



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: 04-21-2021

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 0511 HHR1700000001 5	Procurement Folder:	216114
Document Name:	Change Order No. 3	Reason for Modification:	CO 3 to add services per attached due to COVID19.
Document Description:	Electronic Benefits Transfer (EBT) System		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2017-02-24
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2022-02-23

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: VC0000051921 FIDELITY INFORMATION SERVICES LLC 601 RIVERSIDE AVE JACKSONVILLE FL 32204 US Vendor Contact Phone: 866-275-6868 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: Jacquelyn P Hoppe Requestor Phone: (304) 558-0458 Requestor Email: jacquelyn.p.hoppe@wv.gov <div>21 FILE LOCATION</div>
	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 ADMINISTRATION AND FINANCE ONE DAVIS SQUARE, RM 300 CHARLESTON WV 25301 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES ADMINISTRATION AND FINANCE ONE DAVIS SQUARE, RM 300 CHARLESTON WV 25301 US

Purchasing Division's File Copy

Total Order Amount:

Open End

PURCHASING DIVISION AUTHORIZATION

Linda Harper
DATE: 5-7-2021
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM

John S. Gray
DATE: 5/10/2021
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION

Pola M. Ridd
DATE: 5/13/2021
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order No. 3

Development and Implementation Project Pricing - \$27,090 (301 total hours @ \$90/hr.) (Refer to Schedule D Cost Sheet in Contract CMA 0511 HHR17*1.)

Case volume based on "active" case as part of monthly billing.

1 - 100,000 cases = \$200.00/month

100,001 - 500,000 cases = \$350.00/month

500,001 - 1,000,000 cases = \$500.00/month

1,000,001 and above = \$750.00/month

One-time implementation fee - \$14,940 (166 total hours @ \$90/hr.) (Refer to Schedule D Cost Sheet in Contract CMA 0511 HHR17*1.)

P-EBT Only (Monthly Fee)

First Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM + \$0.30

P-EBT for New Cases - \$3.00 CPCM

Second Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM + \$0.30

P-EBT for New Cases - \$2.00 CPCM

Third Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM

P-EBT for New Cases - Standard CPCM

Changes effective 4/23/2020.

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	93150000				0.000000
	Service From	Service To			
	2017-02-24	2022-02-23			

Commodity Line Description: Electronic Benefits Transfer (EBT) System SNAP /TANF/Cash**Extended Description:**

Electric Benefits Transfer (EBT) System SNAP and TANF/Cash

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	93150000				0.000000
	Service From	Service To			
	2017-02-24	2022-02-23			

Commodity Line Description: Electronic Benefits Transfer (EBT) System - Conversion Cost**Extended Description:**

Electronic Benefits Transfer (EBT) System - Conversion Cost - SNAP TANF/CASH

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	93150000				0.000000
	Service From	Service To			
	2017-02-24	2022-02-23			

Commodity Line Description: Electronic Benefits Transfer (EBT) System WIC**Extended Description:**

This line has been discontinued.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	93150000				0.000000
Service From		Service To			
2017-02-24		2022-02-23			

Commodity Line Description: Electronic Benefits Transfer (EBT) System WIC Conversion

Extended Description:

Electronic Benefits Transfer (EBT) System WIC Conversion Costs

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	93150000				0.000000
Service From		Service To			
2017-02-24		2022-02-23			

Commodity Line Description: Electronic Benefits Transfer (EBT) System Equipment/Developm

Extended Description:

Electronic Benefits Transfer (EBT) System Equipment/Development

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	93150000				0.000000
Service From		Service To			
2017-02-24		2022-02-23			

Commodity Line Description: Electronic Benefits Transfer (EBT) System WIC

Extended Description:

Electronic Benefits Transfer (EBT) System WIC

Commodity Line 3 has been discontinued.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
7	93150000				0.000000
Service From		Service To			
2019-01-11		2019-02-28			

Commodity Line Description: Implementation and Processing Change Order No. 2

Extended Description:

Implementation and Processing Change Order No. 2

One Time Implementation and Processing Project Pricing \$5,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
8	93150000			EA	0.900000
Service From		Service To			

Commodity Line Description: CSR Calls Change Order No. 2

Extended Description:

CSR Calls Change Order No. 2

\$0.90 per Minute

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
9	93150000				0.000000
Service From		Service To			
2020-04-23		2022-02-23			

Commodity Line Description: Special PEBT Program Implementation - CO 3

Extended Description:

Special PEBT Program Implementation - CO 3

One-time implementation fee - \$14,940 (166 total hours @ \$90/hr.) (Refer to Schedule D Cost Sheet in Contract CMA 0511 HHR17*1.)

