

----- Forwarded message -----

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

Date: Thu, Apr 3, 2025 at 12:02 PM

Subject: Re: Emergency Request: SNAP & EBT WIC

To: Price, Robert L <robert.l.price@wv.gov>

Cc: Heather M White <Heather.M.White@wv.gov>, Bryan D Rosen
<bryan.d.rosen@wv.gov>, Althea M Greenhowe <althea.m.greenhowe@wv.gov>, Kimberlie
K Debolt <kimberlie.k.debolt@wv.gov>

Bobby,

Your emergency purchase request for EBT Banking Services has been approved by Frank.
This is not an approval for any specific provider or product.

Please follow all emergency purchasing procedures outlined in the Purchasing Division
Procedures Handbook and return the fully executed purchase order to this office for
public posting within 30 days of this approval.

On Wed, Apr 2, 2025 at 3:38 PM Price, Robert L <robert.l.price@wv.gov> wrote:

Crystal G,

I need to request that the ending date of service for a portion of this emergency purchase
be extended until 01/30/2026. Part of this emergency contract is Summer EBT. This is
necessary for payment of all Summer EBT issuances that may result from fair hearings
following the expiration date of the program. As an additional note, we have the \$100K
approval. If you have any questions or concerns, please let me know.

Robert Price, CPPO, CPPB, NIGP-CPP

Administrative Services Manager II

Office of Shared Administration

West Virginia Departments of Health, Health Facilities, and Human Services

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On Tue, Feb 25, 2025 at 1:44 PM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:

Please see Frank's email below

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From: **Whittaker, Frank M** <frank.m.whittaker@wv.gov>

Date: Tue, Feb 25, 2025 at 1:42 PM

Subject: Re: Emergency Request: SNAP & EBT WIC

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

Cc: Tara L Lyle <tara.l.lyle@wv.gov>

Crystal,

Please let Heather know that we have reviewed their emergency request, and are prepared to move it along once they submit it with the Governor's office approval.

Please remind the agency to provide the fully executed contract (including approval from the Governor's office) to this office for public posting within 30 days of the approved emergency request form.

On Tue, Feb 25, 2025 at 11:20 AM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:

Please see the attached emergency purchase request from DHHR

----- Forwarded message -----

From: **White, Heather M** <heather.m.white@wv.gov>

Date: Tue, Feb 25, 2025 at 11:18 AM

Subject: Emergency Request: SNAP & EBT WIC

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

Cc: Robert L Price <robert.l.price@wv.gov>, Bryan D Rosen <bryan.d.rosen@wv.gov>

Good morning Crystal,

Please see the attached emergency request form for EBT Banking Services to continue current contract services for WIC/EBT Processing as the agency finishes up the formal sole source solicitation. This is a critical program, and the previous emergency contract expired on 2/23/25. We have a request in for Governor's Office approval.

Please let me know if you need anything further.

Thank you,

--

Heather White

Procurement Specialist, Senior

Office of Shared Administration

West Virginia Departments of Health, Health Facilities, and Human Services

One Davis Square

Charleston, WV 25301

P: 304-352-3923 | dhhr.wv.gov

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--

Frank Whittaker, CPPB, NIGP-CPP

Assistant Director

West Virginia Purchasing Division

2019 Washington Street, East

Charleston, WV 25305

(304) 558-2316

frank.m.whittaker@wv.gov



WEST VIRGINIA PURCHASING DIVISION

Emergency Purchase Request Form for Central Purchases
(Purchases Exceeding Agency's Delegated Spending Threshold)

APPROVED
Z. Whitfield
4/3/25

Statutory Authority: Pursuant to West Virginia Code §5A-3-15 and 148 C.S.R. 1-7.6, the director may authorize, in writing, a state spending unit to purchase in the open market, without filing requisition or estimate, specific commodities for immediate delivery to meet bona fide emergencies arising from unforeseen causes.

Follow-up Award Requirements: Effective July 1, 2024, agencies have delegated authority, upon written approval, to process all emergency purchases as agency contracts. Agencies must submit all contract documents to Purchasing.Division@wv.gov no later than 30 days of issuance.

Description of the emergency circumstance(s) that led to this emergency purchase request: (What is the emergency situation? Provide detailed information.)

