
Description	Payment Percentage	Please add your comments with initials here
<p>Reporting is to be defined as the processes, activities, and deliverables associated with regular reporting from the enterprise solution.</p> <p><u>Performance Standards</u></p> <p>The vendor is to ensure reporting meets the following performance standards:</p>	<p>The payment reduction percentage for the performance standards tied to this SLA are not cumulative. There are separate damages for each performance standard as defined below:</p>	
<p>1. Daily Reports Availability Schedule: accessible to users by 7:00 a.m. of the next State business day, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>2. Weekly Reports Availability Schedule: accessible to users by 7:00 a.m. the next State business day after the scheduled run, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>3. Monthly Reports Availability Schedule: accessible to users by 7:00 a.m. of the next State business day following the end of the month, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>4. Quarterly Reports Availability Schedule: accessible to users by 7:00 a.m. of the next State business day following the end of the quarter, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>5. Annual Reports Availability Schedule: accessible to users by 7:00 a.m. of the next State business day following end of the year (federal fiscal, State fiscal, and other annual cycles), or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>6. Federal and State Reporting and File Production/Distribution Schedule. Produce and</p>	<p>0.5% of the monthly invoice of Maintenance and</p>	

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SLA 006: Reporting		
Description	Payment Percentage	Please add your comments with initials here
submit all required federal and State reports and data files on a schedule defined per regulation and as agreed to by Office of Management Information Services (OMIS) and the vendor.	Operations, in addition to the damage percentage tied to the frequency of the report.	
7. Quality Control (QC) Reporting: Based on an aggregate error rate compiled by averaging the error rates across all in-scope QC reports:		
7a. Errors found to be the fault of the vendor account for 5% to 25% of aggregate error rate.	1% of the monthly invoice of Maintenance and Operations	
7b. Errors found to be the fault of the vendor account for 26% to 50% of overall error rate.	1.5% of the monthly invoice of Maintenance and Operations	
7c. Errors found to be the fault of the vendor account for 51% to 75% of overall error rate.	2% of the monthly invoice of Maintenance and Operations	
7d. Errors found to be the fault of the vendor account for 76% to 100% of overall error rate.	3% of the monthly invoice of Maintenance and Operations	

Appendix IX: Performance Measures

Overview

DoHS will monitor the Vendor's performance during Maintenance and Operations using a performance reporting system accepted by the Department and implemented by the Vendor. Each performance standard presented in this appendix establishes the performance level expected by DoHS in a particular area.

Service Level Agreement (SLA) and Performance Monitoring

The Key Performance Indicators (KPIs) used to define the service levels found in RFP Appendix VIII: Service Level Agreements, Tables: 28-34, are performance standards, and are an adjunct to the performance standards established in this appendix. The KPIs found in Appendix VIII differ from the performance metrics defined in this Appendix in that DoHS has identified them to be key indicators of the Vendor's operational performance. Failure to achieve a KPI found in the Appendix VIII may, at the discretion of DoHS, result in payment reduction; failure to meet any other performance standard defined in this Appendix IX is not directly tied to fiscal withholding.

Monthly Reporting

Upon an agreed upon Change Request, the Vendor may monitor performance against the DoHS-specified Performance Measures in this document, and should develop operations reports to demonstrate compliance with applicable Performance Measures. The Vendor should submit a performance report card monthly on all Performance Measures, regarding the prior month's performance, no later than the 10th of the month. If the 10th of the month falls on a State holiday or weekend, the report should be delivered no later than end of day on the last business day prior to the 10th. The Vendor may include additional information regarding SLA compliance in its report. The Vendor should make available to DoHS upon request all reports or data used in the determination of SLA compliance and calculation of Performance Measures.

Periodic Reviews

Prior to submission for acceptance of the solution, DoHS and the Vendor are to review all KPIs and Performance Measures to determine if revisions are needed. Thereafter, similar reviews are to be held annually, and/or upon the implementation of a change that impacts existing KPIs, and/or at the request of either party.

The following describes the performance standards established at the time the RFP was published, as amended.

