



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

State of West Virginia Master Agreement

CORRECT ORDER NUMBER MUST
 APPEAR ON ALL PACKAGES, INVOICES,
 AND SHIPPING PAPERS. QUESTIONS
 CONCERNING THIS ORDER SHOULD BE
 DIRECTED TO THE DEPARTMENT
 CONTACT.

Order Date: 08-29-2022

Order Number:	CMA 0511 0511 HHR1700000001 7	Procurement Folder:	216114
Document Name:	Change Order No. 5	Reason for Modification:	Change Order 5 to add PEBT Call Center Services due to COVID19. Also to add WV Block Cardholder Common PINs Services.
Document Description:	Electronic Benefits Transfer (EBT) System		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2017-02-24
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2023-02-23

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: VC0000051921 FIDELITY INFORMATION SERVICES LLC 601 RIVERSIDE AVE JACKSONVILLE FL 32204 US Vendor Contact Phone: 866-275-6868 Extension: Discount Details: <table border="1"> <thead> <tr> <th></th> <th>Discount Allowed</th> <th>Discount Percentage</th> <th>Discount Days</th> </tr> </thead> <tbody> <tr> <td>#1</td> <td>No</td> <td>0.0000</td> <td>0</td> </tr> <tr> <td>#2</td> <td>No</td> <td></td> <td></td> </tr> <tr> <td>#3</td> <td>No</td> <td></td> <td></td> </tr> <tr> <td>#4</td> <td>No</td> <td></td> <td></td> </tr> </tbody> </table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Jacquelyn P Hoppe Requestor Phone: (304) 558-0458 Requestor Email: jacquelyn.p.hoppe@wv.gov <div style="text-align: center; font-size: 2em; font-weight: bold;">23</div> 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 ADMINISTRATION AND FINANCE ONE DAVIS SQUARE, RM 300 CHARLESTON WV 25301 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES ADMINISTRATION AND FINANCE ONE DAVIS SQUARE, RM 300 CHARLESTON WV 25301 US

Total Order Amount: _____ Open End

Purchasing Division's File Copy

ENTERED

PURCHASING DIVISION AUTHORIZATION
 DATE: *9-23-22*
 ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
 DATE: *9/27/2022*
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
 DATE: *9/27/2022*
 ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order 5

Development and implementation of a P-EBT call handling system using the existing EBT toll-free number and special IVR prompt to support P-EBT project in West Virginia. Also to add WV Block Cardholder Common PINs Services.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	93150000				0.000000
	Service From	Service To			
	2017-02-24	2023-02-23			

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

Extended Description:

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

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	93150000				0.000000
	Service From	Service To			
	2017-02-24	2023-02-23			

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

Extended Description:

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

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	93150000				0.000000
	Service From	Service To			
	2017-02-24	2023-02-23			

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

Extended Description:

This line has been discontinued.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	93150000				0.000000
	Service From	Service To			
	2017-02-24	2023-02-23			

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

Extended Description:

Electronic Benefits Transfer (EBT) System WIC Conversion Costs

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	93150000				0.000000
	Service From	Service To			
	2017-02-24	2023-02-23			

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

Extended Description:

Electronic Benefits Transfer (EBT) System Equipment/Development

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	93150000				0.000000
	Service From	Service To			
	2017-02-24	2023-02-23			

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

Extended Description:

Electronic Benefits Transfer (EBT) System WIC

Commodity Line 3 has been discontinued.

