



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: 04-04-2025

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 3839 MIS2500000011 1	Change Order No:	Procurement Folder:	1656889
Document Name:	WV PATH IE-CW FACTS Data Access & Retention.		Reason for Modification:	
Document Description:	WV PATH IE-CW FACTS Data Access & Retention.			
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: Kimberly A Beckett Requestor Phone: (304) 558-5906 Requestor Email: kimberly.a.beckett@wv.gov 2025 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: \$375,840.00

Purchasing Division's File Copy

CA 4/15/25
PURCHASING DIVISION AUTHORIZATION
DATE: Tara 4/17/2025
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: 4-17-25
ELECTRONIC SIGNATURE ON FILE

Extended Description:

This SOW is to transfer the FACTS Production Transitional Data and documents stored in the Oracle databases to OPTUM hosted FISMA Environment. FACTS legacy data access is required in near real time to complete the CPS/APS background checks after FACTS Sunset.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$332,640.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2025-03-24	2025-08-31			2025-04-07	

Commodity Line Description: Modifications and Enhancements Year 8 Hourly Rate

Extended Description:

CO 16 moved 19,426 hrs. from Year 7 to Year 8. Year 8 total hrs. is 49,426 hrs. @ \$132.00
Modifications and Enhancements Year 8 Hourly Rate 30,000 hours at \$132.00 per hour

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	81111511	0.00000		\$0.0000	\$43,200.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2025-03-24	2025-08-31			2025-04-07	

Commodity Line Description: Modifications and Enhancements Year 8 Services

Extended Description:

Modifications and Enhancements Year 8 Services



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

March 20, 2025

West Virginia Department of Human Services (WV DoHS)
Office of Management Information Services
1 Davis Square, Suite 200
Charleston, WV 25301
Attn: Mr. Brandon Lewis, Director of Enterprise Systems

RE: # CMA 0511 3084 HHR 1800000007: Statement of Work for WV PATH CW FACTS Data Retention

Mr. Lewis:

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, 2025, which is the expiration date of the Delivery Order. All work associated with this SOW will be in accordance with the pricing, terms, and conditions of the WV IES master contract.

Sincerely,

Mark Youngman
Associate Director of Finance

CC: Donna McCormick
Melanie Clark



West Virginia DoHS

Statement of Work 24 – WV PATH Child Welfare (CW)

FACTS Data Access and Retention



WEST VIRGINIA DEPARTMENT OF

**HUMAN
SERVICES**

Project

DoHS WV IES Project

WV PATH Enhancements

IE-CW FACTS Data Access and Retention

WV PATH Integrated Eligibility Enhancement

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 3/20/2025

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
01/28/2025	1.0	Initial Version	Optum

1. Introduction

The following sections in this Statement of Work (SOW) represent the background, scope, and schedule of the modifications 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.

WV Department of Human Services (DoHS) is planning to decommission the Families and Children Tracking System (FACTS) infrastructure which supported the legacy CW and Childcare programs. However, there is a continued need to access limited numbers of FACTS legacy Child Welfare screens for Child Protective Service (CPS) and Adult Protective Service (APS) background checks and overrides on the abuse/neglect substantiated decisions.

FACTS legacy data access is required in near real time to complete the CPS/APS background checks after FACTS Sunset.

In this SOW, Optum will transfer the FACTS Production Transactional Data and documents stored in the Oracle databases to the Optum hosted FISMA Environment (OFE). Optum will also develop the read-only screens and allow end users to access the limited number of screens.

In addition to labor hours needed to do the conversion, this SOW will also require infrastructure to be put in place to maintain and provide access to FACTS data and documents. There will be ongoing costs for storage and server maintenance. These infrastructure costs for CY 8 are outlined in the cost estimate table and will be billed at a rate of \$5,400 upon go live (when document transfer is accessible in OFE) per month against the existing annual Modifications and Enhancements Pool for software costs.

As for CY 9 and beyond, a separate CR will be executed to allow for billing of reoccurring infrastructure costs (storage and maintenance).

The specific work for each area is contained in section 2.1

1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
CW	WV PATH Child Welfare Release
FACTS	Families and Children Tracking System
M&O	Maintenance and Operations of the WV PATH
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
SOW	Statement of Work
WV DoHS	West Virginia Department of Human Services
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 DoHS starting at \$132.00 per hour in Contract Year 8 (Year 8) (November 17, 2024, until November 16, 2025).