In order to ensure continued and uninterrupted Federal and State benefit issuances, WV executed a Sole Source Emergency WV FIS contract from February 2024 through February 23, 2025 to ensure the continued seamless issuance of benefits while completing the EBT/WIC processing solicitation and contract award. Any interruption in the contractual relationship between WV and FIS would result in the inability for WV DHHR to provide the required benefits to our customers as prescribed by both State and Federal law, rule, and regulation.

Proposed remedy:

(What is the item or service that needs to be purchased to remedy the emergency situation in the short term?)

A new six month Emergency Contract is needed to ensure continued EBT/WIC processing during the final stages of WV EBT/WIC processing procurement. When the Emergency Contract was executed, it was expected that the new contract would be completed before the end of the Emergency Contract on February 23, 2025; however, the WV EBT/WIC procurement was canceled since the one bidder, the current EBT processor, FIS, missed a mandatory requirement. Per WV Purchasing rules, FIS was given the opportunity to present a Statement of Work with Cost Sheets for Sole Source Solicitation as the only bidder on WV EBT/WIC procurement. The Statement of Work with Cost sheets (SOW) was received on February 4, 2025 and forwarded to WV Department of Administration Purchasing (DOA) via OSA Purchasing for final approval and publication for ten business days. Review and publication of the SOW may not be completed before the February 23, 2025 end date for the Emergency Contract. Without an option for extension, a new Emergency Contract is needed for six months with the option for three, one month extensions.

Estimated cost:

(How much will the items or service cost to rectify the situation? Include total cost.)

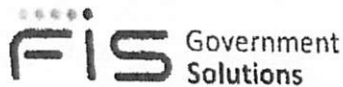
*The WV has paid FIS a total of \$2,909,768 from February 2024 through December 2024 for the following benefit categories. The monthly average for SNAP/Cash and WIC totals is \$157,382. SEBT costs were not monthly and represent seven months of processing and are included in the total cost. The new Emergency Contract will renew the pricing and processing fees from the Emergency Contract that ends on February 23, 2025. ***SNAP/Cash ~ \$1,447,41 ***WIC ~ \$283,853 ***SEBT ~ \$1,178,574*

Proposed duration/quantity:

(If a service is needed, how long will you need it until you can properly bid out a long-term solution? If an item is needed, how many does your agency need?)

This new Emergency Contract is needed to bridge the gap between the end of the current Emergency Contract, ending February 23, 2025 and the completion of the Sole Source Solicitation, ten business days following publication and the subsequent contract award.

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Customer Authorization

WV - Implement Summer EBT 2025

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14786

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Customer State of West Virginia
DHHR Office of EBT Banking Services
Attn: Jacquelyn P Hoppe, Director
jacquelyn.p.hoppe@wv.gov
304-558-0458
1 Davis Square, Suite 402
Charleston, WV 25301

FIS Contact Renee Hutchins Renee.Hutchins@FISGLOBAL.com 603-293-3765

Project Overview This Customer Authorization issued pursuant to the West Virginia office of Shared Administration for Department of Health, Health Facilities and Human Services, 2025 Summer EBT Issuance Emergency Contract ("Customer") and Fidelity Information Services, LLC. to:

- Implement Summer Electronic Benefit Transfer (EBT) Program for Summer 2025 as part of the Fiscal Responsibility Act of 2023.

Deliverables FIS will:

- Ensure benefits are disbursed per the State's defined spend order, with FSSB first out.
- Expire FSSB benefits after 122 days from date of issuance/availability.
- Provide a monthly report (EBTMS516-10) of Summer Food Benefits itemized on the EIMS Report portal. The report will include case number, benefit authorization number, available date and expiration date.
- Create an Unpinned report and post daily to the Reports Portal, showing any card that has not yet had a PIN selected within the State defined timeframe. The report will identify whether it is a regular EBT card, or a Summer EBT only benefit card.
- Setup the Benefit Expiration process to expunge the Summer Benefit(s) from the system 62 days after the expiration date, if there is any remaining balance on the benefit authorization.
- Settle the SEBT benefits to the State's existing bank account in the same process that was utilized in Summer EBT 2024.
- Notify FIS' call center of Summer EBT 2025 changes and update call center scripts where necessary.
- Update the State's EBT Manuals (Detail Design and Interface Manual) and provide to the State.
- Ensure enough card stock exists for new Summer EBT benefit cases.
- Utilize the existing West Virginia cardstock.
- Utilize the existing card carrier.
- Bill the Summer program fee the first month that FIS receives a Summer Benefit for the case.
- Create a Summer Expiration report that will be posted in the Agency Reports Portal.
- Establish a new Summer EBT expiration file that the State can pulldown in their normal process.