P-EBT Only (Monthly Fee)

First Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM + \$0.30

P-EBT for New Cases - \$3.00 CPCM

Second Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM + \$0.30

P-EBT for New Cases - \$2.00 CPCM

Third Case Month

P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit.) Standard CPCM

P-EBT for New Cases - Standard CPCM

West Virginia – On-Line Purchase Program Vers. 2

No. GOVS3076 April 23, 2020

Customer State of West Virginia
DHHR Office of EBT Banking Services
Attn: Jacquelyn P Hoppe, Director
1 Davis Square Suite 402
Charleston, WV 25301

FIS Contact Missy Hansen Missy.Hansen@fisglobal.com 331-233-9440

Project Overview This Customer Authorization issued pursuant to the West Virginia Department of Health and Human Resources Contract #CMA0511-HHR170000001, dated 2/24/17, between the West Virginia Department of Health and Human Resources ("Customer") and Fidelity Information Services, LLC. to:

- Activate the On-Line Purchase Program for the State of West Virginia in response to Covid-19.

Deliverables FIS will:

- Configure the ebtEDGE System to enable Internet shopping for the State of West Virginia including;
 - Purchase Transactions
 - Cash Return Transactions
 - PINless return transactions
 - Bypass System limits on returns for Internet shopping transactions only
- Provide QC testing for project implementation.
- Provide Project Management and other Professional services for the OPP project implementation.
- Provide simplified Certification testing with the State of West Virginia, Retailers (Amazon & Walmart), Acculynk and FNS.
- Update State documentation that are impacted by this project implementation.
- Update the call center K Base and OIG as applicable to support the implementation.
- Activate OPP in the Production environment for the State of West Virginia.
- Set up new reports as required by FNS – CSV files – daily & monthly.
- Configure Data Warehouse and Research Central for the internet transactions.

Contingencies FIS' performance under this CA is contingent upon:

The State's agreement that:

- There are no interface modifications that involve code changes.
- Anything not specifically outlined in this CA is outside the scope of this project.
- State must receive FNS approval to move forward.
- State and/or FNS will coordinate the Walmart and Amazon go live timeframe with FIS.
- State of West Virginia's performance of its obligations set forth herein and in the Agreement to the extent necessary for FIS Corporation to perform.
- Acceptance of the deliverables hereunder is upon delivery by FIS.
- FIS not being responsible for issues or delays outside of FIS' reasonable control.
- Fulfillment of the payment terms listed below.
- Receipt by FIS of the signed CA.
- An implementation date will be provided after receipt of the signed CA.

West Virginia – On-Line Purchase Program Vers. 2

No. GOVS3076 April 23, 2020

Project Pricing \$27,090 (301 total hours @ \$90/hr.) (Refer to Schedule D Cost Sheet in Contract #CMA0511-HHR170000001) **Development and Implementation**

Monthly Ongoing

Case volume based on "active" case as part of monthly billing.

1 – 100,000 cases	= \$200.00 / month
100,001 – 500,000 cases	= \$350.00 / month
500,001 – 1,000,000 cases	= \$500.00 / month
1,000,001 and above	= \$750.00 / month

Payment Terms This Customer Authorization is payable as follows:

- 100% of the Development and Implementation Project Pricing (\$27,090) to be invoiced and due with the State's monthly invoice following the execution of this CA.
- 100% of the Monthly Ongoing Pricing (case volume based on "active" case), for the life of this Program, to be invoiced and due each month with the State's monthly service invoice following the execution of this project into Production.

Other Terms

- If the State cancels the Customer Authorization after the authorization is executed, then the State shall make FIS whole for all efforts and expenses encumbered.
- The opportunity to fully 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.
- 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.
- 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 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.

