



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

State of West Virginia
Master Agreement

Order Date: 02-21-2023

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:	CMA 0511 0511 HHR1700000001 9	Procurement Folder:	216114
Document Name:	Change Order No. 7	Reason for Modification:	Change Order No. 7 To Renew Contract
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:	2024-02-23

VENDOR		DEPARTMENT CONTACT	
Vendor Customer Code:	VC0000051921	Requestor Name:	Jacquelyn P Hoppe
FIDELITY INFORMATION SERVICES LLC 601 RIVERSIDE AVE		Requestor Phone:	(304) 558-0458
JACKSONVILLE FL 32204 US		Requestor Email:	jacquelyn.p.hoppe@wv.gov
Vendor Contact Phone:	866-275-6868	<div style="font-size: 48px; font-weight: bold;">23</div> <div style="font-size: 24px; font-weight: bold;">FILE LOCATION _____</div>	
Extension:			
Discount Details:			
#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: *Tara [Signature]* 2/22/2023
 ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
 DATE: *John & [Signature]*
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
 DATE: *[Signature]* 2/28/2023
 ELECTRONIC SIGNATURE ON FILE

2/28/2023

Extended Description:

Change Order

Change Order No. 7 is issued to renew the original contract according to all terms, conditions, prices and specifications contained in the original contract including all authorized change orders.

Effective date of renewal 02/24/2023 through 02/23/2024

Renewal Years Remaining: Zero (0)

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	93150000				0.000000
	Service From	Service To		Service Contract Amount	
	2017-02-24	2024-02-23		0.00	

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		Service Contract Amount	
	2017-02-24	2024-02-23		0.00	

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		Service Contract Amount	
	2017-02-24	2024-02-23		24195.68	

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		Service Contract Amount	
	2017-02-24	2024-02-23		0.00	

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		Service Contract Amount	
	2017-02-24	2024-02-23		0.00	

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		Service Contract Amount	
	2017-02-24	2024-02-23		0.00	

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		Service Contract Amount	
	2019-01-11	2019-02-28		5000.00	

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		Service Contract Amount	
				0.00	

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		Service Contract Amount	
	2020-04-23	2024-02-23		0.00	

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		Service Contract Amount	
	2022-08-01	2022-08-31		30000.00	

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		Service Contract Amount	
	2022-08-01	2024-02-23		0.00	

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		Service Contract Amount	
	2022-08-01	2024-02-23		0.00	

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		Service Contract Amount	
	2022-08-01	2022-08-31		20340.00	

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		Service Contract Amount	
	2022-08-01	2024-02-23		282.00	

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

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
15	93150000				0.000000
	Service From	Service To		Service Contract Amount	
	2022-11-01	2024-02-23		0.00	

Commodity Line Description: Change Order 6 - Novo Solution A

Extended Description:

Novo Dia Service Solution A: BYOD (Bring Your Own Device)

\$560.00 Equipment (one time)

\$20.00 License Fee (per month)

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
16	93150000				0.000000
	Service From	Service To		Service Contract Amount	
	2022-11-01	2024-02-23		0.00	

Commodity Line Description: Change Order 6 - Novo Solution B

Extended Description:

Novo Dia Service Solution B: Purchase Device and Cellular Service

\$1,000.00 Equipment (one time) - includes refurbished iPad

\$25.00 Cellular Service (per month)

\$20.00 License Fee (per month)

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
17	93150000				0.000000
	Service From	Service To		Service Contract Amount	
	2022-11-01	2024-02-23		0.00	

Commodity Line Description: Change Order 6 - FIS Service

Extended Description:

FIS Service

\$1,000.00 Set Up (one time)

\$45.00 (per month, State) Equipment Lease price

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
18	93150000				0.000000
	Service From	Service To	Service Contract Amount		
	2022-11-01	2024-02-23	85760.00		

Commodity Line Description: Change Order 6 - WV Fraud Enhancement

Extended Description:
Development and Implementation

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
19	93150000				0.000000
	Service From	Service To	Service Contract Amount		
	2022-11-01	2024-02-23	0.00		

Commodity Line Description: Change Order 6 - WV Fraud Enhancement (Monthly)

Extended Description:
Monthly Ongoing Fee (Option 1)

\$12,370.32

IVR cost (additional 20 seconds to prompt and enter PIN)



601 Riverside Avenue, Jacksonville, FL 32204
(904) 438-6000 | www.fisglobal.com

January 10, 2023

Jacquelyn Hoppe
Director
West Virginia Department of Health and Human Services
One Davis Square, Suite 402
Charleston, WV 25301

Re: West Virginia Department of Health and Human Resources Contract #CMA 0511-HHR1700000001

Dear Ms. Hoppe,

FIS is pleased to accept the one -year contract renewal for Contract #CMA 0511-HHR1700000001.

We appreciate the States engagement in discussing a potential price increase for the extension year and the offer extended to FIS to provide a detailed analysis on how the cost of EBT services has impacted the industry and the State of West Virginia. Due to the limited amount of time remaining on the contract, FIS has decided not to pursue the approval for a cost increase but do want to thank the State for this nice gesture.

As this is the last renewal option within the Master Agreement, FIS officially accepts to execute Schedule A of the Master Agreement, representing the second one-year renewal from February 24, 2023, through February 23, 2024.

FIS will continue to deliver operational excellence as we are committed to the State of West Virginia and the EBT community as a whole.

Please reach out anytime with questions or to discuss services.

Sincerely,

DocuSigned by:
Prashant Gupta
01D6BBD182ED435...

Prashant Gupta
VP Government Services

Jacquelyn P
Hoppe

Digitally signed by: Jacquelyn P Hoppe
DN: CN = Jacquelyn P Hoppe email =
jacquelyn.p.hoppe@wv.gov C = US O
= WV DHHR OU = EBT Banking
Services
Date: 2023.01.23 15:25:25 -05'00'

Robert Price
Agree



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

**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
HR003926 CMA 0511 HHR17*1 IS&C NUMBER: 2023-7206**

DATE: February 17, 2023

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 renew contract HHR17*1, the Office of Technology has determined:

X 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.