



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: 12-29-2022

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:	CMA 0511 3084 HHR1800000007 8	Procurement Folder:	302511
Document Name:	CO 6 Integrated Eligibility Solution Proposal	Reason for Modification:	Change Order 6 To renew contract
Document Description:	CO 6 To renew contract for 1 year.		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2017-11-17
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2024-11-16

VENDOR	DEPARTMENT CONTACT																				
<b>Vendor Customer Code:</b> 000000184667 OPTUMINSIGHT INC 11000 OPTUM CIR  EDEN PRAIRIE MN 55344 US <b>Vendor Contact Phone:</b> 612-642-7749 <b>Extension:</b>  <b>Discount Details:</b> <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			<b>Requestor Name:</b> Kimberly A Beckett <b>Requestor Phone:</b> (304) 558-5906 <b>Requestor Email:</b> kimberly.a.beckett@wv.gov  <div style="text-align: center; font-size: 2em; font-weight: bold;">23</div> <b>FILE LOCATION</b> _____
	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

1-4-23-BAT

Purchasing Division's File Copy

<b>Total Order Amount:</b>	Open End
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ENTERED

**PURCHASING DIVISION AUTHORIZATION**  
 DATE: *Tarahle 1/4/2023*  
 ELECTRONIC SIGNATURE ON FILE

**ATTORNEY GENERAL APPROVAL AS TO FORM**  
*John S. Gray*  
 DATE: *1/10/2023*  
 ELECTRONIC SIGNATURE ON FILE

**ENCUMBRANCE CERTIFICATION**  
*Beverly Tolson*  
 DATE: *1-10-2023*  
 ELECTRONIC SIGNATURE ON FILE

**Extended Description:**

Change Order

Change Order No. 6 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 November 17, 2023 through November 16, 2024.

Renewal Years Remaining: 3

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-11-17	2023-04-17			

**Commodity Line Description:** Total DDI Costs

**Extended Description:**

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

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2018-11-17	2019-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 2

**Extended Description:**

Monthly Maintenance and Operations Year 2 months at \$0.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2019-11-17	2020-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 3

**Extended Description:**

Monthly Maintenance and Operations Year 3 months at \$1,432,667.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2020-11-17	2021-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 4

**Extended Description:**

Monthly Maintenance and Operations Year 4 months at \$1,251,500.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2021-11-17	2022-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 5

**Extended Description:**

Monthly Maintenance and Operations Year 5 months at \$1,162,083.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-17	2023-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 6

**Extended Description:**

Monthly Maintenance and Operations Year 6 months at \$1,083,500.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-11-17	2018-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 1 Hourly Rate

**Extended Description:**

Modifications and Enhancements Year 1 Hourly Rate 30,000 hours at \$0.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2018-11-17	2019-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 2 Hourly Rate

**Extended Description:**

Modifications and Enhancements Year 2 Hourly Rate 30,000 hours at \$114.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
13	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2019-11-17	2020-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 3 Hourly Rate

**Extended Description:**

Modifications and Enhancements Year 3 Hourly Rate 30,000 hours at \$116.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
14	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2020-11-17	2021-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 4 Hourly Rate

**Extended Description:**

Change Order 3 is to increase the hours to 70,000 hrs @ \$118.00 per hour.

Modifications and Enhancements Year 4 Hourly Rate 30,000 hours at \$118.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
15	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2021-11-17	2022-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 5 Hourly Rate

**Extended Description:**

Change Order 5 is to increase the hours to 73,000 hrs @ \$121.00 per hour

Modifications and Enhancements Year 5 Hourly Rate 30,000 hours at \$121.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
16	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-17	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

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
31	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2017-11-17	2018-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 1

**Extended Description:**

Monthly Maintenance and Operations Year 2 months at \$0.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
32	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2018-11-17	2019-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 2 Pool \$50,000.00

**Extended Description:**

Modifications and Enhancements Year 2 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
33	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2019-11-17	2020-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 3 Pool \$50,000.00

**Extended Description:**

Modifications and Enhancements Year 3 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
34	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2020-11-17	2021-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 4 Pool \$50,000.00

**Extended Description:**

Modifications and Enhancements Year 4 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
35	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2021-11-17	2022-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 5 Pool \$50,000.00

**Extended Description:**  
Modifications and Enhancements Year 5 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
36	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2022-11-17	2023-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 6 Pool \$50,000.00

**Extended Description:**  
Modifications and Enhancements Year 6 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
37	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2021-10-01	2023-12-31			

**Commodity Line Description:** Performance Tuning Activities

**Extended Description:**  
IES WV PATH Performance Tuning Activities for 27 months  
Monthly Rate: \$1,432,667.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
38	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2023-11-17	2024-11-16			

**Commodity Line Description:** Monthly Maintenance and Operations Year 7

**Extended Description:**  
Monthly Maintenance and Operations Year 7 each month at \$1,076,667.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
39	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2023-11-17	2024-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 7 Hourly Rate

**Extended Description:**  
Modifications and Enhancements Year 7 Hourly Rate 30,000 hours at \$128.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
40	81111511				0.000000
	<b>Service From</b>	<b>Service To</b>			
	2023-11-17	2024-11-16			

**Commodity Line Description:** Modifications and Enhancements Year 7 Pool \$50,000.00

**Extended Description:**  
Modifications and Enhancements Year 7 Pool \$50,000.00



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

Period	Maintenance and Operations (M&O)	
	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
<b>All inclusive Maintenance and Operations Cost</b>	<b>GRAND TOTAL</b>	<b>\$ 112,330,000</b>

\*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.






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:** Christopher Itson, Procurement Associate  
Department of Health and Human Resources

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

**SUBJECT:** INFORMATION TECHNOLOGY PROCUREMENT  
HR003715 CMA HHR18\*07 & CDO HHR18\*15  
IS&C NUMBER: 2022-9192

**DATE:** December 29, 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 for Change Order (CDO HHR18\*15), 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](mailto:Consulting.Services@wv.gov).



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 16<sup>th</sup>, 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 16<sup>th</sup>, 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 17<sup>th</sup>, 2023, until November 16<sup>th</sup>, 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 (Doc 9, 2022, 15:16 CST)

Paul Miller

Vice President of Finance

CC: Shaun Charles  
Brian Cunningham

Agree to renew.  
Allot Sheerhan