West Virginia – On-Line Purchase Program Vers. 2

No. GOVS3076

April 23, 2020

Approvals I have read and understood this CA and approve its contents. 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

DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Agree
Althea Greenhow

BY: *Prashant Gupta*

BY: *Jacquelyn P. Hoppe*

Prashant Gupta
PLEASE PRINT NAME

Jacquelyn P. Hoppe
PLEASE PRINT NAME

VP, Business Executive, EBT
TITLE

Director
TITLE

April 23, 2020
DATE

April 23, 2020
DATE

WV Special PEBT Program Implementation (HR 6201) Vers. 3

No. EBTGOVS-
2610 - WV

05/11/2020

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 Missy Hansen

Missy.Hansen@FISGlobal.com

331-233-9440

Project Overview This Customer Authorization, issued pursuant to the West Virginia Department of Health and Human Resources Contract #CMA0511-HHR170000001, dated 2/24/17, between the West Virginia Department of Health and Human Resources ("Customer") and Fidelity Information Services, LLC. to:

Implement a special short use food program (PEBT) during the school period ending around June of 2020 (not to extend past August 31, 2020), that allows for separate tracking and reporting as part of The Families First Coronavirus Response Act (H.R. 6201). H.R. 6201 states that during fiscal year 2020, in any case in which a school is closed for at least five (5) consecutive days during a public health emergency designation during which the school would otherwise be in session, each household containing at least one (1) member who is an eligible child attending the school shall be eligible to receive assistance pursuant to a state agency plan.

Deliverables FIS will:

- Configure one or more new benefit group(s) and type(s) as defined by the State (FSPB).
 - Allows for separate tracking and reporting
 - Includes a State defined expungement timeframe of 365 days
 - Uses State defined spend order of P-EBT benefits first before any other benefits
- Establish funding via existing letter of credit for the new benefit type(s).
- Ensure new benefits are disbursed as per State rules.
- Use existing EBT cards for current EBT cardholders where the cardholder has received benefits other than the new PEBT benefit types (new cardholder not getting PEBT will get the current card)
- Continue to use existing EBT cards for all PEBT only cardholders.
- Work with the State to order card stock as per actual need. If the State wants to ensure larger availability, FIS will order the volume.
- Setup benefit expungement processing.

Contingencies FIS performance under this CA is contingent upon:

- The State's understanding and agreement that anything not outlined in this CA is outside the scope of this project.
- The State understands that:
 - Benefits will be comingled with existing food benefits
 - No new interfaces will be defined
 - There will be no changes to file and report layouts
 - There will be no changes to existing card design and materials for regular SNAP cases

WV Special PEBT Program Implementation (HR 6201) Vers. 3

No. EBTGOVS-
2610 - WV

05/11/2020

- There will be no custom reporting
- There will be no changes to IVR messages
- FIS will use the existing Letter of Credit
- There will be no new batch streams defined
- Expiring benefits will remain on FIS' system for 62 days after expiration to allow for completion of vouchers and adjustments, during which the client will not have access to the funds.
- The State will:
 - Define one or more new benefit group(s) and type(s) (FSPB)
 - Define the date or number of days to expunge the benefits (365 days)
 - Use existing State methods to establish and maintain cases
 - Use existing State methods to apply the newly defined benefits
 - Determine if a new or existing case should be used
 - Issue the first benefit on the same day the initial card is requested
 - Provide FIS the number of new PEBT only cases expected so FIS can ensure sufficient card stock
 - Provide FIS the FNS approved PEBT issuance schedule prior to benefits processing of the PEBT program
- Receipt by FIS of the signed CA.
- West Virginia Department of Health and Human Services performance of its obligations set forth herein and in the Agreement to the extent necessary FIS to perform.
- Acceptance of the deliverables hereunder is upon delivery by FIS.
- FIS not being responsible for issues or delays outside of FIS reasonable control.
- Fulfillment of the payment terms listed below.

Project Pricing

\$14,940 (166 total hours @ \$90/hr.) (Refer to Schedule D Cost Sheet in Contract #CMA0511-HHR170000001)	One time implementation fee		
P-EBT Only (Monthly Fee)	First Case Month	Second Case Month	Third Case Month and following
P--EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit)	Standard CPCM + \$0.30	Standard CPCM + \$0.30	Standard CPCM
P-EBT for New Cases	\$3.00 CPCM	\$2.00 CPCM	Standard CPCM

WV Special PEBT Program Implementation (HR 6201) Vers. 3

No. EBTGOVS-
2610 - WV

05/11/2020

(CPCM for new cases
that were added and
receive only the new
PEBT benefit(s))

Payment Terms This CA is payable as follows:

- Payment term points
 - 100% of the one time implementation fee (\$15,000.00) to be invoiced and due with the West Virginia's monthly invoice following the execution of this CA.
 - 100% of the CPCM to be invoiced monthly and due with the West Virginia's monthly invoices following the implementation of this project into Production.
 - If the State decides to issue benefits in one single month, the billing will be adjusted to include the CPCM for the 2nd month along with the 1st month billing, as pricing is based on the understanding the P-EBT benefits are issued in 2 or more months.

