



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: 12-28-2022

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 2519 MIS2300000006 1	Procurement Folder:	1153061
Document Name:	Adding PRC2 to WVPATH and Importing to eRAPIDS	Reason for Modification:	
Document Description:	Adding PRC2 to WVPATH and Importing to eRAPIDS		
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: Stephanie F Pettry Requestor Phone: (304) 356-4011 Requestor Email: stephanie.f.pettry@wv.gov 23 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

Total Order Amount: \$598,176.00

Purchasing Division's File Copy

ENTERED

PURCHASING DIVISION AUTHORIZATION

DATE: *Tanya* *1/10/2023*
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION

DATE: *Beverly Tolan* *1-3-23*
ELECTRONIC SIGNATURE ON FILE

Extended Description:

This SOW is to add PRC2 to WV PATH and Importing to eRAPIDS Integrated Eligibility Enhancement Required for WV Path Go Live

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$598,176.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-12-31	2023-11-16				

Commodity Line Description: Modifications and Enhancements Year 6 Hourly Rate

Extended Description:

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



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

December 19th, 2022

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

RE: # CMA 0511 3084 HHR 1800000007: Statement of Work for Adding PRC2 to WVPATH and Importing to eRAPIDS

Mr. Charles:

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

Optum understands and accepts the effective start date of this SOW will be the date in the executed Delivery Order and the effective end date will be through November 16th, 2023, which is the expiration date of the Delivery Order. All work associated with this SOW will be in accordance to the pricing, terms and conditions of the WV IES master contract.

Sincerely,

A handwritten signature in black ink, appearing to read "W. Mark Youngman", followed by a long horizontal line.

W. Mark Youngman
Associate Director of Finance

CC: Donna McCormick
Brian Cunningham



West Virginia DHHR

Statement of Work – WV PATH - Adding PRC2 to PATH and Importing to eRAPIDS

WEST VIRGINIA
Department of

**Health &
Human
Resources**



Project

West Virginia DHHR IES Project

WV PATH Enhancements

Adding PRC2 to WVPATH and Importing to eRAPIDS

Integrated Eligibility Enhancement Required for WV PATH Go Live

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 12/19/2022

Version 1.0

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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
12/19/2022	1.0	Final Version to Submit to WV DHHR	Optum

1. Introduction

The following sections in this Statement of Work (SOW) represent the background, scope, and schedule of the WV PATH enhancement as allowed under the WV Integrated Eligibility System (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 addresses additional enhancement and modification work and other activities needed:

- Adding the Periodic Review Contact form (PRC2) to WV PATH and Importing PRC2 to eRAPIDS
- Please note: The acronym (PRC2) is the system name for the "Periodic Review Contact Form" in the eRAPIDS system.

Optum will support these enhancements with applicable user interface, integration, document, and driver flow adjustments, also outlined in Section 2.

1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
ADA	Americans with Disabilities Act
DHHR	The West Virginia Department of Health and Human Resources
eRAPIDS	Electronic portal for RAPIDS (Recipient Automated Payment and Information Data System)
FNS	Food and Nutrition Services
IE	Integrated Eligibility
MIS	Management Information Systems
M&O	Maintenance and Operations of the WV PATH
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
PRC2	Periodic Reporting Contact – Aged/Disabled. PRC2 is the system name.
RAPIDS	Recipient Automated Payment and Information Data System
SOA	Service Oriented Architecture
SOW	Statement of Work
WV	West Virginia
WV IES	West Virginia Integrated Eligibility System
WV PATH	West Virginia People's Access to Help

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 \$124.00 per hour in Contract Year 6 (Year 6) (November 17, 2022 until November 16, 2023. For any work remaining after November 16, 2023, the hourly rate becomes \$128.00 per hour in Contract Year 7 (Year 7) in accordance with 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 the 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 may 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 4.2 (Project Activities).

Optum will provide these system enhancements and changes to WV PATH to support the Integrated Eligibility Go Live anticipated to be 10/01/2023. These modifications and changes to WV PATH include the items described below.

Any other modifications to WV PATH outside of this SOW must be mutually agreed by the parties; Optum will communicate any concerns or risks to WV DHHR in making additional modifications to either budget or schedule.

