



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: 10-11-2021

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 3839 MIS2200000003 1	Procurement Folder:	948128
Document Name:	eRAPIDS Elect. Disqualified Recipients System Gen 4 Upgrade	Reason for Modification:	
Document Description:	eRAPIDS Elect. Disqualified Recipients System Gen 4 Upgrade		
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	<i>Dy</i> 12/31/2023	

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-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:	\$708,410.00
----------------------------	--------------

Purchasing Division's File Copy

ENTERED

CH 10/12/21
 PURCHASING DIVISION AUTHORIZATION
 DATE: *Linda Harper 10/13/21*
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
 DATE: *Dy 10/13/21*
 ELECTRONIC SIGNATURE ON FILE

Extended Description:

SOW for e RAPIDS Electronic Disqualified Recipient System Gen 4 Upgrade

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$215,940.00
Service From	Service To	Manufacturer		Model No	Delivery Date
2021-10-01	2021-11-16				

Commodity Line Description: Modifications and Enhancements Year 4 Hourly Rate

Extended Description:

Statement of Work Estimate for Contract Year 4 at \$118 (10/01/2021 to 11/16/2021).

Contract Year Hours - 1,830 x \$118 = \$215,940.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	81111511	0.00000		\$0.0000	\$492,470.00
Service From	Service To	Manufacturer		Model No	Delivery Date
2021-11-17	2022-11-16				

Commodity Line Description: Modifications and Enhancements Year 5 Hourly Rate

Extended Description:

Statement of Work Estimate for Contract Year 5 at \$121 (11/17/2021 to 11/16/2022).

Contract Year Hours - 4,070 x \$121 = \$492,470.00



West Virginia DHHR

Statement of Work – Electronic Disqualified Recipient System(eDRS) Gen 4 Upgrade

WEST VIRGINIA
Department of



Project

West Virginia DHHR IES Project

RAPIDS Enhancements

Electronic Disqualified Recipient System(eDRS) Gen 4 Upgrade

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 9/23/2021

Version 1.0



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
09/23/2021	1.0	Initial version	Optum

Table of Contents

Revision History	2
Table of Contents	3
1. Introduction.....	4
Acronyms	4
Pricing and Payment	5
1.1. Payment Schedule	5
1.2. Invoicing	5
1.3. 2. Scope of Work.....	6
1.4. eDRS Generation (Gen) 4 Upgrade- Background	6
2.1. Optum Enhancements	6
2.2. 2.2.1. Deployment Plan.....	6
2.2.2. Upgrade Existing Services	6
2.2.3. Add New Services	7
2.2.4. Screens Changes in eRAPIDS	7
2.2.5. Web Service/Java Changes.....	7
2.2.6. Reporting.....	7
3.1. 3. Statement of Work (SOW) Related Documentation.....	8
3.2. Deliverables.....	8
4.1. Acceptance of Deliverables.....	8
4.2. 4. Estimate of Effort.....	9
Staffing Plan	10
6.1. Project Activities – Estimated Duration	10
6.2. 5. Project Assumptions/Constraints	12
6. Project Roles and Responsibilities	13
DHHR Responsibilities	13
Optum Roles and Responsibilities	13
7. Statement of Work Acceptance.....	14

1. Introduction

The following sections in this Statement of Work represent the background, scope, and schedule of the RAPIDS enhancements as allowed under the WV IES Project, as well as high-level pricing and work estimate by Optum, a plan for staffing by Optum, and assumptions made by Optum in connection with the work.