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 eFunds of the Deliverables described above.
- No government funds to be paid under this CA are being or shall be used to develop any current or future intellectual property of eFunds 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.
- eFunds reserves the right to nullify this CA if it is altered from its original form provided by eFunds.

WV Special PEBT Program Implementation (HR 6201) Vers. 3

No. EBTGOVS-
2610 - WV

05/11/2020

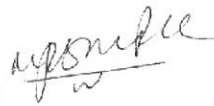
Approvals

I have read and understood this CA, and approve its contents. 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 DEPARTMENT OF HEALTH AND HUMAN
RESOURCES

BY:

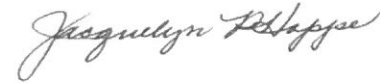


Prashant Gupta
PLEASE PRINT NAME

VP, Business Executive, EBT
TITLE

May 11, 2020
DATE

BY:



Jacquelyn Hoppe
PLEASE PRINT NAME

Director, Office of EBT Banking Services
TITLE

May 11, 2020
DATE

Ok.



West Virginia Department of Health and Human Resources State Plan Online Purchasing to SNAP Households

The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

1. Type of Request:

Initial

2. Primary Citation:

Implementation of Expedited Online Purchasing Option for SNAP due to COVID-19 and the National Emergency declared on March 13, 2020.

3. State:

West Virginia

4. Proposed Alternative Procedures:

The West Virginia Department of Health and Human Resources (WVDHHR) is responding to the impact of the Coronavirus Disease 2019 (COVID-19) and is requesting administrative flexibilities from the US Department of Agriculture, Food and Nutrition Service (FNS) to ensure that West Virginia's residents with SNAP benefits have all options for ready access to food. To this end, WVDHHR requests approval to authorize certified FNS merchants to accept SNAP benefits via online payment using the Mountain State Electronic Benefits (EBT) card. This request mirrors the FNS EBT Online Purchasing Pilot that has been approved for additional states beyond the initially approved pilot states. Approval of this plan will allow West Virginia SNAP eligible households across the state to purchase SNAP approved food items online using SNAP benefits and the Mountain State EBT card.

The State acknowledges that an expedited timeframe is needed to meet the ongoing needs of the SNAP clients and proposes the following requirements to successfully allow for online purchasing through approved vendors based on the successful online purchase program currently approved for other states. The State encourages FNS to also expedite the addition of other merchants that can accept online purchases for SNAP eligible households.

Requirements:

After discussion with the vendors and stakeholders involved in online purchasing, all parties understand and agree to the urgency and need for an expedited implementation timeline given the current state of emergency, stay-at-home orders and the state and federal Major Disaster declarations. By submitting this plan to FNS, West Virginia is confirming and acknowledging the following.

- A Customer Agreement has been initiated with FIS Global (FIS) and an agreement has been reached regarding costs for this project.
- The West Virginia proposal has been discussed with FIS, **fiserv.** – the third-party processor/secure (TPP) PIN entry provider, and the FNS approved retailers for online purchasing – Walmart and amazon.com. All parties agree that this project can be supported with an implementation date of

mid-May 2020 or the earliest date agreeable to all parties. A letter of commitment from each of the stakeholders is attached to this plan.

- West Virginia proposes to implement SNAP online purchasing using the existing SNAP EBT Online Purchasing Pilot already active in other states since this request is being made in response to the COVID-19 pandemic. Walmart and amazon.com operate in West Virginia and both are contracted with **fiserv.**, the TPP that provides both retailers the ability to collect PINs and process EBT purchases online.
- The changes necessary for online purchasing have been fully reviewed such that the State was able to subsequently assess any downstream impacts from these changes to the State systems.
- The State is able to make the necessary updates to the EBT systems by the implementation date and will have the necessary technical resources to meet the timeline and requirements. The State has developed a timeline, included in this plan, that documents projected dates for the following activities.
 - Documentation of the changes to the EBT system and a plan for timing on the changes.
 - QA testing of the EBT system by FIS, retailers and the State to include not only online purchasing functionality but also regression testing for Point of Sale (POS) transaction processing.
 - EBT test cards will be provided to retailers to conduct end-to-end testing in the production environment and passed prior to opening online purchasing to SNAP households. This testing will include all stakeholders including: the State, FIS, **fiserv.**, Walmart, amazon.com, and FNS. In this test, the retailer will run standard transaction scenarios on their website (successful purchase, insufficient funds, invalid PIN, balance inquiry, split tender, etc.) and verify that the transactions execute as expected. Successful testing will also include that the State is able to view the transaction details in the State FIS EBT system.