Table 35: Solution Availability Performance Measures

1. Solution Availability	Please add your comments with initials here
1.1 Client Portal: Unscheduled production downtime for the client portal is to be 2 hours or less in a calendar day	

Table 36: Solution Performance

2. Solution Performance	Please add your comments with initials here
2.1 Ad-Hoc and On-Demand Reports Access Time. As requested by DoHS, where ad-hoc and on-demand reports access time is defined as the time elapsed from the time the report is requested until the report loads to completion on the monitor.	
2.2 Data Transfer Response Time. Within a timeframe as agreed upon by DoHS, where data transfer response time is defined as the time elapsed from the time the interface file is sent/received until confirmation response (receipt, acceptance, failure or rejection response) is sent to interface partner.	

Table 37: Operations Issue Management

3. Operations Issue Management	Please add your comments with initials here
None identified at this time. Please see Appendix VIII – Service Level Agreements, Tables: 28-34.	

Table 38: Database Updates

4. Database Updates	Please add your comments with initials here
4.1 Member Record Reconciliation Turnaround Time: Master Client Index. Reconcile the member records with the Master Client Index real-time, and provide the DoHS with a potential duplication report every 24 hours of an identified potential duplication.	

Table 39: Technical Support

5. Technical Support	Please add your comments with initials here
5.1 Average Speed of Connection to Live Representative. Address at least 90% of all calls with a live representative within 2 minutes of call answer, where a live representative is defined as the primary issue resolution operator, who will not transfer the call to another representative.	

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5. Technical Support	Please add your comments with initials here
5.2 Call Abandonment Rate. Call abandonment rate should not exceed -10 % of the total daily call volume, where abandonment is defined as caller hang-up before a live representative is reached. A call will be considered abandoned after an On Hold time of greater than 60 seconds.	
5.3 Daily Average Hold Time. Average hold time should not exceed three (3) minutes for 95% of the total daily call volume, where hold time is defined as the time elapsed before response by a live representative (excluding speed of answer).	
5.4 Daily Maximum Hold Time. Maximum hold time should not exceed 10 minutes for 99% of calls each day. This includes all hold time experienced during the call, after the caller is connected with a live representative. Any calls in which the caller needed to be warmed transferred to a WV call center would be excluded from this calculation.	
5.5 Accuracy Rate. Monthly accuracy of responses to Call Center inquiries is to be at least 90%, based on a sampling of all calls monitored based upon a process established by DoHS and the Vendor.	
5.7 FAQ Updates Timeliness. Update Frequently Asked Questions within two (2) business days of receipt of approval by the DoHS.	
5.8 Survey Deployment Timeliness. Deploy surveys by web portal within two (2) business days of DoHS approval.	
5.9 Survey Reporting Timeliness. Summarize survey responses for DoHS review within five (5) business days of completion of survey.	
5.10 Electronic Inquiry Response Timeliness. Respond to electronic inquiries (including email and web portal submissions) within one (1) business day of receipt.	
5.11 Member Information Update Timeliness. Enter all changes to member information within two (2) working days of receipt of the input from a DoHS-authorized entity.	

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5. Technical Support	Please add your comments with initials here
5.12 Member Eligibility Processing and Enrollment Timeliness. Medicaid only eligibility determinations and enrollments should be completed within one (1) hour of receipt of clean information. All other determinations and enrollments should complete the eligibility process within six (6) hours upon receipt of clean information.	
5.13 Phone Inquiry Response Timeliness. Respond to verbal (telephone, including voicemail) inquiries within one (1) business day of receipt.	
5.14 Electronic Inquiry Response Timeliness. Respond to electronic (including email and web portal submissions) inquiries within one (1) business day of receipt.	
5.15 New/Updated Publication Distribution Timeliness. Produce and distribute new publications and publications with extensive changes in final form no more than thirty (30) calendar days from the date of the DoHS written request for the new or updated publication.	
5.16 Web Portal Update Timeliness. Publish updates on the web site within one (1) business day of the date of the DoHS written approval for publication.	
5.17 Web Portal New/Updated Publication Posting Timeliness. Announce and make available via web site, for download and printing, all new or updated information within three (3) business days of written approval by the DoHS.	

Table 40: Reporting

6. Reporting	Please add your comments with initials here
None identified at this time. Please see Appendix VIII – Service Level Agreements, Tables: 28-34.	



