



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: 01-13-2023

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

Order Number:	CDO 0511 3084 HHR1800000015 16	Procurement Folder:	397723
Document Name:	Change Order 2	Reason for Modification:	
Document Description:	IES Design, Development, and Implementation.	Change Order #2 To Extend	
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 16
Free on Board:	FOB Dest, Freight Prepaid	<i>11/16/24</i>	

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: 48pt; font-weight: bold;">23</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:	\$162,675,000.00
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Purchasing Division's File

ENTERED

CH 11/13/23

PURCHASING DIVISION AUTHORIZATION
DATE: <i>Tara [Signature]</i> 11/19/2023
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: <i>[Signature]</i> 1/20/2023
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order #2

Change Order 2 is issued to extend the Design, Development, and Implementation service . The extension is necessary as the CDO must remain open for the duration of the contract (CMA 0511 3084 HHR1800000007) to make the milestone payment at the completion of the project.

Effective Date of Extension: 04/17/2023 through 11/16/2024

No other changes

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$162,675,000.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2017-11-22	2024-11-16				

Commodity Line Description: Total DDI Costs

Extended Description:

Total DDI Costs (See Appendix II: Deliverables, Milestones, and Payments)

Extension to the ending service date - effective end date changed to 11/16/2024.

EXTENSION APPROVED
L. H. [Signature]
1/19/23



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch
Cabinet Secretary

MEMORANDUM

Date: December 12, 2022
To: Bryan Rosen, Director of DHHR Purchasing
From: Justin Davis, Assistant to the Cabinet Secretary
Re: CMA 0511 3084 HHR1800000007

Consistent with standard contract management practices regarding the agreement of the renewal years, this is a request for the following updates to CMA 0511 3084 HHR1800000007. All requested updates remain within the current total contract value previously budgeted.

1. Execution of the first annual renewal on the contract from November 17, 2023 to November 16, 2024.
 - a. This is an administrative update to effectuate the first renewal year.
2. An extension to the end date for HHR397723 CDO 0511 HHR18*15, IES Design, Development, and Implementation from April 16, 2023 to November 16, 2024.
 - a. This is an administrative update as HHR397723 CDO HHRR18*15, IES Design, Development, and Implementation must remain open for the duration of the contract including any renewal years. This is due to the milestone payment D086 Turnover and Closeout that can only be paid upon the successful closeout and transition at the end of the contract.
3. Re-baseline initiation of operations years for CMA 0511 3084 HHR1800000007 from April 17, 2023 to November 17, 2023. And establishing the first operations year at the initial monthly cost listed in the cost bid/contract at \$1,432,667 per month.
 - a. With the administrative update to the above CDO, the operations years must be established for the utilization of those commodity lines. Additionally, the commodity line for beginning of payment must also be established. This update aligns with the initial monthly cost provided in the cost bid for maintenance and operations.

- b. Establishing operations at the initial cost listed in the cost bid/contract is necessary due to the extension of the implementation phase beyond year three of the contract. As described previously, this was due primarily to the impacts of the COVID-19 pandemic and updated federal and state requirements that had to be integrated into the implementation process. These include the Family First Coronavirus Response Act, the Federal Family First Prevention Services Act, The Children with Serious Emotional Disorders Medicaid Waiver, the Memorandum of Understanding signed with the United States Department of Justice, and the Google Workspace Transition.
4. Extension of commodity line 37 WV PATH Performance for 10 months and \$14,326,670, to October 31, 2024, with the same unit pricing (\$1,432,667 per month).
- a. This update provides enhanced services to reduce risk and increase the likelihood of a successful transition to and stabilization of PATH. By establishing the first year of operations as listed in #3 above, there is \$53,173,000 in budgeted maintenance and operations costs (Year 7-10) that will not be realized and will be repurposed to allow for this update without increasing the total contract value.

Table 13: Maintenance and Operations (M&O) Cost

Maintenance and Operations (M&O)		
Period	Monthly Cost	Total (Monthly Cost x 12 Months)
Year 1*	\$ 0.00	\$ 0.00
Year 2	\$ 0.00	\$ 0.00
Year 3	\$ 1,432,667	\$ 17,192,000
Year 4	\$ 1,251,500	\$ 15,018,000
Year 5	\$ 1,162,083	\$ 13,945,000
Year 6	\$ 1,083,500	\$ 13,002,000
Year 7	\$ 1,076,667	\$ 12,920,000
Year 8	\$ 1,089,500	\$ 13,074,000
Year 9	\$ 1,117,833	\$ 13,414,000
Year 10	\$ 1,147,083	\$ 13,765,000
All Inclusive Maintenance and Operations Cost	GRAND TOTAL	\$ 112,330,000

*As described above, for purposes of proposal and evaluation, all vendors should estimate operations cost for Year 1 at zero dollars (\$0) in order to provide consistent evaluation of all cost bids. The Vendor should begin to include Operations and Maintenance costs in the year they plan to submit the complete solution (all modules and supporting functionality) for DHHR acceptance.