Reporting:

The State commits to report to FNS regarding the project development status via email on a weekly basis or more frequently if there are any changes to the implementation of this plan or any potential corresponding impacts to the expected launch date.

5. Justification for Request:

With the National Emergency declaration on March 13, 2020 and the stay-at-home executive order from West Virginia Governor Jim Justice on March 24, 2020, which included a mandate to close all non-essential businesses, all West Virginians are mandated to limit movement outside their homes beyond essential needs. There is not an end date for this stay-at-home executive order at this time. West Virginia public and private schools have been closed since March 16, 2020 and no further decision has been announced regarding reopening schools. Public health warnings have been issued statewide to reduce exposure, including the implementation of social distancing, elimination of group gatherings and requirement for isolation with vulnerable populations, including people 65 years of age and older, and individuals with health conditions that put them at higher risk of contracting the COVID-19 virus. West Virginia residents need to purchase food with

minimal or no in-person interactions. For many SNAP households, the inability to purchase food items online is creating hardship and greater risk.

West Virginians are included in the most vulnerable state populations for contracting the COVID-19 virus. In addition, West Virginia demographics are characterized by a large rural population with food deserts throughout the state. Additionally, SNAP households in food deserts that have problems going outside their area to purchase foods on a normal basis now have travel limitations due to the stay-at-home mandate.

SNAP households can order foods online; however, to complete the purchase at a retailer or farm market, the transaction must be completed in-person using the EBT card. The FNS SNAP nutrition programs play a critical role in responding to food assistance needs during emergency situations like the current COVID-19 pandemic. The requirement to purchase foods using the Mountain State EBT card in person poses additional risks to vulnerable West Virginians. To reduce the likelihood of exposure and to mitigate further spread of COVID-19, West Virginia makes this proposal to ensure that SNAP households have safer access to food through online purchasing. It is our request to expedite the implementation of this process that has already been implemented and proven successful in other states.

Allowing West Virginia SNAP households to purchase food online will increase the ability to adhere to the mandated public health practices and mitigate the risk associated with COVID-19. Approval of this request will have a positive impact on West Virginia SNAP households that may not have the ability to make SNAP purchases in person during the COVID-19 pandemic.

6. Affected Caseload:

Upon approval, West Virginia SNAP households will be able to utilize online purchasing with participating merchants.

7. Anticipated Implementation Date:

Mid-May 2020 or the earliest date agreeable to all parties after successful end-to-end testing.

8. Signature and Title of Requesting State Agency Official:

Tara L. Buckner, Chief Financial Officer
West Virginia Department of Health and Human Resources

Signature: Tara L. Buckner

Date: 4/16/2020



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

Allan L. McVey
Cabinet Secretary

Joshua D. Spence
Chief Technology Officer

MEMORANDUM

TO: Alicia Sodder, Administrative Services Manager 1
Department of Health and Human Resources

FROM: Joshua D. Spence, Chief Technology Officer
Office of Technology

A handwritten signature in dark ink, appearing to read "J.D.S.", located to the right of the "FROM:" line.

SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT
HR ~~1700~~ IS&C NUMBER: 2020-2329
Revised number HR001027

DATE: May 14, 2020

West Virginia Code §5A-6-4(a)(3) permits the Chief Technology Officer to "evaluate the economic justification, system design and suitability of information equipment and related services, and review and make recommendations on the purchase, lease or acquisition of information equipment and contracts for related services by the state spending units."

West Virginia Code §5A-6-4c requires that the Chief Technology Officer review and approve "a major information technology project."

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 'major 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 Technology 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 change order to implement a special short use food program (PEBT) during the school period ending around June of 2020 (not to extend past August 31,2020), 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.



