



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: 10-05-2021

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 MIS2200000004 1	Procurement Folder:	948137
Document Name:	SOW Low Income Household Water Assistance Program for RAPIDS	Reason for Modification:	
Document Description:	SOW Low Income Household Water Assistance Program for RAPIDS		
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 OPTUMINSIGHT INC 11000 OPTUM CIR EDEN PRAIRIE MN 55344 US Vendor Contact Phone: 612-642-7749 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: Kimberly A Beckett Requestor Phone: (304) 558-5906 Requestor Email: kimberly.a.beckett@wv.gov 22 FILE LOCATION _____
	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

Purchasing Division's File Copy

Total Order Amount: \$936,750.00

ENTERED

CA 10/7/21

PURCHASING DIVISION AUTHORIZATION
DATE: *Linda Harper 10/8/21*
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: *Beverly Tolson 10-8-21*
ELECTRONIC SIGNATURE ON FILE

Extended Description:

SOW for Low Income Household Water Assistance Program (LIHWAP) for RAPIDS

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$277,300.00
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 - 2,350 x \$118 = \$277,300.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	81111511	0.00000		\$0.0000	\$659,450.00
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 - 5,450 x \$121 = \$659,450.00



West Virginia DHHR

Statement of Work – Low Income Household Water Assistance
Program (LIHWAP)

WEST VIRGINIA
Department of



Project

West Virginia DHHR IES Project

RAPIDS Enhancements

Low Income Household Water Assistance Program (LIHWAP)

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 9/28/2021

Version 1.0

Revision History

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

Date	Version	Description	Modified By
09/28/2021	1.0	Initial version	Optum

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1. Introduction

The following sections in this Statement of Work (SOW) 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 SOW will include the following enhancements to the eRAPIDS solution:

- Low-Income Household Water Assistance Program (LIHWAP)

1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
ACF	Administration for Children and Families
AG	Assistance Group
BCF	Bureau for Children and Families
BRD	Business Requirement Documents
DHHR	The West Virginia Department of Health and Human Resources
eRAPIDS	Electronic portal for RAPIDS (Recipient Automated Payment and Information Data System)
HHS	Health and Human Services
LIHWAP	Low Income Household Water Assistance Program
M&O	Maintenance and Operations
MDM	Master Data Management
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
UAT Environment	User Acceptance Testing Environment
WV OASIS	West Virginia's Open Access Same-Time Information System

1.2. 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, according 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 according to the WV IES Contract.

1.3. 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.

1.4. Invoicing

Invoices for Services provided under this SOW shall be in a form approved by DHHR. The Optum invoice will identify the delivery order and 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 SOW, per Section 1.2 above.

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 under Section 2.8 (Project Activities).

2.1. Low-Income Household Water Assistance Program (LIHWAP)

In June 2021, the U.S. Department of Health and Human Services (HHS) through the Administration for Children and Families (ACF) launched the new LIHWAP established under the Consolidated Appropriations Act of 2021. LIHWAP is a temporary emergency program that will help low-income households and families afford water and wastewater services during the Coronavirus pandemic.

The LIHWAP will provide funds to assist low-income households with water and wastewater bills through the electronic portal for RAPIDS (Recipient Automated Payment and Information Data System (eRAPIDS)).

eRAPIDS will collect household general case information, non-financial, financial, and program request details to run eligibility, determine household benefits, and issue vouchers, notices, and transfer payment information to West Virginia's Open Access Same-Time Information System (WV OASIS) upon LIHWAP benefits confirmation.

2.2. Optum Enhancements

The following enhancement will be designed, developed, and implemented by Optum in the eRAPIDS as a part of the LIHWAP SOW.

2.2.1. Application Entry – Screen Changes

As per the requirements provided by the Bureau for Children and Families (BCF) Policy Unit, Optum will add one new LIHWAP screen in the eRAPIDS under the Application Entry module. Below is the screen name:

- Low-Income Water Assistance Details

2.2.1.1. Modify Existing Screens

Optum will also modify two existing eRAPIDS screens to complete the data collection process for LIHWAP under the Application Entry module. Below are the screen names that will be modified.

- Special Payment Program Questions
- Special payment Summary

2.2.2. New AG Types

As per the requirements, Optum will create three new benefit programs or Assistance Group (AG) types in eRAPIDS for LIHWAP. The new benefit program names are below:

- Water Assistance
- Wastewater Assistance
- Water and Wastewater Assistance

2.2.3. Eligibility Determination and Benefit Calculations (EDBC)- Screen Changes

As per the requirements provided by BCF, Optum is required to create new screens and modify existing EDBC related screens to allow the new benefit program process through the eRAPIDS eligibility driver flow.

2.2.3.1. New Screens

Optum will create four new screens in eRAPIDS under the EDBC module for the LIHWAP. The new screen names are as follows:

- AG Composition
- AG Non-Financial
- AG Assets
- AG Income

2.2.3.2. Modify Existing Screens

Under the EDBC module, Optum will also update three existing screens to incorporate the changes related to the new benefit program.