Contingencies FIS' performance under this CA is contingent upon:

- The State's understanding and agreement that:
 - FIS will perform internal QC testing.
 - There will be no:
 - New interfaces defined.
 - Changes to file and report layouts.

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Customer Authorization

WV - Implement Summer EBT 2025

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- Changes to existing card design and existing materials.
 - Changes to IVR messages.
 - New batch streams defined.
- Anything not outlined in this CA is outside the scope of this project.
- The Summer EBT Benefit will not post to AMA, but rather settle out of a State owned and managed funded Bank account.
- If State adds Summer EBT benefits to a case that will only contain Summer EBT benefits, the case will be charged the one-time Summer EBT benefit charge(s), for the first \$120 increment of the summer benefit is received for that program year. There will be no additional Summer EBT charge for the case in the following months.
- If State adds Summer EBT to cases with existing SNAP and/or Cash benefits the regular CPCM will be charged for the other benefit types plus the one-time Summer EBT fee per Case. The Summer EBT fee(s) will be charged for the first \$120 increment the case receives of the Summer EBT benefit.
- FIS will charge a onetime \$3.00 Child Fee for any case receiving any Summer EBT benefits greater than \$120.00 accumulative for the 2025 program.
- If issuing FSSB to a Summer EBT benefit only case, both the demographic (DEMO) and benefit file must be sent on same day.
- FSSB Benefits will:
 - Only be used for the Summer EBT program.
 - Be configured in the FIS system as a Food benefit, but it will settle as cash.
 - Show on existing reports the same as the other SNAP benefit(s), however on the settlement reports, the benefit will show in a separate Group under Cash benefits.
 - Be comingled with existing food benefits.
- The State will:
 - Provide to FIS no later than March 25, 2025:
 - Projected number of SEBT only cases
 - Inform and educate existing cardholders regarding the Summer EBT 2025 program.
 - Allow Summer EBT benefit only cards to be produced at any of the FIS card production facilities or associates if need be, to fulfill card production orders.
 - Share cardholder communications for Summer EBT 2025 with FIS.
 - Share FNS approved Summer EBT 2025 plan with FIS once approved.
 - Issue benefits in the amount of \$120 per child, once for the entire summer period.
 - Ensure their Management Information System (MIS) can:
 - Issue SEBT benefits using standard daily/monthly demographic and benefit file layouts and transfer protocols.
 - Receive Activity files from FIS that contain SEBT benefit related records.
- If there is a larger bulk order (5K or more), the card production will be scheduled over multiple days/weeks, based on FIS' card production availability and the volume of cards ordered.
- New cards for new cases will be produced following State's existing card issuance process with no PIN.
- Combo cases (SNAP and/or Cash benefits + FSSB only benefits) will be available to clients using their existing EBT card.
- Any data files that require FIS to fix, correct and/or stop before or after processing will be subject to an additional charge.
- Receipt by FIS of the signed CA.



WV - Implement Summer EBT 2025

Customer Authorization

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- State of West Virginia performance of its obligations set forth herein and in the Agreement to the extent necessary for FIS Corporation to perform.
- FIS is not being responsible for issues or delays outside of FIS' reasonable control.
- Fulfillment of the payment terms listed below.

Project Pricing

| | | |
|--------------------|--|--|
| Implementation Fee | \$20,000.00 | |
| Processing Fee | Summer EBT Only (per case) | Summer EBT Combo (per case) |
| | \$8.34 | \$5.34 |
| Additional Child | \$3.00 per case with more than one child receiving summer benefits | \$3.00 per case with more than one child receiving summer benefits |
| Data Correction | \$2,500 per event | |

Each case receiving a Summer EBT benefit will be charged only once, the first month the summer benefit is received for that program year; there will be no additional summer EBT charge for the case in the following months.