2.1. Design/Development Considerations for the PRC2 System and WV PATH

- a. Optum will configure PRC2 to work with a screen reader.
- b. Optum will configure the ADA question to not be mandatory for the PRC2 process.
- c. Optum will make the requested change to the wording for the left navigation bar which is to follow each of the eight sections of the PRC2 form.
 - i. Change in Address
 - ii. Information About the People Per Household
 - iii. Lottery or Gambling Winnings
 - iv. Household Earned Income
 - v. Household Unearned Income
 - vi. Child Support Payments
 - vii. Shelter and Utility Cost Changes
 - viii. Able-Bodied Adults Without Dependents
 - ix. Signature, Social Security Information and Penalty Warning
- d. Optum will configure each section to be pre-populated with any existing information that is currently in the case.
- e. Optum will configure each section to be mandatory either by selecting to "Add/Change/Remove" an existing pre-populated field or to select the "Agreed/No Changes" box.
- f. Optum will configure the PRC2 to be signed electronically ("e-signed"). For the e-signature in PATH, Optum will configure PRC2 to follow the same process as the PATH renewal process. (User to select the "I accept these conditions" check box and select the "Submit" button.)
- g. Optum will configure the functionality for the WV PATH user to select "Agreed/No Change" for all sections of the PRC2.
- h. Optum will use the wording as approved by FNS (Food and Nutrition Services) with the source being the current paper form in RAPIDS.
- i. Optum will configure the indicators of "Complete" or "Incomplete" to move from WV PATH to the worker dashboard in eRAPIDS.

2.2. Design/Development Considerations for PRC2 Import to eRAPIDS

- a. Optum will configure an indicator of "Complete" to be displayed on the worker dashboard when all fields are marked with "Agreed/No Change".
- b. Optum will configure an indicator of "Incomplete" when one or more fields are marked with an "Add/Change/Remove".
- c. Optum will configure the "Complete" and the "Incomplete" indicators based on responses from each sub-section questions. Each sub-section will pre-populate with information currently in the RAPIDS

case. Questions will read the same as on the paper PRC2 form, with Yes/No response. Based on the Yes/No response details will be collected as a Remove, Add, or Change to the existing information.

- d. Optum will configure eRAPIDS so the PRC2 submission is searchable from Activity Dashboard and PATH INBOX and PATH application search screens.
- e. Optum will configure the PATH INBOX screen to search the PRC2 without using the indicator of "Complete" or "Incomplete". The current request from WV DHHR is to add indicator to the Dashboard and Activity Search only.
- f. Optum will configure the selection from the Case Summary screen for the PRC2-Begin Review for Periodic Reporting Benefits (ASRV) function, to be the same functionality currently used for both scanned PRC2 for manual processing and PATH imports at this time. This will be the current eRAPIDS function that is utilized for the PRC2 reporting, by selecting the Begin Review for Periodic reporting benefits (ASRV) from the Case Summary screen and completing the Periodic Reporting driver flow.
- g. Optum will configure eRAPIDS so that once the PRC2 from WV PATH is processed, the activity is updated to "C-Complete" on the worker dashboard and from the Activity Search screen.
- h. Optum will configure new import functionality which is needed for the ABAWD Screen.

2.3. Workflow Considerations for PRC2 Import to eRAPIDS

- a. When all sections of the PATH PRC2 form have been marked as "No Change", an indicator is to be sent, via Service-oriented architecture (SOA), to eRAPIDS that will display on the eRAPIDS worker dashboard under Status "C-Complete". If one or more sections has NOT been marked with the No Change, an indicator is to be sent, via SOA, to eRAPIDS, that will display on the eRAPIDS worker dashboard I-Incomplete.
- b. The **Screenshot B** shows the "Workload Dashboard" where the initial PRC2 and daily count, would reside. The section is labeled "Interim Contact Form (PRC2)"
- c. The **Screenshot C** shows the detailed layout of the current worker dashboard. The PRC2 information "Work Item" will display as "Complete" or "Incomplete" status, for the PRC2.
- d. The **Screenshot D** shows Information from the WVIES PATH submission as seen on the eRAPIDS worker dashboard and searchable from the activity search. Both will show a result of PRC2 in the Work Item column. The screenshot shows an example of the "Activity Search" for current PATH applications. The same process will apply to PRC2 searches, with the activity status, showing the "Complete" or Incomplete" for the PRC2.
- e. The **Screenshot E** shows once PRC2 is selected from worker dashboard. "Begin Review for Periodic Reporting Benefits(ASPR)" opens and upon reaching the "Update Periodic Report Status" screen, the "Form Status" field should reflect an Incomplete Status or Complete status, with the submission date of the PRC2, and the form type of I-PATH. This is a standard process now, when manually entering the PRC2. Example shown below where the worker begins the PRC2 process by selecting the "Begin Review for Periodic Reporting Benefits (ASPR)", and moving forward to the Update Periodic Reporting Status screen, where the worker has manually marked as Complete.
- f. The **Screenshot F** shows for the new PRC2, the screen would populate the Form Status with "Incomplete" or "Complete". When "Incomplete", this indicates to workers further action is needed during processing. Workers would need to change the status to Complete, to move forward in the driver flow to complete the Periodic Review. The Date Received and the Form Location, will also pre-populate.