- Eligibility Run Results
- Confirm Eligibility
- Verification Checklist Details

2.2.4. Vouchers – Screen Changes

As per the requirements, LIHWAP benefits will be issued through vouchers. Optum will need to modify the following screen under Voucher sections to create voucher issuance functionality for LIHWAP.

- Request Voucher
- Vendor Search
- Vendor Details
- Voucher

2.2.5. Benefit Issuance – Screen Changes

To meet the new requirements for LIHWAP, the following eRAPIDS screens will be modified under the Benefit Issuance module that will add benefit issuance-related functionality for LIHWAP.

- Case Benefit Summary
- Manage Special Payments
- Payment Disposition Status Correction
- Auxiliary Voucher Request
- Manage Auxiliary Vouchers
- Manage Vouchers
- Confirm Vouchers
- Manage Payments – State Office

- Warrant Search
- Special Payments Auxiliary Request
- Search Payments

2.2.6. Payment File Processing

Optum will modify the existing payment processing batch functionality to include LIHWAP benefit issuance.

2.2.7. Web Inquiry – Screen Changes

As per the requirements from BCF Policy Unit, the following screens in eRAPIDS will be modified to display the LIHWAP information under the Web Inquiry section in eRAPIDS.

- Individual Summary
- Individual Participation History
- Individual Eligibility History
- Case Summary
- AG Eligibility History

2.2.8. Client Notices

Based on the requirements, Optum will create new programs for Client Notices that will generate three new notice types. These notices will be issued when a client(s) has approval, denial, and closure for LIHWAP. Also, Optum will modify the existing Client Notice Summary screen to display the new notice types in eRAPIDS.

2.2.9. Reporting

As per the requirements provided by BCF, Optum has estimated the new program will require three new reports. Optum will design and develop these new reports for the LIHWAP.

2.2.10. Vendor Management- Screen Changes

As per BCF Policy Unit, Optum will also need to modify the following existing eRAPIDS screen to incorporate requirements for the LIHWAP).

- Vendor Maintenance
- Vendor Master Data Management (MDM) Search

2.2.11. Deployment Plan

Based on the complexity and requirements provided by the BCF Policy unit, Optum has tentatively planned to deploy the changes in January 2022.

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.

3.1. Deliverables

Deliverables for this Project are as follows:

- **Final Deliverable submission,** which shall be the enhancements 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 SOW 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 SOW, 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		
Low Income Household Water Assistance (LIHWAP)		
Requirements		Est. Hours
Requirements Development (Based on # of requirements gathering sessions)		400
Document requirements and build traceability matrix		200
Group Totals		600
System Design, Development, Testing		Est. Hours
Conduct System Design meetings		400
Document Design		200
Design Review and update		200
Development & Unit Test		3900
Systems Testing		400
UAT Support		600
Group Totals		5,700
Release Management		Est. Hours
Deploy code to SIT, UAT and Prod		200
Group Totals		200
Post Deployment Support		Est. Hours
Post Deployment Support		600
Group Totals		600
Management & Ancillary Support		Est. Hours
DBA Support		200
PMO Support		200
Technical Management		300
Group Totals		700
TOTAL ESTIMATE FOR ENHANCEMENT		7,800

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)	2350	\$277,300.00
Statement of Work Estimate for Contract Year 5 @ \$121 (11/17/21 to 11/16/22)	5450	\$659,450.00
Total Statement of Work Estimate:	7,800	\$936,750.00

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)	7,800	\$936,750.00
Total Statement of Work Estimate:	7,800	\$936,750.00

4.1. Staffing Plan

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

Resource Skill	Role on Enhancement	Hours for the Enhancements
Technical Management Lead	Enhancement Lead	400
PMO	SharePoint Management, Project Plan, Maintain Actual and Forecast hours for resources on project	200
Developer	COBOL, SQL, Java, Corticon, Adobe, Cognos Development and deployments	4900
Business Analyst	Requirement, Design, Documentation and Testing	1900
Release Management	Helps in Release Management	200
DBA	Database Definition, Data Dictionary Updates, Query Development	200
	Total	7800

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.

5. Project Assumptions/Constraints

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of the Delivery Order by DHHR
- The 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 per the estimated timeline in Section 4.2.
- 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 the West Virginia Office of Technology, and the MIS Staff respond to Optum requests and provide necessary input and/or approvals on time 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:
 - West Virginia's Open Access Same-Time Information System
 - 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 the completion of State-owned tasks or tasks with dependencies on State-owned tasks as documented in the project plan.
- It is responsibility of the State team to coordinate with WV OASIS and ensure they meet the project timeline identified in this SOW.

6. Project Roles and Responsibilities

6.1. 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
- 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.

6.2. Optum Roles and Responsibilities

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 outlined in this SOW and approves the 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: 10/4/20



Signed for and on behalf of
**OptumInsight, Inc., by:
W. Mark Youngman**

By:

Name: W. Mark Youngman

Title: Associate Director of Finance

Date: September 28, 2021

Ok



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.

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.

Thursday, October 7, 2021 — 10:49 AM

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