Hustead, Crystal G <crystal.g.hustead@wv.gov>

Re: Rebid for PATH Services

1 message

Rosen, Bryan D <bryan.d.rosen@wv.gov>

Wed, Nov 13, 2024 at 2:17 PM

To: Samantha L Willis <samantha.l.willis@wv.gov>

Cc: Crystal G Hustead <crystal.g.hustead@wv.gov>, "Lyle, Tara L" <tara.l.lyle@wv.gov>, "Price, Robert L" <robert.l.price@wv.gov>

Samantha, Bobby is entering the renewal change order now. We will notify your staff as soon as we get this approved out of our agency. I appreciate any assistance you can provide in expediting this process. Optum has committed to continue services on 11/17 so long as we can show that the CO is making its way through the approval process.

As it related to the replacement RFP, I spoke with the Secretary and let her know that we cannot hit a 11/17 release date as we will still need OT approval and your staff will need an opportunity to review. That document will follow as soon as possible.

Bryan

On Fri, Nov 8, 2024 at 10:59 AM Rosen, Bryan D <bryan.d.rosen@wv.gov> wrote:

Samantha, I had previously advised you that we are negotiating with Optum for renewal of the Integrated Eligibility System known as PATH. We are close to finalizing those negotiations and I expect to have the change order submitted next week.

That said, Secretary Persily wants us to immediately release a RFP for a system takeover. Her ideal is having it released on November 17th, the effective date of the renewal. At this point I do not have the specifications in hand. I will provide them ASAP but also realize that your staff needs an opportunity to review and process the solicitation. I just wanted to provide you with this additional information and ask for any assistance you can provide when the time comes.

Thanks,

Bryan

COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: <u>Crystal Huskad</u> Date: <u>11/14/24</u> Solicitation No. <u>CMA HHR18*07</u>	Agency: DoHS Office of Shared Administration <hr/> Procurement Officer Submitting Requisition: Robert Price <hr/> Requisition No. CRQM 0511 HHR1700000002 <hr/> PF No.: 302511
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This checklist **MUST** be completed by a state agency's designated procurement officer and submitted with the Purchase Requisition to the Purchasing Division. The purpose of the checklist is to verify that an agency procurement officer has obtained and included required documentation necessary for the Purchasing Division to process the requisition without future processing disruptions. At the agency's preference, the agency **MUST** either submit the checklist by attaching it to the requisition's Header **OR** by placing it in the requisition's Procurement Folder.

FOR ALL SOLICITATION TYPES:

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
1	Specifications and Pricing Page included	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Use of correct specification template	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Use of correct requisition type [CRQS → CCT or CPO] or [CRQM → CMA]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Use of most current terms and conditions (www.state.wv.us/admin/purchase/TCP.pdf)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Maximum budgeted amount in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Suggested vendors in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Capitol Building Commission pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financing (Governor's Office) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Fleet Management Division pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
10	Insurance requirements				
	Commercial General Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Automobile Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Workers' Compensation/Employer's Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cyber Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Builder's Risk/Installation Floater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Professional Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Office of Technology CIO pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Treasurer's Office (banking) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOR CHANGE ORDERS/RENEWALS:

1	Two-party agreement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Standard change order language	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Office of Technology CIO approval	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Justification for price increases/backdating/other	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Bond Rider (Construction)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	Secretary of State Verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	State debarment verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Federal debarment verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**The items pre-checked are required before a Purchase Requisition may be submitted to the Purchasing Division. Failure to complete and verify this documentation may result in rejection of the requisition back to the agency. It is up to the agency procurement officer to determine if pre-approvals, insurance, or other documentation is needed for the purchase. The referenced information below may be used to make this determination.*

For Purchasing Division Use Only:

I have reviewed the requisition identified above and find that it is sufficient to advertise publicly to the vendor community. My review does not preclude the possibility that the vendor community, or some other entity, will identify an area of concern; however, should such issues or concerns arise, they will be reviewed and addressed as may be appropriate.

Signature: _____

Christopher Hustad



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

John K. McHugh
Interim Cabinet
Secretary

Heather D. Abbott
Chief Information Officer

TO: Ron Courtney, Procurement Associate
Department of Health, Department of Health Facilities, and
Department of Human Services

FROM: Heather D. Abbott, Chief Information Officer
Office of Technology

SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT
HR005929 IS&C NUMBER: 2025-2288 Expedite

DATE: November 14, 2024

West Virginia Code §5A-6-4(a) permits the Chief Information Officer to review and approve technology purchases for suitability to ensure such purchases comport with the State of West Virginia's overall strategic information technology goals.

West Virginia Code §5A-6-4c requires the Chief Information Officer to review and approve "technology projects."