The estimate of hours listed herein is based on 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 WV DoHS 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.

1.3. Invoicing

Invoices for Services provided under this SOW shall be in a form approved by WV DoHS. 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.

DoHS 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 as described in the applicable Commodity Line found in the Delivery Order ("Effective Date") or as otherwise authorized by the parties and continue under Section 3.2 (Project Activities).

2.1. FACTS Data Access and Retention

For WV PATH CW FACTS Data Access and Retention, Optum will perform the following work:

#	Tasks
1.	Transfer FACTS Production Transactional Data in Oracle databases to Optum FISMA Environment.
2.	Transfer FACTS Production Documents in Oracle databases to Optum FISMA Environment.
3.	<p>Optum will develop the read-only screens and allow end users to access a limited number of screens identified by DoHS.</p> <ul style="list-style-type: none"> • Search Screens <ul style="list-style-type: none"> ○ Client Search ○ Search Criteria ○ Search Results ○ Demographics • Court Screens <ul style="list-style-type: none"> ○ New Court Screens <ul style="list-style-type: none"> ▪ Par Right Screens <ul style="list-style-type: none"> • Termination of Parental Rights-Court Determination ▪ Hearing Screens <ul style="list-style-type: none"> • Summary • Court Order ○ Old Court Screens <ul style="list-style-type: none"> • Termination of Parental Rights-Court Determination

	<ul style="list-style-type: none">○ Hearing Screens○ Summary○ Court Order
	<ul style="list-style-type: none">● Findings Screens<ul style="list-style-type: none">○ CW Assessment Findings Screen (Web)○ CW Assessment Findings Screen○ CARF Findings Screen○ Adult Services Investigation Alleged Findings Screen● CW Placement Screens<ul style="list-style-type: none">○ Enter/Exit Screen○ Shelter Screen● Adult Services Placement Screen<ul style="list-style-type: none">○ Enter/Exit Screen● CW Case<ul style="list-style-type: none">○ Client Summary Screen○ Contacts Screen● Adult Services Case<ul style="list-style-type: none">○ Summary Screen○ Contacts Screen● File Cabinet<ul style="list-style-type: none">○ Staff file cabinet able to be accessed at any time○ Case file cabinet is only accessible when a worker is within the case focus

2.2. SOW Project Artifacts

Optum will update and provide the following documentation inclusive of modifications in this SOW to WV DoHS:

- **Project Milestones:** This document will contain milestones of key tasks and documentation.
- **Test Plan/Results Document:** Optum will perform the sample testing of data elements in the FACTS Screens conversion to APEX screens but there will not be any formal SIT test cases and documentation.

2.3. SOW Documentation Approvals

Optum, (or as the case may be regarding a Delivery Order, WV DoHS) will formally submit the following documentation for final review and approval:

- **ServiceNow Approval -** 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 DoHS Leadership to approve implementing the enhancements.
- **Delivery Order –** WV DoHS will provide Optum formal documentation from the WV DoHS Procurement Office called the Agency Delivery Order (ADO) or the Central Delivery Order (CDO). Either document will initiate the agreement that work can begin on this SOW.
- **SOW Acceptance Form -** Final submission, which shall be for the completed enhancements that Optum designs, develops, tests, and deploys to perform the functionality that corresponds to each enhancement identified in Section 2.1 above.

WV DoHS shall review the artifacts and documents, notify Optum of any deficiency(ies), notify Optum when the SOW has been fulfilled, and approve each document identified above.

3. 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 WV DoHS 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.

