



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: 09-22-2021

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 3084 HHR1800000007 5	Procurement Folder:	302511
Document Name:	Change Order No. 4	Reason for Modification:	Change Order #4 To add commodity line for WV PATH Performance Training
Document Description:	Integrated Eligibility Solution		
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:	2023-12-31

VENDOR		DEPARTMENT CONTACT	
Vendor Customer Code:	000000184667	Requestor Name:	Kimberly A Beckett
OPTUMINSIGHT INC		Requestor Phone:	(304) 558-5906
11000 OPTUM CIR		Requestor Email:	kimberly.a.beckett@wv.gov
EDEN PRAIRIE			
US	MN 55344		
Vendor Contact Phone:	612-642-7749		
Extension:			
Discount Details:			
	Discount Allowed	Discount Percentage	Discount Days
#1	No	0.0000	0
#2	No		
#3	No		
#4	No		

22

FILE LOCATION _____

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

9-23-2021

BAR

Purchasing Division's File Copy

Total Order Amount:

Open End

ENTERED

PURCHASING DIVISION AUTHORIZATION
DATE: *Linda Harper*
9-23-2021
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
DATE: *John D. Grainger*
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: *9/29/2021*
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order #4

Issued to add commodity line 37 for WV PATH Performance Training in the amount of \$38,682,009.00, to run for 27 months

Effective Start Date: October 1, 2021.

Effective End Date: December 31, 2023

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			
	2017-11-17	2023-04-17			

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			
	2018-11-17	2019-11-16			

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			
	2019-11-17	2020-11-16			

Commodity Line Description: Monthly Maintenance and Operations Year 3**Extended Description:**

Monthly Maintenance and Operations Year 3 months at \$1,432,667.00 per month

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

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			
	2021-11-17	2022-11-16			

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			
	2022-11-17	2023-11-16			

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			
	2017-11-17	2018-11-16			

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			
	2018-11-17	2019-11-16			

Commodity Line Description: Modifications and Enhancements Year 2 Hourly Rate

Extended Description:

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			
	2019-11-17	2020-11-16			

Commodity Line Description: Modifications and Enhancements Year 3 Hourly Rate

Extended Description:

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			
	2020-11-17	2021-11-16			

Commodity Line Description: Modifications and Enhancements Year 4 Hourly Rate

Extended Description:

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			
	2021-11-17	2022-11-16			

Commodity Line Description: Modifications and Enhancements Year 5 Hourly Rate

Extended Description:

Change Order 3 is to increase the hours to 50,000 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			
	2022-11-17	2023-11-16			

Commodity Line Description: Modifications and Enhancements Year 6 Hourly Rate

Extended Description:

Modifications and Enhancements Year 6 Hourly Rate 30,000 hours at \$124.00 per hour

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

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			
	2018-11-17	2019-11-16			

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			
	2019-11-17	2020-11-16			

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			
	2020-11-17	2021-11-16			

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			
	2021-11-17	2022-11-16			

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			
	2022-11-17	2023-11-16			

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			
	2021-10-01	2023-12-31			

Commodity Line Description: Performance Tuning Activities

Extended Description:

IES WV PATH Performance Tuning Activities for 27 months

Monthly Rate: \$1,432,667.00



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

September 9, 2021

West Virginia Department of Health and Human Resources (WV DHHR)
Management Information Services
321 One Davis Square
Charleston, WV 25301
Attn: Mr. Shaun Charles, WV DHHR Chief Information Officer

RE: # CMA 0511 3084 HHR 1800000007: Statement of Work for Performance Tuning Activities

Mr. Charles:

Optum submits the above referenced Statement of Work (SOW) in accordance with the terms and conditions of the WV IES master contract (# CMA 0511 3084 HHR 1800000007) to perform enhancements outlined within the SOW.

Optum understands and accepts the effective start date of this SOW will be the date in the executed Delivery Order and will be in effect for twenty seven (27) months, where any month of work that extends beyond the Initial Contract Term will be governed by the same terms and conditions of the WV IES master contract. All work associated with this SOW will be in accordance to the pricing, terms and conditions of the WV IES master contract.

Sincerely,

John Rex

John Rex (Sep 10, 2021 16:24 CDT)

John Rex

Chief Financial Officer

CC: Donna McCormick
Brian Cunningham

Ok.

