



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: 01-05-2023

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 2632 HHR2300000002 2	Procurement Folder:	1112763
Document Name:	Change Order 1	Reason for Modification:	Change Order 1 To add additional funds to Commodity Line 4. Amounts were underestimated.
Document Description:	Prospective delivery order for FIS Services		
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 HHR1700000001 2
Free on Board:	FOB Dest, Freight Prepaid		

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:	\$1,666,760.00
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Purchasing Division's File Copy

ENTERED

CH 1/9/23  
 PURCHASING DIVISION AUTHORIZATION  
 DATE: *Tara* 1/27/2023  
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION  
 DATE: *1/18/2023*  
 ELECTRONIC SIGNATURE ON FILE

**Extended Description:**

Change Order 1  
To add additional funds to Commodity Line 4. Amounts were underestimated.

The amounts included in this delivery order are estimates. Payment will only be made for actual commodities and/or services received.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	93150000	0.00000		\$0.0000	\$1,178,250.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-10-01	2022-12-31				

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

**Extended Description:**

Contract Year 6 (1st One Year Renewal)  
Pricing Schedule A

The amounts included in this delivery order are estimates. Payment will only be made for actual commodities and/or services received.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	93150000	0.00000		\$0.0000	\$1,620.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-10-01	2022-12-31				

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

**Extended Description:**

Contract Year 6 (1st One Year Renewal)  
Pricing Schedule G

The amounts included in this delivery order are estimates. Payment will only be made for actual commodities and/or services received.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
3	93150000	0.00000		\$0.0000	\$69,380.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-10-01	2022-12-31				

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

**Extended Description:**

Contract Year 6 (1st One Year Renewal)  
Pricing Schedule F

The amounts included in this delivery order are estimates. Payment will only be made for actual commodities and/or services received.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
4	93150000	0.00000		\$0.0000	\$85,760.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
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	Quantity	Unit	Unit Price	Total Price
5	93150000	0.00000		\$0.0000	\$100,000.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-08-01	2022-12-31				

**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	Quantity	Unit	Unit Price	Total Price
6	93150000	0.00000		\$0.0000	\$210,000.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-08-01	2022-12-31				

**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	Quantity	Unit	Unit Price	Total Price
7	93150000	0.00000		\$0.0000	\$20,340.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
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	Quantity	Unit	Unit Price	Total Price
8	93150000	0.00000		\$0.0000	\$1,410.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-08-01	2022-12-31				2022-09-30

**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



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Jeffrey Coben, M.D.  
Interim Cabinet Secretary

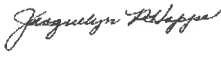
Office of EBT Banking Services/Client Accounts  
One Davis Square, Suite 402  
Charleston, WV 25301  
Telephone: (304) 558-4126 Fax: (304) 558-5670

Jacquelyn P. Hoppe  
Director

Memorandum

Date: January 11, 2023

To: Bryan Rosen, Director WV DHHR Purchasing  
Althea Greenhowe, Procurement Specialist Senior WV DHHR Purchasing  
Crystal Husted, Senior Buyer State of West Virginia Purchasing  
Tara Buckner, WV DHHR Chief Financial Officer

From: Jacquelyn P. Hoppe 

Subject: Justification for Increased funding for CDO HHR23\*02 CO1

The EBT Office submitted a prospective CDO with estimates based on previous billing, per usual procedure.

A fraud enhancement agreement, using ARPA funds, was received from the Vendor, FIS Information Services, LLC, after the prospective CDO was submitted. The funds needed were underestimated at the time the CDO was completed. The line for this project needs a total of \$85,760 instead of the originally estimated \$30,000 requested.

Thank you for your assistance. We need to move forward quickly with payments to the vendor.