Screenshot B>> Workload Dashboard [eRAPIDS Resource Center](#)

- No Announcements
- No eRAPIDS Availability

Filter content by:

Worker ID: [Create New Activity](#)

Today's Appointments

There are no appointments for today.

Activity Summary

Availability Summary

	Total	Due Today	Overdue
<input checked="" type="checkbox"/> EW3034 - MINOR, ALVIS	113	0	113
INTAKE	113	0	113

	Total	Today	> 30	11-30	1-10
<input checked="" type="checkbox"/> EW3034 - MINOR, ALVIS	14	0	14	0	0
CHANGE	2	0	2	0	0
CLIENT REGISTRATION	2	0	2	0	0
INTAKE	7	0	7	0	0
REVIEW	3	0	3	0	0

System Generated Activities

	Total	Due Today	Overdue	Days Remaining			
				1-15	16-30	31-45	> 45
<input checked="" type="checkbox"/> EW3034 - MINOR, ALVIS	12	0	12	0	0	0	0
CPM	0	12	0	0	0	0	0

Interim contact form (PRC2)

There are no Interim contact form (PRC2) activities

[DataExchange BroadcastMessage](#)

>> Activity Details

Source	Work Item	Priority Type	Status	Case/ID/REF	Start/End Date	Mail	Action	View	Worker
<input type="radio"/>	PATH	REVIEW	Not Started	209565578 (C) JONES, LEON FAYETTE	03/24/2010	Manual			VENTURA, LESLIE J. Tessa Simmons
<input type="radio"/>	PATH	REVIEW	Not Started	627835 (A) SNAP, DARREN FAYETTE	09/21/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	1627288 (A) SIMMONS, WILL FAYETTE	09/22/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	4020281 (A) RAMOS, SERGIO FAYETTE	09/23/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	532228 (A) MCDONNELL, CLARK FAYETTE	10/26/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	532285 (A) GREEN, JACK FAYETTE	11/03/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	532223 (A) PAYNE, DREG FAYETTE	11/04/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	532228 (A) MCDONNELL, DON FAYETTE	11/05/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	532285 (A) GREEN, MARK FAYETTE	11/05/2021	System			VENTURA, LESLIE
<input type="radio"/>	PATH	REVIEW	Not Started	532282 (A) RAMOS, SERGIO FAYETTE	11/16/2021	System			VENTURA, LESLIE

GRATES
WA Department of Health & Human Resources

Workers: EWEDEV / E.L.H.B. MONTANA County: 10 - PAYETTE Change User

Quick Search: [input] [Go] [Help] Logout

Search

Navigation Menu

- WAPRMS Home
- Web Inquiry
- Work Programs
- Client Scheduling
- Client Reactions
- Application Entry
- Logically
- Next
- Benefit Insurance
- Medicals Manage Maint
- Client Notes
- Casebook Management
- Case Test/terminates
- Active Search
- Unauthorized Activities
- Announcement Admin
- Medical Casebook Management Structure
- Data Exchange
- Quality Control
- History Maintenance
- Manage Database Files
- Security Maintenance
- Reference Tools
- Reporting
- External Link

Activity Search

Office: 10 - OFFICE 1 County: 10 - PAYETTE Worker: [blank]