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

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

Extended Description:

Implementation and Processing Change Order No. 2

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

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

Commodity Line Description: CSR Calls Change Order No. 2

Extended Description:

CSR Calls Change Order No. 2

\$0.90 per Minute

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
9	93150000				0.000000
	Service From	Service To			
	2020-04-23	2023-02-23			

Commodity Line Description: Special PEBT Program Implementation - CO 3

Extended Description:

Special PEBT Program Implementation - CO 3

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

P-EBT Only (Monthly Fee)

First Case Month

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

P-EBT for New Cases - \$3.00 CPCM

Second Case Month

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

P-EBT for New Cases - \$2.00 CPCM

Third Case Month

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

P-EBT for New Cases - Standard CPCM

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
10	93150000				0.000000
	Service From	Service To			
	2022-08-01	2022-08-31			

Commodity Line Description: Implementation and Processing Change Order No. 5

Extended Description:

Implementation and Processing Change Order No. 5

One Time Implementation and Processing Project Pricing for P-EBT Call Center \$30,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	93150000				0.000000
	Service From	Service To			
	2022-08-01	2023-02-23			

Commodity Line Description: P-EBT Ongoing minimum call center monthly fee CO5

Extended Description:

Change Order 5

P-EBT ongoing minimum call center monthly fee \$20,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	93150000				0.000000
	Service From	Service To			
	2022-08-01	2023-02-23			

Commodity Line Description: CSR P-EBT Calls Change Order No. 5

Extended Description:

CSR P-EBT Calls Change Order No. 5

\$1.50 per Minute

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
13	93150000				0.000000
	Service From	Service To			
	2022-08-01	2022-08-31			

Commodity Line Description: Implementation and Processing Change Order No. 5

Extended Description:

Implementation and Processing Change Order No. 5

One Time Implementation and Processing Project Pricing for WV Block Cardholder Common Personal Identification Numbers (PINs) \$20,340.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
14	93150000				0.000000
	Service From	Service To			
	2022-08-01	2023-02-23			

Commodity Line Description: WV Block (PINs) ongoing monthly fee CO 5

Extended Description:

Change Order 5

WV Block Cardholder Common Personal Identification Numbers (PINs)

Monthly fee \$282.00



APPROVED
Pat Mitchell
9/22/22

STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch
Cabinet Secretary


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

Bryan D. Rosen
Director

MEMORANDUM

DATE: July 7, 2022

TO: Crystal Hustead, Senior Buyer
West Virginia Purchasing Division

FROM: Althea Greenhowe, Procurement Specialist, Sr
WV DHHR Purchasing 

SUBJECT: Change Order – CMA 0511 HHR17*1

We are requesting approval to add the PEBT Call Center Support to the above-mentioned CMA. The vendor, FIS, already is providing call center support for regular EBT services. The Pandemic EBT benefits were issued in response to Covid and the need for dedicated call center agents has arisen. Due to other Covid related matters we are late in our request for these services to be added to the CMA.

Also, while processing the Change Order for the PEBT Call Center an additional Change Order came to our attention. The additional change would be to add the WV Block Cardholder Common Personal Identification Numbers (PINs).

These services fall under the scope of the original contract and are necessary to stay in federal compliance for funding. Specification 5.24.2.5 – Disaster Cardholder Support Services asks for increased Customer Service Support in the event of a disaster. Specification 4.2.1.2.1 includes PIN selection.

We're requesting both of these changes to be effective 8/1/2022. This Change Order was created in Oasis on 7/5/2022, but due to multiple errors it wasn't until 8/29/2022 that the Oasis Finance Team was able to submit the document for us.

Please let us know if you have any questions.

WV PEBT 3.0 Call-Center Support V2-Amendment 1

No. EBTGOVS-13152-WV	7/28/2022
----------------------	-----------

Customer State of West Virginia
 DHHR Office of EBT Banking Services
 Attn: Jacquelyn P Hoppe, Director
jacquelyn.p.hoppe@wv.gov
 304-558-0458
 1 Davis Square
 Suite 402
 Charleston, WV 25301

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

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

- Amend CA13152;
 Upon award, provide a US based inbound call handling system, using the existing EBT toll-free number and special IVR prompt to support the PEBT project in West Virginia. As per the existing contract, call center agents will provide assistance in both English and Spanish. Languages other than English and Spanish will use agents available for those languages or translation services. FIS will provide a turnkey, full service supplemental call center operation to answer inbound calls including but not limited to labor, facilities, equipment, including telephone instruments and related lines/cable, telephone service, software, circuits, staff, training, reporting and any other tools needed to manage inbound calls.