This Statement of Work will include the following enhancements to the eRAPIDS solution:

- Electronic Disqualified Recipient System (eDRS) Generation 4 Upgrade

Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
BRD	Business Requirement Documents
DHHR	The West Virginia Department of Health and Human Resources
EBT	Electronic Benefit Transfer
eRAPIDS	Electronic portal for RAPIDS (Recipient Automated Payment and Information Data System)
eDRS	Electronic Disqualified Recipient System
FIS	Fidelity Information Services LLC
IFM	Investigations and Fraud Management
Gen	Generation
M&O	Maintenance and Operations
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
RAPIDS	Recipient Automated Payment and Information Data System
SNAP	Supplemental Nutrition Assistance Program
SOW	Statement of Work
TANF	Temporary Assistance for Needy Families
UAT Environment	User Acceptance Testing Environment

Pricing and Payment

All work activity as outlined in this SOW is on a Time and Material basis and will be billed to WV DHHR starting at \$118.00 per hour during Contract Year 4 (Year 4), which began on November 16, 2020, pursuant to the WV IES Contract. For work taking place in this SOW, after November 16, 2021, the hourly rate becomes \$121.00 per hour in Contract Year 5 pursuant to the WV IES Contract.

1.2.

Payment Schedule

The estimate of hours listed below is based on the tasks that will be assigned to Optum resources in the Project Plan. As this is a time and materials arrangement, the specific task assignments may be adjusted as approved by the DHHR Project Manager. The effort required above the totals herein will require a mutually accepted change request, the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

Invoicing

Invoices for Services provided under this Statement of Work shall be in a form approved by DHHR. The Optum invoice will identify the Delivery Order and Central Master Agreement numbers, the completed task/deliverable, the work hours completed the previous month, reflect the dates of service and the date of completion, and include supporting documentation to verify that the task/deliverable was completed.

DHHR shall pay Optum for the Services under this Statement of Work, per Section 1.2 above.

2. Scope of Work

The period of performance for this Statement of Work (SOW) shall commence on the effective date in the Delivery Order ("Effective Date") and continue under Section 2.8 (Project Activities).

eDRS Generation (Gen) 4 Upgrade- Background

The Electronic Disqualified Recipient System (eDRS) application web services are real-time, application-to-application interfaces for authorized state users. These services require authentication and provide access to eDRS data and business functions. The initial eDRS application was released effective January 24, 2016.

In June 2021, Investigations and Fraud Management (IFM) at DHHR requested to implement the Gen 4 of eDRS in eRAPIDS in two phases: in Dec 2021 and in March 2022. In December 2021, all the existing functionalities will be upgraded and deployed in eRAPIDS. The new functionality will be deployed in March 2022.

Optum Enhancements

2.1 The following enhancements will be designed, developed, and implemented by Optum in eRAPIDS as part of the eDRS Gen 4 upgrade SOW.

2.2.1. Deployment Plan

The eDRS Gen 4 upgrade will be tentatively completed in two releases. In December 2021, the existing eDRS services will be upgraded and deployed in eRAPIDS. The new functionality will be deployed in March 2022.

2.2.2. Upgrade Existing Services

In addition to adding new eDRS services, Optum will also update the six (6) existing services in this eDRS Gen 4 Update SOW in December 2021. The names of the services which will be upgraded are as follows:

- 1 Query by SSN
- 2 Query by Name
- 3 Add Disqualification
- 4 Modify Disqualification
- 5 Delete Disqualification
- 6 Disqualification Contact Details

2.2.3. Add New Services

IFM requested for the following eDRS web services to be incorporated into eRAPIDS application. The following 22 new eDRS web services will be in addition to the already existing eDRS web services that are currently being used by eRAPIDS. These will be deployed in March 2022.

- | | |
|-----------------------------------------------------------|-------------------------------------------------------------------|
| 1. Database Record Count | 13 Secondary Verification Status by Locality Contact (Contact ID) |
| 2. Monthly Status Differences | 14 Update Verification Status by Requestor Contact ID |
| 3. Total Disqualifications | 15 Update Verification Status by Locality Contact (Contact ID) |
| 4. Recent Disqualifications | 16 Search Recipients Over 80 |
| 5. Modify Recipient | 17 Add Disqualification Document to Existing Disqualification |
| 6. Fiscal Year Data | 18 Add Disqualification with Document |
| 7. Add Locality Contact | 19 Delete Disqualification with Document |
| 8. Update Locality Contact | 20 Disqualification Document |
| 9. Delete Locality Contact | 21 OnlineQueryByIDWith Document Flag |
| 10. Find Contact ID | 22 Online Query by Name with Document Flag |
| 11. Request Secondary Verification | |
| 12. Secondary Verification Status by Requestor Contact ID | |