Cost Estimate		
ROLE/ITEM	Year 8 (\$132/hr.) HOURS	TOTALS
Design/Development	1440	\$190,080
Testing/Defect Fixes	480	\$63,360
Release Management	120	\$15,840
Project Management	120	\$15,840
Documentation Deliverables	360	\$47,520
TOTAL	2520	\$332,640
Non-labor Cost for Extra Storage and Servers for CY8 Remaining months (8 months)	\$5,400 per Month (billing begins once the data is live in OFE)	\$43,200
TOTAL		\$375,840

Work Estimate Based on WV IES Contract Year (runs Nov 17 – Nov 16 per contract year)		
Statement of Work Estimate:	Contract Year Hours	Amount
Statement of Work Estimate for Contract Year 8 @ \$132/hr, (03/24/2025 to 08/31/2025)	2520	\$332,640
Non-Labor Costs for Extra Storage and Servers Contract Year 8 Modifications and Enhancement Pool	8 Months	\$43,200
Total Statement of Work Estimate:		\$375,840

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 2025 (03/24/2025 to 06/30/2025)	1890	\$249,480
WV FY 2026 (07/1/2025 to 08/31/2025)	630	\$83,160
WV FY 2025 (03/24/2025 to 06/30/2025)	Non-Labor	\$16,200
WV FY 2026 (07/1/2025 to 11/16/2025)	Non-Labor	\$27,000
Total Statement of Work Estimate:		\$375,840

3.1. Staffing Plan

Below is the staffing plan for this SOW, by role.

Resource Skill	Role on Enhancement	Hours for the Enhancements
Project Manager/Release Manager	SharePoint Management, Project Plan, Manages the Roll Out of Update	240
Development	Significant work on Design Validation and Development; Solution Testing	1440
QA/Testing	System Integrated Testing	480
Documentation Deliverables	Documentation Updates	360
	Total	2520

3.2. 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. For example – Development and phase and SIT can run in parallel.

Project Activity	Activity Duration
Requirements Definition and Design Phase	2 weeks
Development Phase	15 weeks
SIT	10 weeks
UAT	2 weeks
Deploy to Production	1 week

4. Project Assumptions

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of the Delivery Order by WV DoHS or an otherwise authorization to proceed letter issued by WV DoHS.
- Optum and WV DoHS will share details on a bi-weekly/monthly basis of project hours worked for this SOW, so that the overall pool of hours can be jointly managed.
- The rates proposed for CY 8 are valid through November 16, 2025.
- 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 DoHS 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.
- Any significant delays in the approval of this Statement of Work or delivery of the list of payments to Optum, either of which prevent the start of Optum's work, may delay the delivery date.
- Any other modifications requested to be made to WV PATH that are not otherwise contemplated in this SOW must be mutually agreed by the parties in writing. Optum will communicate any concerns or risks to WV DoHS in making additional modifications to either budget or schedule.
- Optum will use the product features of Oracle APEX tool to develop the FACTS legacy screens, and no additional customization is included in the scope.
- The priority of Optum is to capture the FACTS screens data elements and represent them on APEX Screens, but the design layout, navigation and workflow will not match with FACTS.
- End Users will have read-only access; therefore, they will not be able to make any changes to FACTS Production Data and documents stored in OFE.
- This application will meet the contractual security requirements of the CMA.
- Aside from labor hours, this SOW requires infrastructure to be put in place to maintain and provide access to FACTS data and documents. There will be ongoing costs for storage and server maintenance. The costs for CY 8 are outlined in the cost estimate table and will be billed at a rate of \$5,400 per month upon Go Live (when the data is accessible to WV users) against the Modifications and Enhancement Pool.
- The scope is limited to the set of attached screens provided by DoHS, which are included in this SOW and are found in Appendix A.

5. Project Roles and Responsibilities

5.1. DoHS Roles and Responsibilities

WV DoHS 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 applicable 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 in section 2.1 and 3.2.

5.2. 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.

6. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, WV DoHS 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
Human Services, by:**
Brandon Lewis

By:

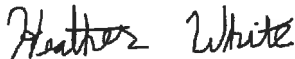


Name: Brandon Lewis

Title: Advisor to the Cabinet Secretary
Director, Office of Enterprise Systems
WV DoHS Bureau of Medical Services

Date: March 21, 2025

Agreed



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

By:

Name: W. Mark Youngman

Title: Associate Director of Finance

Date: March 20, 2025

1 Cost Proposal Introduction

Optum is pleased to submit this Cost Proposal for West Virginia's Integrated Eligibility Solution (IES) RFP. Our solution is truly modular, modern, and outcomes driven using partners and products that are known and used by DHHR and the State of West Virginia. We have taken an approach to reuse and COTS that is very different from a traditional transfer approach. The traditional approach requires customization of previously delivered monolithic systems that are glued together for use in a new state. Our modular approach achieves a much lower total cost of ownership and reduced operations and maintenance (O&M) costs using a loosely coupled integration through a common integration framework.