Source: CLIENT REACTIONS & CASE PRV FAX HOME VIEW PERSONAL APPLICATIONS PATH WAP MARKETING REF PHONE

Work Item: CHANGE CLIENT REACTIONS & COUNTY REACTION FOURLY TO DATE MEDICAL RECORDS

Program Type: LANGUAGE ASSOCIATE LEAF LEAF/AF PROGRAM WATER LEAF/AF BOTH W AND S PROGRAM LEAF/AF PROGRAM SENTER LONG TERM CARE W/A CMT W/A LEAF/AF W/A MEDICAL REVIEW TEAM W/A SPEED/OWN NEW W/A GMS/LEAF

First Name: Last Name: Name Modifier: [blank]

Alert Code: Alert Priority: Send PATH Application/REA: 5/16/02

Pending Status: [blank] Other Status: [blank]

Basic Criteria Due Date Update Date

From: 06/01/2002 to: 06/01/2002

Search

Activity Details

Source	Work Item	Item Type	Status	Case/Approvals	Start/Stop Date	Mail	Action	View	Worker
<input type="checkbox"/> PATH	VIEW	SLAP	Not Set	06/01/02 PAYETTE	06/01/02	System			MUTUAL LEASE

Print All

Complete Assign to Me Register As to CAC Reaction Activities

Screenshot E

Worker: EW1030 - LESLIE VENTURA County: 10 - FAYETTE

Primary Person: GRE@PAYIE Case #: 3090910535 Case County: 10 - FAYETTE Mode: ONGOING Status: OPEN

Primary Worker: LESLIE VENTURA Worker County: 10 - FAYETTE Caseload #: 429 RFA #: 3090910535 Application #: 536867

>> Case Summary

Last Eligibility Review Date: 09/17/2022 County: 10 - FAYETTE Worker ID: EW1030 - LESLIE VENTURA Next Eligibility Review Date: 05/31/2023

Current Eligibility Summary

Category	Seq	Current Ben / Contr. Amount	Remaining Spend Down	AG Status	Eligibility Begin Date	Eligibility End Date	Size	PR Reason
FS	1	\$261.00		Open	05/21/2022		1	AD
APCZ	1	\$0.00		Denied				
MAZ	1			Denied				
SCAZ	1	\$0.00		Denied				

Case Members

Name	PI	SSN	MAID	DOB	Status	Flags
Payne, Greg 420 (PP)	3092462412	314-68-9070		01/01/1960	Active	

Household Address

No data found.

Companion Cases

No data found.

What would you like to do?

☐ Continue with Driver
 ☐ Add Person
 ☐ Begin Intake Interview (Assessment)

☐ Begin Review (ASER)
 ☐ Remove Person
 ☐ Change Primary Person

☒ Begin Review for Periodic Reporting Benefits (ASRV)
 ☐ Reactivate Case (ASRC)
 ☐ Add a Program

[View All Case Activities](#)

Add/View Case Comments

Next

Screenshot F

>> Update Periodic Reporting Status

Viewing historical information updated on or before 12/01/2023

Current

Forms

Report Type	Period	Distribution Date	*Date Received	*Form Status	*Form Location	Good Cause Reason Code	Process Date
NR01	11/2021	11/19/2021	01/10/2022	COMPLETE	PATH	OTHER GOOD CAUSE	01/10/2022
	11/2021	11/19/2021					

2.4. Other Considerations for PRC2 Import to eRAPIDS

- a. Optum will configure the PRC2 to be available to customers to complete on the date or shortly after the date that paper PRC2s are mailed to customers. This requires the PRCS2 file to be loaded into PATH for customers to access. This is the same process that is currently used for all other online renewals.
- b. Optum will configure the PRC2 to become unavailable to the customers to fill out following the last day of the month in which it is due (6th month for 12-month certification periods and 12th month for 24-month certification periods). This is the same process that is currently used for all other online renewals.
- c. Optum will configure the eRAPIDS Update Periodic Reporting Status (PRUS) screen to automatically update, via the import process, including these fields: Date Received, Form Status and Form Location. If no change is reported on PRC2, the Form Status would appear as Complete (populating from what is on the Dashboard Status). If the Dashboard Status is Incomplete, the Form Status will need to be made accessible to the worker to update the status as the PRC2 information is processed.

3. SOW Related Documentation

3.1. SOW Project Artifacts

Optum will prepare and submit the following documentation specific to the enhancements in 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 new screen and database functionality being added to WV PATH 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.