2.2.4. Screens Changes in eRAPIDS

As per the requirements provided by IFM and DHHR, Optum will add 4 new screens in eRAPIDS for the eDRS Gen 4 upgrade. The new screens will be required to utilize the newly added eDRS services. Also, existing eDRS screens will need to be modified to complete the new requirements. These will be deployed in March 2022. Below are 4 new screens that will be added:

- | | |
|----------------------------------------------|-----------------------------------------|
| 1. IPV Disqualification Report Details | 3. IPV Disqualification Contact Details |
| 2. IPV Disqualification Verification Process | 4. IPV Disqualification Document Upload |

2.2.5. Web Service/Java Changes

Optum will modify existing Webservices for the eDRS Gen 4 upgrade. Also, Optum will be required to make Java, SQL changes, and Database changes in eRAPIDS existing code to complete the eDRS Gen 4 Upgrade.

2.2.6. Reporting

As per the requirements from IFM, Optum is not required to perform any reporting changes.

3. Statement of Work (SOW) Related Documentation

Optum will prepare and submit the following documentation specific to this SOW to DHHR:

- **Project Milestones:** This document will contain milestones of key tasks and deliverables.
- **System Design Document:** This document will contain a detailed system design for the functionality being added to eRAPIDS and will be broken down by technical components.
- **Test Plan/Results Document:** This document will highlight the areas and types of testing that will be performed. It will also be composed of test scenarios and expected outcomes. Optum will use existing test scenarios. In addition, this document will provide a detailed outcome of all the test scenarios that were executed in the various phases of testing.

Deliverables

Deliverables for this Project are as follows:

- 3.1
- **Final Deliverable submission,** which shall be the enhancements (upgrades and new functionality) that Optum develops, tests, and deploys that perform the functionality specified in the Business Requirement Document that corresponds to each enhancement identified in Section 2.2 above.
 - Optum is providing both the documentation and approval of these changes in the Optum RAPIDS ServiceNow online ticketing system.
 - Documentation around the system changes will be entered into a ServiceNow Change ticket and Optum will create an approval request in the Change Ticket for WV DHHR Leadership to approve implementing the changes in the RAPIDS system.

3.2

Acceptance of Deliverables

The Deliverables identified in Section 3.1 of this Statement of Work will be formally submitted to DHHR for final review and approval.

DHHR shall review the Deliverables, notify Optum of any deficiency(ies), notify Optum when the SOW has been fulfilled, and Approve each Deliverable identified in Section 3.1 of this Statement of Work, including the approval of the ServiceNow Change ticket.

4. Estimate of Effort

Based on an industry-standard "Waterfall" Systems Development Life Cycle, the estimate of hours for this Statement of Work is shown below and not to exceed unless documented and approved upon in a subsequent change request submitted to DHHR by Optum the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

Enhancement Estimating Sheet		
eDRS Disqualification Changes		
Requirements		Est. Hours
Requirements Development (Based on # of requirements gathering sessions)		300
Document requirements and build traceability matrix		150
	Group Totals	450
System Design, Development, Testing		
		Est. Hours
Conduct System Design meetings		350
Document Design		100
Design Review and update		100
Development & Unit Test		2700
Systems Testing		800
UAT Support		500
	Group Totals	4550
Release Management		
		Est. Hours
Deploy code to SIT, UAT and Prod		200
	Group Totals	200
Post Deployment Support		
		Est. Hours
Post Deployment Support		300
	Group Totals	300
Management & Ancillary Support		
		Est. Hours
DBA Support		100
PMO Support		100
Technical Management		200
	Group Totals	400
TOTAL ESTIMATE FOR ENHANCEMENT	Total	5900

Work Estimate Based on WV IES Contract Year (Nov 17 – Nov 16)		
Statement of Work Estimate:	Contract Year Hours	Amount
Statement of Work Estimate for Contract Year 4 @ \$118 (10/01/21 to 11/16/21)	1,830	\$215,940.00
Statement of Work Estimate for Contract Year 5 @ \$121 (11/17/21 to 11/16/22)	4,070	\$492,470.00
Total Statement of Work Estimate:	5,900	\$708,410.00

Work Estimate Based on WV State Fiscal Year (July 1 – June 30)		
WV State Fiscal Year:	Est. Work Hours	Amount
WV FY 2021 (07/01/21 to 06/30/22)	5,900	\$708,410.00
Total Statement of Work Estimate:	5,900	\$708,410.00

Staffing Plan

4.1.