Althea Greenhouse



West Virginia DHHR
Statement of Work – WV PATH Performance Tuning



Project

West Virginia DHHR Integrated Eligibility System (IES) Project
West Virginia Peoples Access To Help (WV PATH)

Statement of Work – WV PATH Performance Tuning

Contract Name: WV IES CMA 0511 3084 HHR1800000007
Last Modified Date: 07/26/2021
Version 1.2

Revision History

This chart contains the history of document revisions. Changes after final publication of this document require a change request.

Date	Version	Description	Modified By
06/29/2021	1.0	Initial Version	Optum PMO
07/06/2021	1.1	Revised Version after Optum Legal Review	Optum Legal
07/22/2021	1.2	Revised Version after Second Optum Legal Review	Optum Legal

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1. Introduction

The following sections in this Statement of Work (SOW) represent the background, scope, and schedule of the performance tuning activities requested by the West Virginia Department of Health and Human Resources (WV DHHR).

In this SOW, Optum provides a pricing and work estimate and assumptions made by Optum in connection with the work.

1.1 Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
DDI	Design, Development, and Implementation
FACTS	Families and Children Tracking System
KPI	Key Performance Indicators
OSCAR	Online Support Collections and Reporting
M&O	Maintenance and Operations
MDM	Master Data Management
LEGACY	FACTS, OSCAR, and RAPIDS unless otherwise specified
PMO	Project Management Office
PMBOK	Project Management Body of Knowledge
RAPIDS	Recipient Automated Payment and Information Data System
SOW	Statement of Work
WV DHHR	West Virginia Department of Health and Human Resources
WV PATH	West Virginia People's Access to Help

1.2 Pricing and Payment

All work activity in this SOW is on a monthly fixed priced basis.

1.3 Invoicing

Invoices for Services provided under this SOW shall be in a form approved by WV DHHR and submitted monthly. The Optum invoice will identify the Delivery Order number and the Master Agreement (MA) number (CMA 0511 3084 HHR1800000007), and reflect the dates of service and the date of completion (when applicable).

WV DHHR shall pay Optum for the Services under this SOW, in accordance with Section 1.2 above.

1.4 Fixed Price

The monthly pricing below is based on the tasks that will be assigned to Optum resources. As this is a fixed price arrangement, the specific tasks assignments may only be adjusted by mutual agreement. The monthly fixed price is described in the table below:

Month	Performance Tuning
1	\$1,432,667
2	\$1,432,667
3	\$1,432,667
4	\$1,432,667
5	\$1,432,667
6	\$1,432,667
7	\$1,432,667
8	\$1,432,667
9	\$1,432,667
10	\$1,432,667
11	\$1,432,667
12	\$1,432,667
13	\$1,432,667
14	\$1,432,667
15	\$1,432,667
16	\$1,432,667
17	\$1,432,667
18	\$1,432,667
19	\$1,432,667
20	\$1,432,667
21	\$1,432,667
22	\$1,432,667
23	\$1,432,667
24	\$1,432,667
25	\$1,432,667
26	\$1,432,667
27	\$1,432,667
Total	\$ 38,682,009

2. Scope of Work

The period of performance for this SOW shall commence on the effective date in the Delivery Order ("Effective Date") and continue in accordance with Section 3.2 – Project Activities.

The following tables describe multiple additional services requested by WV DHHR for Optum to provide as part of this SOW.

2.1 WV PATH Performance Tuning Activities

Given performance tuning is a dynamic activity and subject to change as priorities evolve, the following table describes the types of activities to be performed by Optum under this SOW:

Category	Performance Tuning Activities (RAPIDS, OSCAR & FACTS ("Legacy Systems"))
Legacy System Updates	<ul style="list-style-type: none"> Legacy system changes and updates up to 750 hours per month.
Support WV DHHR in solution stability monitoring for integration and transition	<ul style="list-style-type: none"> Identify and support strategies for data exchange, system workload management, monitoring, alerts, and error reporting for the data inputs/outputs at integration endpoints for Legacy Systems Assist WV DHHR in the analysis of federal and regulatory changes Optum's support will help enable WV DHHR to remediate and improve stability for successful transition to WV PATH
Support WV DHHR in data quality and cleansing	<ul style="list-style-type: none"> Profile data in the WV DHHR MDM solution and provide reports to determine the most effective next steps for data cleansing. Profiling will provide business documentation related to the current business flow of information at a program level, a representative architecture diagram of the expected MDM data integration with WV PATH, data model analysis, and data quality assessment and recommendations. Optum will also provide recommendations to WV DHHR for data quality improvement with intra-agency data exchanges (e.g., Vital Statistics Bureau) and the WV DHHR MDM. These enhanced data cleansing activities will identify opportunities so WV DHHR may reduce data quality issues in advance of conversion and migration activities
Support WV DHHR in data conversion preparation and governance	<ul style="list-style-type: none"> Profile legacy system data and present actionable items for additional data cleansing such as validating duplicated data, missing required fields, and field format and lengths (i.e., source data aligns to WV PATH data structure). This includes providing recommendations to WV DHHR for actions that will establish a more consistent, repeatable process across Legacy Systems in preparation for transition to WV PATH. This effort will help WV DHHR improve data stewardship across the data management workflow to

Category	Performance Tuning Activities (RAPIDS, OSCAR & FACTS ("Legacy Systems"))
Support parallel and conversion testing	<p>drive better data standardization, enrichment, de-duplication, and management</p> <ul style="list-style-type: none"> • Provide supplemental support to WV DHHR for WV PATH parallel and data conversion testing <ul style="list-style-type: none"> • Extract Prod/Legacy data to be leveraged for parallel testing • Extract and save points of comparison (e.g., snapshots/files/etc.) • Identify strategies for WV DHHR to promptly address exception issues that may arise; with Optum support of the execution of these strategies for data in transition, as mutually agreed as reasonable • WV DHHR will provide the Optum resources with access to the Legacy Systems production infrastructure • This support will enable improved quality monitoring and expedited remediation of issues by WV DHHR during these key DDI phases
Validate interfaces for production rollout	<ul style="list-style-type: none"> • Research and create documentation of Legacy System batch file workflow and prioritization for WV DHHR review and approval during Design Validation, to help maintain data integrity through the WV PATH transition • Recommend a phased approach for WV DHHR Legacy System interface management throughout the stages of the WV PATH implementation, including changes and sunset of interfaces throughout the implementation process • Coordinate directly with other agencies (Federal and State), in collaboration with WV DHHR, for interface testing • This interface validation support is important for an effective flow of quality data between source systems and WV PATH
Provide Call Center Support for State Agency Users and Providers Support Post Go-Live Activities	<ul style="list-style-type: none"> • Maintain call center to support state agency and public users of WV PATH • Help WV DHHR keep Legacy System data available in its current state in WV DHHR infrastructure to state agency users post-go-live for up to 3 months • Maintaining rollback capability for up to 3 months after go-live for each respective Legacy System

2.2 Key Performance Indicators

The scope of work will include key performance indicators (KPIs) to assess Optum's performance with respect to call center performance tuning activities for WV PATH during the period of this SOW.

Monthly KPIs for WV PATH support calls handled under the DDI phase	
•	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.
•	Call Abandonment Rate. The rate of abandoned calls must not exceed 5% measured each month. 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.
•	State After-hours (7 p.m. EST to 7 a.m. EST) Support Phone Inquiry Response Timeliness. Respond to 95% of call-back verbal (telephone) inquiries within two hours of receipt.
•	External 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.

2.3 SOW Related Documentation

Optum will prepare and submit the following documentation specific to the Performance Tuning to WV DHHR:

- **Project Plan:** This document will contain detailed tasks, milestones, and deliverables where applicable.
- **Batch Documentation of Legacy System batch file workflow and prioritization**
- **Business documentation related to the current business flow of information at a program level**
- **Representative architecture diagram of the expected MDM data integration with WV PATH**

3. Estimate of Effort

3.1 Staffing Plan

Below is the staffing plan for this SOW:

Resource Skill	Role
Performance Tuning	Lead
PMO	SharePoint Management, Notes and Action Items, Project Plans, Maintain Actual and Forecast hours for resources on project
Developer	Java, Corticon, COBOL and SQL developer
Business Analyst	Requirement development and functional testing
Other	e.g. DBA

3.2 Project Activities – Duration

Project Activity	Activity Duration
Performance Tuning	Minimum of 27 months

4. SOW Assumptions

Below are the assumptions for this SOW used in developing our fixed monthly price:

- The Performance Tuning effort covers a minimum 27-month period. After go-live, Optum will help WV DHHR retire Legacy Systems for a duration as needed to complete the 27-month minimum term.
- Work commences under this SOW upon execution of the Delivery Order by WV DHHR, where the month of execution constitutes month 1 for billing purposes.
- Optum's performance tuning effort consists of labor only. These labor resources are provided to work under direction of WV DHHR to support Legacy System activities necessary for WV PATH go live.
- Optum will not assume Legacy System software or hardware expenses (except for those already accounted under WV PATH contract that are necessary for Optum to obtain and maintain access to State Systems until respective Legacy Systems go-live into WV PATH production).
- WV DHHR will continue to own the technology stack and is responsible for new hardware, operating systems, and software.
- WV DHHR will facilitate the ability for Optum to work directly with third parties for purposes of interface testing, where permitted by applicable data use agreements and/or governing documents, including licensing agreements.
- WV DHHR will provide Optum resources with access to the Legacy Systems production infrastructure.
- This SOW does not require any new security obligations of Optum to the Legacy Systems
- Performance Tuning KPI assessments will begin upon execution of the Delivery Order.
- WV DHHR and Optum will refine KPIs in the WV PATH Solution Health Monitoring Plan and other management plans as applicable.

5. Roles and Responsibilities

5.1 WV DHHR

- Approve and execute both the SOW and the Delivery Order prior to work commencing.
- Ensure Optum is provided with a Project Sponsor, a Product Owner, and reasonable timely assistance to enable Optum to meet the requirements and timeframes identified herein.
- Ensure that WV DHHR participants are available for scheduled meetings and recognize the priority of the meetings.
- Ensure all applicable data use agreements and/or governing documents are executed timely with third parties to give Optum necessary access and use rights to fulfill performance tuning activities.
- Respective State agencies will continue to provide Maintenance and Operations (M&O) support for legacy FACTS and OSCAR.

5.2 Optum

- Provide performance tuning services in accordance to the performance warranty as outlined in the Contract Addendum, where Optum resources will perform such services in a competent and professional manner.
- Provide expertise in the system capabilities of WV PATH and Legacy Systems.
- Oversee assigned resources.
- Provide SOW Related Documentation as defined in Section 2.3 of this SOW.
- Optum to provide post go-live support as set forth under the Master Agreement.

6. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, WV DHHR hereby confirms agreement with the provisions set forth in this Statement of Work and approves commencement of the Project.

Signed for and on behalf of
the State of West Virginia, Department of
Health and Human Resources, by:
Shaun Charles

By:



Name: **Shaun Charles**

Title: **WV DHHR Chief Information Officer**

Date: **9/13/21**

Signed for and on behalf of
OptumInsight, Inc., by:
John Rex

By:



John Rex (Jul 26, 2021 13:45 CDT)

Name: **John Rex**

Title: **UnitedHealth Group CFO**

Date: **07/26/2021**



**STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

**Bill J. Crouch
Cabinet Secretary**

MEMORANDUM

Date: September 13, 2021

To: Bryan Rosen, Director of DHHR Purchasing

From: Justin Davis, Assistant to the Cabinet Secretary

A handwritten signature in black ink, appearing to read "Justin Davis".

Re: CMA 0511 3084 HHR1800000007

Handwritten notes in blue ink:
0.11.
✓
09/21/21

This is a request to amend CMA 0511 3084 HHR18000000 to include Performance Tuning activities as detailed in the attached statement of work (SOW).

Multiple retirements and vacancies among key technology staff have created the need for critical performance tuning activities to support a successful transition from the Recipient Automated Data Information System (RAPIDS), Family and Children Tracking System (FACTS), and Online Support Collections and Reporting (OSCAR) system to the People's Access to Help (PATH) system. As the PATH implementation vendor, Optum is the only entity positioned to complete this work as they possess the requirements knowledge across all of these systems and domains.



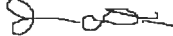
STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch
Cabinet Secretary

MEMORANDUM

Date: September 16, 2021

To: Bryan Rosen, Director of DHHR Purchasing

From: Justin Davis, Assistant to the Cabinet Secretary 

Re: CMA 0511 3084 HHR1800000007

This is a request to amend CMA 0511 3084 HHR1800000 to include Performance Tuning activities as detailed in the attached statement of work (SOW).