Deliverables FIS will:

- No changes from original CA.

Contingencies FIS performance under this CA is contingent upon:

- The State's understanding and agreement that anything not outlined in this CA Amendment is outside the scope of this project.
- The State's understanding that:
 - All other Deliverables, Contingencies, Pricing, and Terms not specifically modified under this CA Amendment will remain and will be delivered on by both FIS and West Virginia.
- Receipt by FIS of the signed CA.
- West Virginia Department of Health and Human Resources performance of its obligations set forth herein and in the Agreement to the extent necessary FIS to perform.
- Acceptance of the deliverables hereunder is upon delivery by FIS.
- FIS not being responsible for issues or delays outside of FIS reasonable control.
- Fulfillment of the payment terms listed below.

Customer Authorization

WV PEBT 3.0 Call Center Support V2 Amendment 1

No. ESTGOVS-13152 - WV	7/28/2022
------------------------	-----------

Project Pricing	\$30,000.00	Development and Implementation
	\$20,000.00 per month	Ongoing minimum call center monthly fee. If minutes exceed 13,333 each additional minute will be billed an additional \$1.50/minute.
	Performance Period	Minimum of 1 Year from Call Center Go-Live Date which is Four (4) weeks from State signing CA Two (2) Optional Years (to be executed through CA Amendment)

- Other Terms**
- The opportunity to execute this CA is valid for a period of sixty (60) days from the date stated at the top of this CA. In the event that this CA is not executed within the sixty (60) day period, this CA shall be null and void.
 - The State will pay FIS for any hours and costs incurred by FIS, expended after the State provides approval of CA, should the State cancel the project after signing.
 - This CA shall be effective when signed by both parties. Unless the expiration date of the CA is expressly set forth herein, this CA shall expire upon the delivery by FIS of the Deliverables described above.
 - No government funds to be paid under this CA are being or shall be used to develop any current or future intellectual property of FIS except as expressly set forth in this CA. No rights in intellectual property are being transferred pursuant to this CA.
 - This CA supersedes any verbal agreements or understandings made previously regarding this subject.
 - Except as amended hereby all other terms and conditions of the Agreement shall remain in full force and effect.
 - FIS reserves the right to nullify this CA if it is altered from its original form provided by FIS.

Customer Authorization

WV PEBT 3.0 Call Center Support V2 Amendment 1

No. EBTGOVS- 18152- WV	7/28/2022
---------------------------	-----------

Approvals I have read and understood this CA and approve its contents. I hereby approve work to begin on this project pursuant to the terms and conditions of the Agreement, as amended by this CA.

FIDELITY INFORMATION SERVICES, LLC

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES

BY: *Prashant Gupta*
Prashant Gupta
 PLEASE PRINT NAME

BY: *Jacquelyn Hoppe*
Jacquelyn Hoppe
 PLEASE PRINT NAME

VP, Business Executive, Government Solutions
 TITLE

Director, Office of EBT Banking Services
 TITLE

July 28, 2022
 DATE

28 July 2022
 DATE

OK
[Handwritten signature]
[Handwritten signature]

WV Block Cardholder Common Personal Identification Numbers (PINs) Vers 2

No. EBTGOVS-
13556 - WV

7/15/2022

Customer State of West Virginia
DHHR Office of EBT Banking Services
Attn: Jacquelyn P Hoppe, Director
jacquelyn.p.hoppe@wv.gov
304-558-0458
1 Davis Square, Suite 402
Charleston, WV 25301

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

Project Overview This Customer Authorization issued pursuant to the West Virginia Department of Health and Human Resources Contract #CMA0511-HHR170000001, dated 2/25/22, between the West Virginia Department of Health and Human Resources ("Customer") and Fidelity Information Services, LLC. to:

- Block commonly used PINs from being selected by West Virginia EBT cardholders in the FIS Cardholder Portal/Mobile APP and the IVR.