Below is the staffing plan for this SOW, by role.

Resource Skill	Role on Enhancement	Hours for the Enhancements
Technical Management Lead	Enhancement Lead	200
PMO	SharePoint Management, Project Plan, Maintain Actual and Forecast Hours for Resources on The Project.	100
SQL/Java Developer	Java Development/Post Deployment Support	4,850
Business Analyst	Requirement Development and Functional Testing	450
Release Manager	Helps in Release Management Activities	200
DBA	Database Definition, Data Dictionary Updates, Query Development	100
Total		5,900

4.2.

Project Activities – Estimated Duration

The following represents the estimated duration of the activities associated with this SOW. As the Project progresses, estimates may be updated, by mutual agreement of the parties.

The Project schedule will follow a Project Management Book of Knowledge (PMBOK) recommended "rolling wave" project planning process, i.e., as each phase of the Project occurs, additional details will be added to the Project Plan.

Project Activities are not necessarily sequential; the start date for a given Project Activity will not be dependent in part upon the completion of a preceding Project Activity.

Project Activity	Activity Duration
Requirements Definition and Design Phase	8 weeks
Development Phase	20 weeks
UAT	6 weeks
Deploy to Production	2 weeks
Post Deployment Support	4 weeks

5. Project Assumptions/Constraints

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of the Delivery Order by DHHR
- Rates proposed are valid through November 16, 2022.
- For any work needed beyond November 16, 2022 another Delivery Order will need to be executed to continue such work.
- MIS Staff will provide acceptance testing personnel and scenarios to execute User Acceptance Testing in accordance with the estimated timeline in Section 3.5.
- The legacy Maintenance and Operations (M&O) Release Management Process will be leveraged for code migration on distributed and mainframe platforms.
- Estimated timelines assume that the authorized representatives from West Virginia Office of Technology, and the MIS Staff respond to Optum requests and provide necessary input and/or approvals in a timely manner so Optum may continue to meet the requirements and timeframes identified herein.
- MIS Staff will provide Optum resources assigned to this Project with appropriate access to the following software and tools:
 - Mainframe
 - RAPIDS
 - Bluezone Session Emulator
- MIS Staff will provide Optum with as much notice as possible regarding potential delays in work progress within the project plan. Optum will not be held responsible for missed deadlines held up by completion of State-owned tasks or tasks with dependencies on State-owned tasks as documented in the project plan.

6. Project Roles and Responsibilities

DHHR Responsibilities

DHHR roles and responsibilities are described below:

- Approve and execute the Delivery Order and the SOW prior to work commencing.
- Approve the software requirements specifications and provide the Business Requirement Document
- 6.1.
 - Review and approve all Project Documents, including the Business Requirement Document in a timely manner.
 - Prepare User Acceptance Test plan/scenarios
 - Execute User Acceptance Testing
 - Approve Deliverable(s) for this SOW prior to production deployment
 - Ensure Optum is provided with a single resource as a Project lead and that Optum is provided with reasonable timely assistance to enable Optum to meet the requirements and timeframes identified herein.

Optum Roles and Responsibilities

6.2 The Optum team and their roles and responsibilities are described below:

- Provide expertise on system design, project management, code development, testing and deployment
- Oversee assigned resources
- Designate a single Optum resource as the Project lead and as the single point of contact for the West Virginia Project Manager, who will be Santhosh Basineni.
- Provide Deliverables as defined in Section 3.1 of this SOW

7. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, 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: 10/4/21

Signed for and on behalf of
**OptumInsight, Inc., by:
Hue D. Ngu**

By: 

Name: Hue D. Ngu

Title: Director of Finance

Date: 09/23/2021

OK