Multiple retirements and vacancies among key technology staff have created the need for critical performance tuning activities to support a successful transition from the Recipient Automated Data Information System (RAPIDS), Family and Children Tracking System (FACTS), and Online Support Collections and Reporting (OSCAR) system to the People's Access to Help (PATH) system.

In an attempt to address this previously, the DHHR Office of Management Information Services (OMIS) worked directly with the Office of Human Resource Management (OHRM) in an attempt to fill open vacancies. DHHR has utilized various recruitment platforms including LinkedIn, Indeed, and statewide job postings. To date, this has resulted in limited success with vacancies that remain open. The impact of the Coronavirus (COVID-19) pandemic as well as the specialized technical knowledge needed to support the existing systems has created an environment where limited, or in some cases no, candidates apply.

The migration from RAPIDS, FACTS, and OSCAR requires technical and system expertise as the scope of programs included impact almost three-quarters of West Virginia residents. Issues with the migration have the potential to affect the benefits that are issued to our most vulnerable West Virginians, including Medicaid and the Supplemental Nutritional Assistance Program (SNAP). In addition, errors in the transition could negatively impact DHHR's Social Services and Child Support programs, potentially affecting at-risk children and families that rely on the appropriate child support disbursement to pay their bills. Knowledge of the existing environment and technical expertise are necessary to help mitigate the risk of these types of incidents and to triage any errors should they occur. As the PATH implementation vendor, Optum is the only entity positioned to complete this work as they possess the requirements knowledge across all of these systems and domains.



Fwd: CMA HHR18*07 CO4

1 message

Greenhowe, Althea M <althea.m.greenhowe@wv.gov>

Tue, Sep 21, 2021 at 10:39 AM

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

Cc: "Price, Robert L" <robert.l.price@wv.gov>, "Rosen, Bryan D" <a103053@wv.gov>, Kimberlie K Debolt <kimberlie.k.debolt@wv.gov>, "Jobe, Kimberly S" <kimberly.s.jobe@wv.gov>

In response to a call, I told him a lot of times you all require responses in writing to document files. So it's up to you all if you think a call would be necessary.

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

From: **Davis, Justin J** <justin.j.davis@wv.gov>

Date: Tue, Sep 21, 2021 at 10:35 AM

Subject: Re: CMA HHR18*07 CO4

To: Greenhowe, Althea M <althea.m.greenhowe@wv.gov>

Cc: Kimberly A Beckett <kimberly.a.beckett@wv.gov>, Alicia D Sodder <alicia.d.sodder@wv.gov>, Rosen, Bryan D <bryan.d.rosen@wv.gov>, Price, Robert L <robert.l.price@wv.gov>, Kimberlie K Debolt <kimberlie.k.debolt@wv.gov>, Jobe, Kimberly S <kimberly.s.jobe@wv.gov>

Althea,

I have provided answers below. If DOA has additional questions, would you recommend we set up a call or continue to respond via email?

*What is the annual spend of this contract prior to this change request? What percentage increase?

A: This contract has multiple commodity lines with a variety of pricing that causes the annual spend to fluctuate. We are currently in the implementation phase which is setup with milestone based payments once certain parts of the work are complete. Over the duration of the contract, this change request will not cause an increase to the overall contract value. In the cost bid, maintenance and operations years 3, 4, 5, and approximately half of 6 will be unencumbered with no expenditures. This will result in the very least a budget neutral change request.

*Does the contract anticipate this work/spend? If so, where in the contract (spec #)?

A: This contract is not described in the contract specifications. The project deliverables contained in the contract establish this work as necessary predecessors to a successful transition from our current systems to the new systems.

*How was the pricing arrived at? Estimated hours at contract rate, or negotiated?

A: The pricing was negotiated. The pricing model from the maintenance and operations year 3 in the current cost bid was used as a framework given the nature of the work, while different in scope, is similar.

*Outside of the contract, can this work be done by bidding separately? Or direct award?

A: No. The complexity of this work and the direct impact it has on the implementation of the new system present a critical risk of engaging a vendor unfamiliar with the environment. Any errors will directly impact West Virginia residents and their ability to receive access to critical benefits.

On Tue, Sep 21, 2021 at 9:56 AM Greenhowe, Althea M <althea.m.greenhowe@wv.gov> wrote:

Our Buyer has been asked the following questions....