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch
Cabinet Secretary

Office of Purchasing
One Davis Square, Suite 100 West
Charleston, West Virginia 25301
Telephone: (304) 558-3801 Fax: (304) 558-2892

Bryan D. Rosen
Director

TO: Crystal Hustead, Senior Buyer
DOA Purchasing

FROM: Althea Greenhowe, Procurement Specialist, Senior
DHHR Purchasing

DATE: April 28, 2021

RE: CMA 0511 HHR17*1

Please accept this memo as justification to implement a special short use food program (PEBT) during the school period ending around June of 2020. This allows for separate tracking and reporting as part of The Families First Coronavirus Response Act (H.R. 6201). Per section 5.5 of the original RFP solicitation documents, the work performed is well within the original scope.

The change order was not submitted until 04/21/2021, an error in Oasis that required the assistance of the Finance Team was unable to be resolved until a year after the initial date on the provided vendor documents.

Please let us know if you have any questions.

Thanks.

OK
Linda Harper
5-7-2021



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch
Cabinet Secretary

Office of Purchasing
One Davis Square, Suite 100 West
Charleston, West Virginia 25301
Telephone: (304) 558-3801 Fax: (304) 558-2892

Bryan D. Rosen
Director

TO: Crystal Hustead, Senior Buyer
DOA Purchasing

FROM: Althea Greenhowe, Procurement Specialist, Senior
DHHR Purchasing

A handwritten signature in cursive script, reading "Althea Greenhowe".

DATE: April 28, 2021

RE: CMA 0511 HHR17*1

Please accept this memo as justification to activate the online purchasing program for the electronic benefits transfer (EBT) system. The system's capabilities had to be expanded to due to COVID-19, per section 5.5 of the original RFP solicitation documents, the work performed is well within the original scope.

The change order was not submitted until 04/21/2021, an error in Oasis that required the assistance of the Finance Team was unable to be resolved until a year after the initial date on the provided vendor documents.

Please let us know if you have any questions.

Thanks.

Greenhowe, Althea M

From: Hoppe, Jacquelyn P
Sent: Monday, May 11, 2020 9:22 AM
To: Greenhowe, Althea M
Cc: Parsons, Misty D
Subject: Purchasing Affidavit
Attachments: State of WV Purchasing Affidavit SIGNED BY FIS.pdf

Good morning Jackie,

Please find the signed Purchasing Affidavit for the Online Purchase Program.

Because FIS has instituted a Work From Home order due to COVID-19, this affidavit cannot be signed/stamped/witnessed by/with a Notary. It has been signed and dated by Prashant Gupta (VP, Business Executive, EBT).

Please let me know if you have any questions.

Missy Hansen
Sr. Account Manager
FIS | Government Solutions

C: +1.331.233.9440
E: missy.hansen@fisglobal.com

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STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Fidelity Information Service, LLC. dba FIS

Authorized Signature: Prashant Gupta Date: May 8, 2020 | 15:37 PDT
DocuSigned by: 01D6BBD182ED435...

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ____ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE

NOTARY PUBLIC _____

West Virginia Secretary of State — Online Data Services

Business and Licensing

Online Data Services Help

Business Organization Detail

NOTICE: The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.

FIDELITY INFORMATION SERVICES, LLC

Organization Information									
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason	
LLC Limited Liability Company	5/21/1999		5/21/1999	Foreign	Profit				

Organization Information			
Business Purpose		Capital Stock	
Charter County		Control Number	0
Charter State	AR	Excess Acres	0
At Will Term	A	Member Managed	MBR
At Will Term Years	Par Value		
Authorized Shares	Young Entrepreneur		Not Specified

Addresses	
Type	Address
Mailing Address	601 RIVERSIDE AVE., TOWER - 12TH FLOOR JACKSONVILLE, FL, 32204 USA
Notice of Process Address	CT CORPORATION SYSTEM 1627 QUARRIER ST CHARLESTON, WV, 253112124
Principal Office Address	601 RIVERSIDE AVE., TOWER - 12TH FLOOR JACKSONVILLE, FL, 32204 USA
Type	Address

Officers	
Type	Name/Address
Member	FIDELITY NATIONAL INFORMATION SERVICES, INC. 601 RIVERSIDE AVENUE JACKSONVILLE, FL, 32204
Type	Name/Address