Deliverables FIS will:

- Disallow cardholders from selecting commonly used PINs via the Cardholder Portal/Mobile App and IVR.
- Work with the State to determine up to 20 PIN values that cardholders will not be allowed to select.
- Show a visual message in the Cardholder Portal/Mobile App to be displayed when a cardholder attempts to select or change a PIN to one that is not allowed.
- Play an automated message in the IVR to be heard when a cardholder attempts to select or change a PIN to one that is not allowed.
- Allow sufficient time to test common PIN blocking with the State in the test environment.
- Update call center scripts to include information about blocking common PINs.
- Provide the State updated versions of IVR script and Detail Design manual.

Contingencies

- FIS performance under this CA is contingent upon:
- The State's understanding and agreement that:
 - The State will notify West Virginia EBT cardholders of common PIN blocking prior to implementation of project.
 - The blocking of commonly used PINs does not impact any PINs that have already been selected.
 - Updates to cardholder materials, such as card carriers and brochures is out of scope for this CA.
 - Disaster card PINs are out of scope for this CA.
 - West Virginia Department of Health and Human Resources performance of its obligations set forth herein and in the Agreement to the extent necessary FIS to perform.
 - Acceptance of the deliverables hereunder is upon delivery by FIS.
 - FIS not being responsible for issues or delays outside of FIS' reasonable control.
 - Fulfillment of the payment terms listed below.
 - Receipt by FIS of the signed CA.

Customer Authorization

WV Block Cardholder Common Personal Identification Numbers (PINs) Vers 2

No. EBTGOVS-13556 - WV	7/15/2022
------------------------	-----------

Project Pricing	\$20,340.00	Development and Implementation (226 hours @ \$90) Monthly Ongoing Fee
	\$282.00 per month	

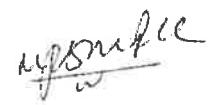
- Payment Terms** This CA is payable as follows:
- 100% of the Development and Implementation Project Pricing (\$20,340.00) to be invoiced and due with West Virginia's monthly invoice following execution of this CA.
 - 100% of the monthly ongoing fee (\$282.00) to be invoiced and due with the State of West Virginia's monthly invoice following implementation of this CA into production.

- Other Terms**
- The opportunity to execute this CA is valid for a period of thirty (30) days from the date stated at the top of this CA. In the event that this CA is not executed within the thirty (30) day period, this CA shall be null and void.
 - The State will pay FIS for any hours and costs incurred by FIS, expended after the State provides approval of CA, should the State cancel the project after signing.
 - This CA shall be effective when signed by both parties. Unless the expiration date of the CA is expressly set forth herein, this CA shall expire upon the delivery by FIS of the Deliverables described above.
 - No government funds to be paid under this CA are being or shall be used to develop any current or future intellectual property of FIS except as expressly set forth in this CA. No rights in intellectual property are being transferred pursuant to this CA.
 - This CA supersedes any verbal agreements or understandings made previously regarding this subject.
 - Except as amended hereby all other terms and conditions of the Agreement shall remain in full force and effect.
 - FIS reserves the right to nullify this CA if it is altered from its original form provided by FIS.

Approvals I have read and understood this CA and approve its contents. I hereby approve work to begin on this project pursuant to the terms and conditions of the Agreement, as amended by this CA.

FIDELITY INFORMATION SERVICES, LLC

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES

BY: 

BY: Jacquelyn P Hoppe
Digitally signed by: Jacquelyn P Hoppe
 DN: cn = Jacquelyn P Hoppe email = jacquelyn.p.hoppe@wv.gov c = US o = WV DH-HR DU = EBT Banking Services
 Date: 2022.08.11 09:48:46 -0500

Prashant Gupta
PLEASE PRINT NAME

Jacquelyn Hoppe
PLEASE PRINT NAME

VP, Business Executive, Government Solutions
TITLE

Director, Office of EBT Banking Services
TITLE

July 15, 2022
DATE

DATE

Ok
Althea Greenhouse



Food and
Nutrition
Service

Mid-Atlantic
Region

300
Corporate
Blvd
Robbinsville
. NJ 08691-
1598

January 24, 2022

Ms. Jacquelyn P. Hoppe

Director

West Virginia Office of EBT Banking Services/Client Accounts

Department of Health and Human Resources

321 Capitol Street

One Davis Square, Suite 402

Charleston, WV 25301

Dear Ms. Hoppe:

This letter is in response to your January 19, 2022, request seeking approval for a customer authorization to West Virginia's Electronic Benefits Transfer (EBT) contract with eFunds Corporation, a subsidiary of Fidelity National Information Services, Inc. (FIS). The customer authorization will allow FIS to provide call center support for the special short use food program, Pandemic EBT (P-EBT), for eligible Supplemental Nutrition Assistance Program (SNAP) and non-SNAP households with children who have temporarily lost access to free or reduced-price school meals due to pandemic-related closures. FNS is approving this customer authorization.


FNS is approving the customer authorization under the provisions of 7 CFR 277.14. The customer authorization costs are approved at an estimated one-time implementation cost of \$30,000.00, and \$20,000, per month for call center services for a period of at least one year. In addition, the customer authorization includes two option years that may be executed through this authorization.

Under the authority of 7 CFR Part 277.18 (and according to the guidance set forth in FNS Handbook 901), FNS will monitor the progress of West Virginia's SNAP EBT project using the Implementation Advance Planning Document (IAPD) process. FNS is aware DHHR may have additional customer authorizations to the FIS contract in response to the COVID-19 Pandemic. An EBT IAPD update as-needed may be required because the customer authorization costs will exceed the total budget approved in the original IAPD. West Virginia is advised send an IAPD update when all approved SNAP EBT customer authorizations and costs for the COVID-19 response will be included. Please review FNS Handbook 901, which provides additional information relating to the IAPD process for SNAP EBT Projects.

West Virginia is responsible to have performance expectations, prescribed remedies and penalties in place that protect the State in the event of a failure in performance by the vendor. Acquisitions and subsequent undertakings that fail to meet approved IAPD requirements may be subject to a disallowance of costs

We appreciate the Department of Health and Human Resource's ongoing cooperative relationship with FNS. If you or your staff has any questions, please contact Carmen Falcones-Espinoza of my staff at Carmen.Falcones-Espinoza@usda.gov or 609-259-5184, or Penny Burke from the State Systems Office at Penny.Burke@usda.gov or 303-844-0357.

Sincerely,

A handwritten signature in black ink, appearing to read "David Gagliardi". The signature is written in a cursive style with a large initial "D".

DAVID GAGLIARDI
Director
Supplemental Nutrition Assistance Program
Mid-Atlantic Region

E-cc:

Carmen Falcones-Espinoza (FNS)
Joni Garcia (FNS)
Bill Jenkins (FNS)
Penny Burke (FNS)



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

Mark D. Scott
Cabinet Secretary

Joshua D. Spence
Chief Information Officer

M E M O R A N D U M

**TO: Ron Courtney, Procurement Associate
Department of Health and Human Resources**

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

A handwritten signature in black ink, appearing to read "JDS", written over the printed name of Joshua D. Spence.

**SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT
HR003148 CMA 0511 HHR17*1 IS&C NUMBER: 2022-7068**

DATE: July 11, 2022

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

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

West Virginia Code §5A-6-5 requires that "any state spending unit that pursues an information technology purchase that does not meet the definition of a 'major technology project' and that is required to submit a request for proposal to the State Purchasing Division prior to purchasing goods or services shall obtain the approval of the Chief Technology Officer, in writing, of any proposed purchase of goods or services related to its information technology and telecommunication systems."

After conducting a review of your request to add WV PEBT 3.0 Call Center Support V2, the Office of Technology has determined:

That your request is approved.

That your request is not subject to the review and approval provisions contained in Chapter 5A, Article 6 of the Code, therefore, it does not need approval by the Office of Technology.

This memorandum constitutes this office's official review and a copy should be attached to your purchase order and any other correspondence related to this request.

If you have questions, or need additional information, please contact Consulting Services at Consulting.Services@wv.gov.