Optum developed our cost estimate for the WV IES by following a bottoms-up approach that considered all of the requirements in the RFP. We matched the requirements against our existing IE product functionality and solutions from our partner organizations. We then sized the remaining requirements that require configuration or development. This sizing and estimation process was based on our experience developing large scale health and human services systems. Industry standards were applied to arrive at the full DDI cost that spans all phases of the software development lifecycle. Costs were reviewed and refined based on feedback from subject matter experts as well as our existing knowledge of the size and complexity of current systems supporting West Virginia.

Similarly, M&O costs were modeled and estimated based on our experience and expertise managing large scale systems. We have many years' of actual M&O activity data, and we used that data to model the WV IES work effort. This model is based on similar system profiles and implementations and takes into account cross-module efficiencies. These costs were also vetted extensively to confirm that Optum is keeping costs as low as possible while still ensuring we are providing a fully ITIL-compliant operation.

Infrastructure costs were based on models of the computing power needed to host the WV IES, and take advantage of the economies of scale Optum can provide through our own data centers that currently support thousands of customer applications.

Our Purchasing Affidavit is provided in Appendix 3 of our Technical Proposal response.

2 Costing Assumptions

In the following table, we document the assumptions we used while developing our cost proposal.

#	Cost Assumption
1	Tools and accelerators may be deployed and used during the transformation of the OSCAR application. Any customization to these tools and accelerators by Optum or its subcontractors will be at our own cost, and will be completed to support the automated transformation of programs written in the Natural programming language. The State of West Virginia shall not claim any ownership rights to these tools and accelerators.
2	All sizing, user counts, current system configuration detail, and software licensing counts are based on information from the RFP, the Procurement Library, and the subsequent answers to vendor questions provided by DHHR.
3	We will leverage West Virginia's Northwood's document management solution, which includes the State's current document repository (Hyland Onbase), and the State's current document imaging and workflow (Compass).
4	We assumed that the State's mailroom will capture and scan all paper documents in the same manner they do today in support of the legacy solution.
5	The project plan is contingent upon timely State decisions, availability of subject matter experts, and provision of requested data (e.g. for data conversion) throughout the life of the contract.
6	Optum assumes that a remote backup facility means a place where full and incremental backups of the system will be stored.
7	The DDI schedule assumed a start date of September 25, 2017. Any deviation from this start date may result in changes to the milestone and delivery dates shown in the proposal and in the draft Detailed Project Schedule.
8	The DDI schedule assumes a pilot for most of the releases, consisting of 1-2 counties per pilot, and assumes that the State resources for the selected pilot counties will be able to participate and provide feedback during the pilot period.
9	Sample Natural programs of the OSCAR system shall be supplied to Optum during customization to verify the effectiveness of transformation and further fine-tuning to derive maximum efficiency of automation.
10	After acceptance of the design of the new WV IES domain model, any changes to that domain model or data conversion scripts due to subsequent changes to the legacy applications (e.g. OSCAR, FACTS, RAPIDS) will be handled through a change management process.
11	Entrance and exit criteria for each DDI phase will be mutually agreed upon and will be the basis for determining the commencement/conclusion for each phase. For example, the entry point for the pilots will assume a certain level of acceptable defects (e.g., zero Severity 1 and 2 defects).
12	Our pricing assumes we are afforded an opportunity to discuss with the State payment terms that includes the approval process around deliverable acceptance of milestones, and to have the resulting contract reflect these terms and process.
13	In the event specifications only reference "based on West Virginia business rules" or "defined by the state", and are not further defined, our interpretation is that such specifications meet federal regulations and requirements.