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

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

Date: Tue, Sep 21, 2021 at 9:39 AM

Subject: Re: CMA HHR18*07 CO4

To: Greenhowe, Althea M <althea.m.greenhowe@wv.gov>

I received the below questions regarding the request to add Performance Tuning activities:

*What is the annual spend of this contract prior to this change request? What percentage increase?

*Does the contract anticipate this work/spend? If so, where in the contract (spec #)?

*How was the pricing arrived at? Estimated hours at contract rate, or negotiated?

*Outside of the contract, can this work be done by bidding separately? Or direct award?



Fwd: CMA HHR18*07 CO4

1 message

Greenhowe, Althea M <althea.m.greenhowe@wv.gov>
To: Crystal G Hustead <crystal.g.hustead@wv.gov>

Tue, Sep 21, 2021 at 7:41 AM

I think this is really what we were looking for.

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

From: **Beckett, Kimberly A** <kimberly.a.beckett@wv.gov>
Date: Mon, Sep 20, 2021 at 3:54 PM
Subject: Fwd: CMA HHR18*07 CO4
To: Althea M Greenhowe <althea.m.greenhowe@wv.gov>, Alicia D Sodder <alicia.d.sodder@wv.gov>

He has also added this, please see below.

Thank you!

Kimberly Beckett
Procurement Associate
Management Information Services
WV DHHR
Office 304-558-5854

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

From: **Davis, Justin J** <justin.j.davis@wv.gov>
Date: Mon, Sep 20, 2021 at 3:50 PM
Subject: Re: CMA HHR18*07 CO4
To: Beckett, Kimberly A <kimberly.a.beckett@wv.gov>
Cc: Alicia D Sodder <alicia.d.sodder@wv.gov>, Shaun L Charles <shaun.l.charles@wv.gov>

Hey Kim,

I should have added that the rate does match the monthly rate for a year of M&O pricing on their cost proposal. However this is a different commodity line.

Thanks,

Justin

On Mon, Sep 20, 2021 at 3:48 PM Davis, Justin J <justin.j.davis@wv.gov> wrote:
Kim,

The monthly rate was part of the SOW. This is an amendment to add the commodity line. It was not previously on their cost proposal.

Thanks,
Justin

On Mon, Sep 20, 2021 at 3:26 PM Beckett, Kimberly A <kimberly.a.beckett@wv.gov> wrote:
Justin,

They need to know where the monthly rate came from.

Thank you!
Kimberly Beckett
Procurement Associate
Management Information Services
WV DHHR
Office 304-558-5854

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

From: **Greenhowe, Althea M** <althea.m.greenhowe@wv.gov>
Date: Mon, Sep 20, 2021 at 2:45 PM

Subject: Fwd: CMA HHR18*07 CO4
To: Kimberly A Beckett <kimberly.a.beckett@wv.gov>

Ok, we're looking for where the monthly rate came from.....

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

From: **Hustead, Crystal G** <crystal.g.hustead@wv.gov>
Date: Mon, Sep 20, 2021 at 2:43 PM
Subject: Fwd: CMA HHR18*07 CO4
To: Althea M Greenhowe <althea.m.greenhowe@wv.gov>

I don't think I have the answer to where that monthly rate of \$1,432,667 came from

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

From: **Hustead, Crystal G** <crystal.g.hustead@wv.gov>
Date: Wed, Sep 15, 2021 at 10:58 AM
Subject: CMA HHR18*07 CO4
To: Bryan D Rosen <bryan.d.rosen@wv.gov>, Robert L Price <robert.l.price@wv.gov>, Althea M Greenhowe <althea.m.greenhowe@wv.gov>, Kimberly S Jobe <kimberly.s.jobe@wv.gov>, Kimberlie K Debolt <kimberlie.k.debolt@wv.gov>

I have some questions on this one

On the commodity line that was added, there is no pricing listed

The SOW would need to be attached to the header, but I can't figure out where the total of \$38,682,009 came from. I have attached the vendor's cost proposal, can you advise where the monthly rate of \$1,432,667 is listed on their proposal.

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Thank you,

Crystal Hustead, CPPB

Senior Buyer

State of West Virginia Purchasing Division

2019 Washington St. East

Charleston, WV 25305

Email: Crystal.G.Hustead@wv.gov

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Justin Davis

Assistant to the Cabinet Secretary

West Virginia Department of Health and Human Resources

One Davis Square, Suite 100 East

Charleston, WV 25301

P: 304-558-9998



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Justin Davis

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