Name Changes	
Date	Old Name
8/30/2011	FIDELITY INFORMATION SERVICES, INC.
4/4/2003	ALLTEL INFORMATION SERVICES, INC.
Date	Old Name

Mergers				
Merger Date	Merged	Merged State	Survived	Survived State
9/27/2001	SOUTHERN DATA, INC.	GA	ALLTEL INFORMATION SERVICES, INC.	AR
7/14/2003	HAMILTON & SULLIVAN, LTD.	MO		AR

			FIDELITY INFORMATION SERVICES, INC.	
10/17/2017	FINANCIAL SERVICES, INC.	NJ	FIDELITY INFORMATION SERVICES, LLC	AR
5/31/2019	VECTORS GI, INC.	DE	FIDELITY INFORMATION SERVICES, LLC	AR
5/31/2019	TREEV LLC	NV	FIDELITY INFORMATION SERVICES, LLC	AR
5/31/2019	CREDIT MANAGEMENT SOLUTIONS, INC.	DE	FIDELITY INFORMATION SERVICES, LLC	AR
5/31/2019	AURUM TECHNOLOGY LLC	DE	FIDELITY INFORMATION SERVICES, LLC	AR
6/3/2019	ADVANCED FINANCIAL SOLUTIONS, INC.	OK	FIDELITY INFORMATION SERVICES, LLC	AR
6/5/2019	PRONET SOLUTIONS, INC.	AZ	FIDELITY INFORMATION SERVICES, LLC	AR
Merger Date	Merged	Merged State	Survived	Survived State

Subsidiaries

Name	Address
	AURUM TECHNOLOGY, INC. 601 RIVERSIDE AVENUE JACKSONVILLE, FL, 32204 USA
	FIDELITY INTERNATIONAL RRSOURCE MGMT 601 RIVERSIDE AVENUE JACKSONVILLE, FL, 32204 USA
Name	Address

Date	Amendment
6/6/2019	MERGER: MERGING PRONET SOLUTIONS, INC., A QUALIFIED AZ CORPORATION WITH AND INTO FIDELITY INFORMATION

	SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
6/5/2019	MERGER: MERGING PRONET SOLUTIONS, INC., A QUALIFIED AZ CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
6/4/2019	MERGER: MERGING ADVANCED FINANCIAL SOLUTIONS, INC. , A QUALIFIED OK CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
6/4/2019	MERGER: MERGING ADVANCED FINANCIAL SOLUTIONS, INC. , A QUALIFIED OK CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
6/3/2019	MERGER: MERGING ADVANCED FINANCIAL SOLUTIONS, INC. , A QUALIFIED OK CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
5/31/2019	MERGER: MERGING AURUM TECHNOLOGY LLC, A QUALIFIED DE LIMITED LIABILITY COMPANY WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
5/31/2019	MERGER: MERGING CREDIT MANAGEMENT SOLUTIONS, INC., A QUALIFIED DE CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
5/31/2019	MERGER: MERGING TREEV LLC, A QUALIFIED NV LIMITED LIABILITY COMPANY WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
5/31/2019	MERGER: MERGING VECTORSGI, INC., A QUALIFIED DE CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
10/17/2017	MERGER: MERGING FINANCIAL SERVICES, INC., A QUALIFIED NJ CORPORATION WITH AND INTO FIDELITY INFORMATION SERVICES, LLC, A QUALIFIED AR LIMITED LIABILITY COMPANY, THE SURVIVOR
8/30/2011	CONVERSION: FROM FIDELITY INFORMATION SERVICES, INC. TO FIDELITY INFORMATION SERVICES, LLC
7/14/2003	MERGER: MERGING HAMILTON & SULLIVAN, LTD., A NON-QUALIFIED MO ORGANIZATION WITH AND INTO FIDELITY INFORMATION SERVICES, INC., A QUALIFIED AR CORPORATION, THE SURVIVOR
4/4/2003	NAME CHANGE: FROM ALLTEL INFORMATION SERVICES, INC.

9/27/2001	MERGER: MERGING SOUTHERN DATA, INC., A QUALIFIED GA CORPORATION WITH AND INTO ALLTEL INFORMATION SERVICES, INC., A QUALIFIED AR CORPORATION, THE SURVIVOR
Date	Amendment

Annual Reports

Filed For

2020

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2018

2017

2016

2015

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2011

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

Friday, April 23, 2021 — 9:03 AM

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