



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

State of West Virginia
Delivery Order

Order Date: 09-30-2021

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: | CDO 0511 3084 MIS2200000002 1 | Procurement Folder: | 945984 |
| Document Name: | IES WV PATH Performance Tuning | Reason for Modification: | |
| Document Description: | IES WV PATH Performance Tuning | | |
| Procurement Type: | Central Delivery Order | | |
| Buyer Name: | Crystal G Hustead | | |
| Telephone: | (304) 558-2402 | | |
| Email: | crystal.g.hustead@wv.gov | | |
| Shipping Method: | Best Way | Master Agreement Number: | CMA 0511 HHR1800000007 1 |
| Free on Board: | FOB Dest, Freight Prepaid | | |

| VENDOR | | | DEPARTMENT CONTACT | | |
|-------------------------------------|-------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------|
| Vendor Customer Code: | 000000184667 | | Requestor Name: | Kimberly A Beckett | |
| OPTUMINSIGHT INC 11000 OPTUM CIR | | | Requestor Phone: | (304) 558-5906 | |
| EDEN PRAIRIE MN 55344 | | | Requestor Email: | kimberly.a.beckett@wv.gov | |
| US | | | <div style="font-size: 48px; font-weight: bold;">22</div> <div style="font-size: 24px; font-weight: bold;">FILE LOCATION _____</div> | | |
| 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 | | | | |

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

| | |
|----------------------------|-----------------|
| Total Order Amount: | \$38,682,009.00 |
|----------------------------|-----------------|

Purchasing Division's File Copy

ENTERED

TCW 10/4/21
 PURCHASING DIVISION AUTHORIZATION
 DATE: *Linda Harper 10/4/21*
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
 DATE: *Beverly Tolson 10-5-21*
 ELECTRONIC SIGNATURE ON FILE

Extended Description:

IES Project PATH Performance Tuning

| Line | Commodity Code | Quantity | Unit | Unit Price | Total Price |
|--------------|----------------|--------------|----------|---------------|-----------------|
| 1 | 81111511 | 0.00000 | | \$0.0000 | \$38,682,009.00 |
| Service From | Service To | Manufacturer | Model No | Delivery Date | |
| 2021-10-01 | 2023-12-31 | | | 2021-10-06 | |

Commodity Line Description: Performance Tuning Activities

Extended Description:

IES WV PATH Performance Tuning Activities for 27 months

Monthly Rate: \$1,432,667.00



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 HHR180000007), 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”)) |
|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Legacy System Updates</p> <p>Support WV DHHR in solution stability monitoring for integration and transition</p> | <ul style="list-style-type: none"> • Legacy system changes and updates up to 750 hours per month. • 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 |
| <p>Support WV DHHR in data quality and cleansing</p> | <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 |
| <p>Support WV DHHR in data conversion preparation and governance</p> | <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 |
|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Support parallel and conversion testing</p> | <p>(RAPIDS, OSCAR & FACTS ("Legacy Systems"))</p> <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 |
| <p>Validate interfaces for production rollout</p> | <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 |
| <p>Provide Call Center Support for State Agency Users and Providers Support Post Go-Live Activities</p> | <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*
John Rex (Jul 26, 2021 13:45 CDT)

Name: **John Rex**

Title: **UnitedHealth Group CFO**

Date: **07/26/2021**

Ok

Althea Greenhow

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West Virginia Secretary of State — Online Data Services

Business and Licensing

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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.

OPTUMINSIGHT, INC.

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

| Organization Information | | | |
|---------------------------|--------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------|
| Business Purpose | 6216 - Health Care and Social Assistance - Ambulatory Health Care Services - Home Health Care Services | | Capital Stock 0.0000 |
| Charter County | | Control Number | 0 |
| Charter State | DE | Excess Acres | 0 |
| At Will Term | | Member Managed | |
| At Will Term Years | | Par Value | 0.000000 |
| Authorized Shares | 0 | Young Entrepreneur | Not Specified |

Addresses

| Type | Address |
|----------------------------------|------------------------------------------------------------|
| Mailing Address | 11000 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 USA |
| Notice of Process Address | 5098 WASHINGTON ST W STE 407 Charleston, WV, 25313-1561 |
| Principal Office Address | 11000 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 USA |
| Type | Address |

| Officers | |
|------------------|-----------------------------------------------------------------------------|
| Type | Name/Address |
| Director | ROBERT WILLIEM MUSSLEWHITE 11000 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 |
| President | ROBERT MUSSLEWHITE 11000 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 |
| Secretary | ELIZABETH ANN SODERBERG 11000 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 |
| Treasurer | PETER MARSHALL GILL 11000 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 |
| Type | Name/Address |

| DBA | | | |
|----------|-------------|----------------|------------------|
| DBA Name | Description | Effective Date | Termination Date |
| INGENIX | TRADENAME | 1/4/2012 | |
| DBA Name | Description | Effective Date | Termination Date |

| Name Changes | |
|--------------|---------------|
| Date | Old Name |
| 1/4/2012 | INGENIX, INC. |
| Date | Old Name |

Mergers

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

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

Annual Reports

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

Monday, October 4, 2021 — 3:55 PM

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