Payment Terms

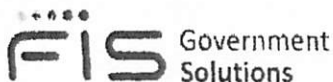
This CA is payable as follows:

- Payment term points:
 - 100% of the one-time implementation Fee (\$20,000.00) to be invoiced separately from the monthly invoice following execution of this CA.
 - 100% of the Summer EBT Only (\$8.34) be invoiced separately from the West Virginia monthly invoice following receipt of a Summer EBT benefit when issued to a Summer EBT benefit only case.
 - 100% of the one-time Summer EBT Combo cases (\$5.34) will be invoiced separately from West Virginia next monthly invoice. The invoice will be issued following receipt of a Summer EBT benefit combo case when the associated case has not already been billed.
 - 100% of the processing fees for additional children (\$3.00) to be invoiced and due with the State's Summer invoice following receipt of a Summer EBT benefit when the associated case has not already been billed.
 - 100% of the processing fee for Data Correction (\$2,500) to be invoiced and due with the State's Summer invoice following the month of the data incident.

Other Terms

- The opportunity to execute this CA is valid for a period of sixty (60) days from the date stated at the top of this CA. In the event that this CA is not executed within the sixty (60) day period, this CA shall be null and void.
- The State will pay FIS for any hours and costs incurred by FIS, expended after the State provides approval of CA, should the State cancel the project after signing.
- This CA shall be effective when signed by both parties. Unless the expiration date of the CA is expressly set forth herein, this CA shall expire upon the delivery by FIS of the Deliverables described above.

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Customer Authorization

WV - Implement Summer EBT 2025

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- No government funds to be paid under this CA are being or shall be used to develop any current or future intellectual property of FIS Corporation except as expressly set forth in this CA. No rights in intellectual property are being transferred pursuant to this CA.
- This CA supersedes any verbal agreements or understandings made previously regarding this subject.
- Except as amended hereby all other terms and conditions of the Agreement shall remain in full force and effect.
- FIS reserves the right to nullify this CA if it is altered from its original form provided by FIS.

Approvals I have read and understood this CA and approve its contents, and I hereby approve work to begin on this project pursuant to the terms and conditions of the Agreement, as amended by this CA.

FIDELITY INFORMATION SERVICES, LLC

West Virginia office of Shared Administration
for Department of Health, Health Facilities and
Human Services

DocuSigned by:
BY: Prashant Gupta
PLEASE PRINT NAME
SVP, Government Solutions
TITLE
18-Mar-2025 | 2:59 PM PDT
DATE

BY: Jacquelyn P Horpe
PLEASE PRINT NAME
DIRECTOR, CSA EBT BENEVOLENCE
TITLE
19 MAR 2025
DATE

ERIC L. HOUSEHOLDER
CABINET SECRETARY

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

SAMANTHA WILLIS
PURCHASING DIRECTOR

To: All State Agencies Under Purchasing Division
From: Samantha Willis, Director & General Counsel
WV Purchasing *SW*
Date: January 23, 2025
Re: \$100,000 Spending Requests

MEMORANDUM

Pursuant to Executive Order 4-25, signed into effect by Governor Morrisey on January 14th, 2025, all expenditures over \$100,000 must be reviewed by the Governor's Office in advance. Any solicitations, purchase orders, or other contracts currently in the possession of the Purchasing Division, which are estimated to cost over \$100,000 are being placed on hold for review. Our Division is providing documentation of those to the Governor's Office for review.

Any new requisitions valued over \$100,000 that are received by the Purchasing Division, must have a copy of this memorandum and accompanying signatures to process as usual. If there is no evidence of Governor's Office review or approval, your requisition will be returned to seek that approval.

Thank you all for your hard work, and please feel free to reach out with any questions on our end; if you have questions about the procedure for seeking the necessary approvals internally, I would recommend reaching out to your Cabinet Secretaries and/or your Department's Governor's Office liaison.

The Accompanying Request has been reviewed and approved by the following:

Yvonne Burkner Heather White

Agency Head

2/24/2025

Date

[Signature]

Cabinet Secretary/Department Head

2/24/25

Date

[Signature]

Governor's Office Representative

3/4/2025

Date