3.2. Deliverables

Deliverables for this Project are as follows:

- Final Deliverable submission, which shall be the enhancements that Optum designs, develops, tests, and deploys to perform the functionality that corresponds to each enhancement identified in Section 2 above.
- Optum is providing both the documentation and approval of these changes in the Optum 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 WV PATH system.

3.3. Acceptance of Deliverables

The Deliverables identified in Section 3.2 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 3.2 of this SOW, including the execution of the Deliverable Acceptance Form.

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.

These changes will require Design, Development, Testing and Implementation and include Documentation and Training, where applicable, and the table reflects the estimated level of work effort by Optum.

WV PATH – PRC2 from eRAPIDS Import		
ROLE/ITEM	HOURS	TOTALS
Requirements	362	\$44,888.00
Design / Development	2171	\$269,204.00
Testing	1085	\$134,540.00
Release Management	121	\$15,004.00
Ancillary Support	844	\$104,656.00
Deployment Support	241	\$29,884.00
TOTALS	4824	\$598,176.00

Work Estimate Based on WV IES Contract Year (runs Nov 17 – Nov 16 per contract year)		
Statement of Work Estimate for Contract Year 6 @ \$124 (12/31/2022 to 11/16/23)	4824	\$598,176.00
Total Statement of Work Estimate:	4824	\$598,176.00

Work Estimate Based on WV State Fiscal Year (runs July 1 – June 30 per year)		
WV State Fiscal Year:	Est. Work Hours	Amount
WV FY 2023 (12/31/22 to 06/30/23)	2412	\$299,088.00
WV FY 2024 (07/01/23 to 11/16/23)	2412	\$299,088.00
	4824	\$598,176.00

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	482
PMO	SharePoint Management, Project Plan, Maintain Actual and Forecast Hours for Resources on Project	121
Developer	Java, Corticon, SQL, and COBOL resource(s)	3497
Business Analyst	Requirement Development and Functional Testing	362
Release Manager	Helps in Release Management Activities	121
DBA	Database definition, Data Dictionary Updates, Query Development	241
	Total	4824

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	4 weeks
Development Phase	8 weeks
SIT	4 weeks
UAT	4 weeks
Deploy to Production	2 weeks
Post Deployment Support	2 weeks

5. Project Assumptions

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, 2023.
- For any work needed beyond November 16, 2023, another Delivery Order will need to be executed to continue such work.
- WV DHHR will provide user acceptance testing personnel and scenarios to execute User Acceptance Testing in accordance with the estimated timeline in Section 4.2.
- 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 in a timely manner so Optum may continue to meet the requirements and timeframes identified herein.
- WV DHHR 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.
- Maintenance and Operations (M&O) impacts related to this SOW are not fully known and may require additional support and funding.

6. Project Roles and Responsibilities

6.1. DHHR Roles and 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 Raghu Mekala.
- Provide Deliverables as defined in Section 3 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 SOW 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: 12/20/22



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

By:

Name: W. Mark Youngman

Title: Associate Director of Finance

Date: December 19, 2022

Ok



Table 14: Modifications and Enhancements Cost

Modifications and Enhancements			
Period	Hourly Rate	Hours	Total (Hourly Rate x 30,000 Hours)
Year 1*	\$ 0.00	0	\$ 0.00
Year 2	\$ 114	30,000	\$ 3,420,000
Year 3	\$ 116	30,000	\$ 3,480,000
Year 4	\$ 118	30,000	\$ 3,540,000
Year 5	\$ 121	30,000	\$ 3,630,000
Year 6	\$ 124	30,000	\$ 3,720,000
Year 7	\$ 128	30,000	\$ 3,840,000
Year 8	\$ 132	30,000	\$ 3,960,000
Year 9	\$ 136	30,000	\$ 4,080,000
Year 10	\$ 140	30,000	\$ 4,200,000
All inclusive Maintenance and Operations Cost		GRAND TOTAL	\$ 33,870,000

*For purposes of proposal and evaluation, all vendors should estimate enhancement cost for Year 1 at zero dollars (\$0).

Table 15: All-Inclusive Total Cost

All-Inclusive Total Cost	
Service	Cost
Total DDI Costs (Table 12 Total Cost)	\$ 162,675,000
Total Maintenance and Operations Cost: (Table 13 Grand Total)	\$ 112,330,000
Total Enhancement Cost: (Table 14 Grand Total)	\$ 33,870,000
Grand Total Project Cost	\$ 308,875,000