Fidelity Information Services LLC

# INVOICE

**BILL-TO ADDRESS**

WV DHHR Office of EBT Banking Svcs  
 Dept. of Health and Human Resources  
 Jacquelyn P. Hoppe, Director  
 EBT/Facilities Sys Administration  
 1 Davis Square, Suite 402  
 Charleston WV 25301  
 USA

**Invoice Date** 05-Dec-22  
**Invoice Number** 1003777215  
**Customer Number** 8020558

Line No.	Description	Service Period	Price Increase Month	Quantity	Unit Price	Base Price	Price Adjustment	Extended Price	Sales Tax/VAT	Tax/VAT%	Total	Tax Loc
<b>Transaction Processing Fees</b>												
1	Food Stamp Only Benefits	October 2022		170,025.00	0.67000	113,916.75	0.00	113,916.75	0.00	0.000%	113,916.75	
2	Food Stamp and Cash Benefits	October 2022		3,724.00	0.88000	3,277.12	0.00	3,277.12	0.00	0.000%	3,277.12	
3	Cash Only Benefits	October 2022		1,685.00	0.75000	1,263.75	0.00	1,263.75	0.00	0.000%	1,263.75	
<b>Transaction Processing Fees Sub-Total</b>								<b>118,457.62</b>	<b>0.00</b>		<b>118,457.62</b>	
<b>Miscellaneous Standard Services</b>												
4	EBT ATM Withdrawal Fees EBT ATM Withdrawal Fees	October 2022		9,005.00	0.38000	3,421.90	0.00	3,421.90	0.00	0.000%	3,421.90	
<b>Miscellaneous Standard Services Sub-Total</b>								<b>3,421.90</b>	<b>0.00</b>		<b>3,421.90</b>	
<b>Other Fees Related To Processing Service</b>												
5	Customer Authorization OPP Monthly Fee	October 2022		1.00	350.00000	350.00	0.00	350.00	0.00	0.000%	350.00	
6	Customer Authorization CA 13555 Added Validation Requirement Implementation Fee	October 2022		1.00	85,760.00000	85,760.00	0.00	85,760.00	0.00	0.000%	85,760.00	
7	Customer Authorization CA 13556 Development and Implementation	October 2022		1.00	20,340.00000	20,340.00	0.00	20,340.00	0.00	0.000%	20,340.00	
<b>Other Fees Related To Processing Service Sub-Total</b>								<b>106,450.00</b>	<b>0.00</b>		<b>106,450.00</b>	

Tax Summary			Group Price Adjustment Summary			Invoice Sub-Total	
Tax Loc	Country/Region	Tax Amount	Line No.	Description	Amount	Total Tax	
						228,329.52	USD
						0.00	USD
						<b>228,329.52</b>	<b>USD</b>

Price Increase Summary			
Line No.	Index	Additional %	%



Fidelity Information Services LLC

# INVOICE

WV DHHR Office of EBT Banking Svcs  
Dept. of Health and Human Resources  
Jacquelyn P. Hoppe, Director  
EBT/Facilities Sys Administration  
1 Davis Square, Suite 402  
Charleston WV 25301  
USA

**Invoice Date** 05-Dec-22  
**Invoice Number** 1003777215  
**Customer Number** 8020558  
**EMS ID** 29653  
**Due Date** 04-Jan-23  
**PO Number** Reissue Oct 22 Svcs

### Summary of Account

Invoice Amounts in USD

**Note:** Payment should be in this currency

Customer Number	Customer Name	Amount	Tax	Total
8020558	WV DHHR Office of EBT Banking Svcs	\$ 228,329.52	\$ 0.00	\$ 228,329.52
		\$ 228,329.52	\$ 0.00	\$ 228,329.52

### Message

If you have any questions regarding this invoice, a ticket can be opened via the FIS Client Portal <https://my.fisglobal.com/Login> or contact FIS Billing via email at [FISBilling@fisglobal.com](mailto:FISBilling@fisglobal.com). Phone: (+1) 866-275-6868 Opt.4.

### Remittance Information

#### Remit Check to:

Fidelity Information Services LLC  
Attn: Payment Processing Center  
PO Box 4535  
Carol Stream, IL 60197-4535

**Customer Number:** 8020558  
**Invoice Number:** 1003777215  
**Invoice Date:** 05-Dec-22  
**Amount Due:** \$ 228,329.52  
**Amount Enclosed:** \_\_\_\_\_

Please forward all remittance advice (details of payments) to: [AR.Helpdesk@fisglobal.com](mailto:AR.Helpdesk@fisglobal.com)

Fidelity Information Services LLC  
601 Riverside Avenue  
Jacksonville FL 32204 USA