West Virginia Code §5A-6-5 requires that "any state spending unit that pursues an information technology purchase that does not meet the definition of a 'technology project' and that is required to submit a request for proposal to the State Purchasing Division prior to purchasing goods or services shall obtain the approval of the Chief Information Officer, in writing, of any proposed purchase of goods or services related to its information technology and telecommunication systems.

After conducting a review of your request for Contract Renewal and change order for Optum Contract, the Office of Technology has determined:

X That your request is approved.

That your request is not subject to the review and approval provisions contained in Chapter 5A, Article 6 of the Code, therefore, it does not need approval by the Office of Technology.

This memorandum constitutes this office's official review and a copy should be attached to your purchase order and any other correspondence related to this request. If you have questions, or need additional information, please contact Consulting Services at Consulting.Services@wv.gov.

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OPTUMINSIGHT, INC.

See Attached

Organization Information									
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason	
C Corporation	12/2/1998		12/2/1998	Foreign	Profit				

Organization Information									
Business Purpose		6214 - Health Care and Social Assistance - Ambulatory Health Care Services - Outpatient Care Centers (family planning, mental health, substance abuse, HMO, kidney dialysis, freestanding ambulatory surgical & emergency centers)			Capital Stock		0.0000		
Charter County					Control Number		0		
Charter State		DE			Excess Acres		0		
At Will Term					Member Managed				
At Will Term Years					Par Value		0.000000		
Authorized Shares		0			Young Entrepreneur		Not Specified		



Addresses

Type	Address
Mailing Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Notice of Process Address	C T CORPORATION SYSTEM 5098 WASHINGTON ST W STE 407 CHARLESTON, WV, 253131561
Principal Office Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Address

Officers

Type	Name/Address
Director	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
President	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Secretary	ELIZABETH ANN SODERBERG 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Treasurer	MARILYN VICTORIA HIRSCH 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Name/Address

DBA

DBA Name	Description	Effective Date	Termination Date
INGENIX	TRADENAME	1/4/2012	5/11/2022
DBA Name	Description	Effective Date	Termination Date

Name Changes

Date	Old Name
1/4/2012	INGENIX, INC.
Date	Old Name

Mergers

Merger Date	Merged	Merged State	Survived	Survived State
7/21/2008	GEOACCESS, INC.	KS	INGENIX, INC.	DE
7/21/2008	HWT, INC.	DE	INGENIX, INC.	DE
1/23/2009	INGENIX HEALTH INTELLIGENCE, INC.	DE	INGENIX, INC.	DE
4/8/2010	J.W. HUTTON, INC.	IA	INGENIX, INC.	DE
5/10/2010	INGENIX MERGERCO, INC.	DE	INGENIX, INC.	DE
6/3/2010	GLOBAL WORKS SYSTEMS, INC.	CA	INGENIX, INC.	DE
Merger Date	Merged	Merged State	Survived	Survived State

Date	Amendment
1/4/2012	NAME CHANGE: FROM INGENIX, INC.
6/3/2010	MERGER: MERGING GLOBAL WORKS SYSTEMS, INC., A QUALIFIED CA CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
5/10/2010	MERGER: MERGING INGENIX MERGERCO, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
4/8/2010	MERGER: MERGING J.W. HUTTON, INC., A NON-QUALIFIED IA ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
1/23/2009	MERGER: MERGING INGENIX HEALTH INTELLIGENCE, INC., A NON-QUALIFIED DE ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING GEOACCESS, INC., A NON-QUALIFIED KS ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING HWT, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
Date	Amendment

Annual Reports**Filed For**

2024

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Date filed

For more information, please contact the Secretary of State's Office at 304-558-8000.

Wednesday, November 13, 2024 — 2:58 PM

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Detail by Entity Name

Foreign Profit Corporation

OPTUMINSIGHT, INC.

Filing Information

Document Number F97000000189

FEI/EIN Number 41-1858498

Date Filed 01/10/1997

State DE

Status ACTIVE

Last Event AMENDMENT

Event Date Filed 11/22/2022

Event Effective Date NONE

Principal Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Mailing Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Registered Agent Name & Address

C T CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Officer/Director Detail

Name & Address

Title Director

Shumacher M.D, Ronald Joel

11000 Optum Circle
Eden Prairie, MN 55344

Title Assistant Secretary