- b. Multiple retirements and vacancies among key technology staff have created the need for critical performance tuning activities to support a successful transition and stabilization from the Recipient Automated Data Information System (RAPIDS), Family and Children Tracking System (FACTS), and Online Support Collections and Reporting (OSCAR) system to the People's Access to Help (PATH) system.

- c. The migration from RAPIDS, FACTS, and OSCAR requires technical and system expertise as the scope of programs included impact almost three-quarters of West Virginia residents. Issues with the migration have the potential to affect the benefits that are issued to our most vulnerable West Virginians, including Medicaid and the Supplemental Nutritional Assistance Program (SNAP). In addition, errors in the transition could negatively impact DHHR's Social Services and Child Support programs, potentially affecting at-risk children and families that rely on the appropriate child support disbursement to pay their bills. Knowledge of the existing environment and technical expertise are necessary to help mitigate the risk of these types of incidents and to triage any errors should they occur.
 - d. This update also provides for additional support needed to assist with the stabilization of PATH as each of the current systems is transitioned and retired. In addition to the migration activities mentioned above, it will provide for assistance with data cleanup after transition to eliminate duplicates and address any data quality issues as a result of the conversion process. This type of assistance is typically after final deployment to help ensure that the downstream impacts of operational issues are addressed as not to create negative impacts to future benefits or payments.
- 5. Execution of the Milestone D085 10% cost retainage, as described in Appendix II of the solicitation, to be paid out after initiation of operations when agreed upon supporting functionality is completed.
 - a. Through the implementation phase, various requirements have been deferred to the operations phase due to the dependency of third party entities outside of the Department's control (federal and state agencies, outside vendors, etc.).
 - b. Some examples include interfaces with the State Police and Department of Corrections, updates to the layout of the data exchange with the federal data services hub, significant changes in the West Virginia Office of Technology (WVOT) mainframe used to store eligibility data, federal reporting requirement changes for Adoption and Foster Care Analysis and Reporting System (AFCARS) and requirement changes for the Family First Prevention Services Act (FFPSA).
 - c. The coordination required to complete the functionality will extend beyond the beginning of operations. The contract allows for the retainage of 10% of milestone D085 as described in Appendix II to ensure the work is completed.



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

optum.com

December 9, 2022

Mr. Justin Davis
Assistant to the Cabinet Secretary
Recipient Title
West Virginia Department of Health and Human Resources (WV DHHR)
321 One Davis Square
Charleston, WV 25301

RE: CMA 0511 3084 HHR 180000007

Mr. Davis:

Optum submits this letter of acceptance (LOA) in accordance with the terms and conditions of the Center Master Agreement (# CMA 0511 3084 HHR 1800000007) to a) extend the central delivery order (HHR397723 CDO 0511 HHR18*15) for IES Design, Development, and Implementation (DDI); b) exercise the first annual renewal year under the CMA, c) apply D085 Cost Retainage and d) extend the commodity line 37 for Performance Tuning.

Optum accepts the extension of the CDO to November 16th, 2024, to support the requirements, scope, and schedule changes as agreed to by the parties where such changes are not adding work or contract cost. The changes are detailed in project artifacts, the Requirements Traceability Matrix and the IE project schedule pursuant to the Change Management Plan. Project artifacts will take priority in case of any conflict with the Technical Proposal. Parties agree that the completion of the modernized PATH solution will be completed for purposes of the D085 Milestone on November 16th, 2023, in accordance with the project schedule and will include Optum's hosting of IE modernized workflows for reporting and forms generation. All agreed upon deferred requirements as set forth in the project artifacts will be subject to retainage. Based on this agreement, Optum agrees to exercise the first option year as well, from November 17th, 2023, until November 16th, 2024, at the price set forth in the contract, which is \$1,432,667 per month. Lastly, Optum accepts the extension of the Performance Tuning commodity line item for an additional 10 months at the same price of \$1,432,667 per month.

Unless specifically modified herein, all other pricing, terms and conditions of the WV IES Contract remain unchanged. Sincerely,

Paul Miller

Paul Miller (Dec 9, 2022 15:45 CST)

Paul Miller

Vice President of Finance

CC: Shaun Charles
Brian Cunningham

OK
Allen Greenhow