#	Cost Assumption
14	Optum is proposing a complete solution for the State's acceptance in year three. Optum is assuming responsibility for those expenses required to obtain and maintain access to State systems, such as the hardware/software, network infrastructure, and any licensing costs. Consistent with the State's instruction to include maintenance and operations costs only after acceptance of the complete solution, Optum has included those expenses as part of the DDI cost in contract years one and two.
15	<p>Optum will take over existing computing costs, as necessary, through modernization. We assumed the current West Virginia mainframe chargeback is:</p> <ul style="list-style-type: none"> • \$70k/month for Mainframe Batch Cost • \$143k/month for Mainframe Online Cost <p>These costs are reflected as part of the modernization effort.</p>
16	We assume we will be allowed use the State's licenses until they expire. Upon expiration, we will assume the cost of the new licenses. The State will transfer the legacy licenses where permissible. Otherwise, Optum will manage and pay the maintenance cost of software licenses on behalf of the State.
17	Legacy system licensing fees paid by Optum will continue until respective systems go-live into production.
18	Based on materials provided in the procurement library, West Virginia has a benefit population of 750,000. We assumed that 300,000 documents will require e-signatures.
19	We assume the State will continue to provide M&O support for legacy FACTS and OSCAR until the modernization of these systems is implemented. At that time, Optum will provide M&O services for child welfare and child support functionality.
20	Based on the "DOC064_Alerts, Reports, Letters, Forms, Notices, and Interfaces Inventory" worksheet provided in the procurement library and on the requirement specified in Section 4.3.11 that we should assume a five percent reduction in the number of reports, forms/notices/letters, and alerts, we have estimated the number of reports that will need to be converted or developed for use with the existing data marts is 796, of which 319 are currently Cognos reports and 477 are either not currently Cognos reports or are new reports.
21	We are assuming we will use the state's existing Informatica MDM solution.
22	Optum and the State will work together to optimize data processing in legacy systems prior to conversion, with the objective of minimizing additional conversion activities later.
23	Once legacy data has been migrated to the WV IES, that same data will not be migrated back to any legacy systems.
24	Any delays or inability to meet the project plan due to current DHHR third-party vendors' existing contractual obligations, which are outside Optum's control, are the State's responsibility to resolve.
25	The State will supply telephone and access numbers for the State AVRS/IVR solution at their cost.
26	We assumed that the AVRS/IVR will route calls to the existing State AVRS/IVR via the existing toll- free number used by the State.
27	Call volume estimates are based on information provided in the RFP and in the Procurement Library. Optum has projected 3,000 Technical Support Call Center contacts monthly.



#	Cost Assumption
28	Our pricing assumes that software whose functionality must be accessed by the State, licensing shall be for external use. For software that is simply part of Optum's set of tools provided to deliver RFP-required services, Optum will obtain licenses for our internal use but in support of the State.
29	License assumptions are based on the quantities provided in the license inventory list in the Procurement Library. Additional users required to accommodate growth may be subject to RFP Sections 5.25 and 5.50.
30	Optum assumes that the license access rights provided by Optum to the State for software provided under a software-as-a-service model will be used by the State solely in conjunction with the WV IES project, and not used independent of such services or applications unless mutually agreed.
31	Optum assumes that existing external integrations present in the Oracle SOA ESB will be reused as part of the WV IES, in conjunction with Optum's integration layer.
32	Optum can make no claims nor retain responsibility for public Internet performance or failures of individual users' private ISP performance or failures. Optum will make every effort to design solutions with normal Internet functioning in mind.
33	We are assuming that we will leverage West Virginia's provider management solution for all Medicaid and non-Medicaid providers, with the exception of the Childcare providers.
34	Our proposed security approach will be used for the new WV IES platform and does not implement new security to legacy FACTS, OSCAR or RAPIDS application environments.
35	Optum assumed a maximum of 2,000 Child Care Provider log-ins/month when sizing this portion of the IES.

3. Attachment C: Cost Sheet

Our approach includes a separate pool capped at \$50,000 per year, as per Mandatory Requirement 5.50, reserved for modifications and enhancements that translate to direct costs rather than hours. The Agency would approve such costs through the change management process to be agreed upon after contract award.

Table 12: Design, Development & Implementation (DDI) Cost

Design, Development & Implementation (DDI)	
Item	Total
Total DDI Costs (See Appendix II: Deliverables, Milestones, and Payments)	\$ 162,675,000

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.

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



STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES

March 21, 2025

Joe Smith, CFO

OptumInsight, Inc.

Re: Authorization to Proceed Under CMA WV IES CMA 0511 3084 HHR1800000007

Dear Joe:

I am writing to authorize that Optum may proceed to work on the following change request:

1. WV PATH CW FACTS Data Retention

The details of this change request, including the scope of work Optum will perform, the schedule and the pricing is attached in the following Statement of Work.

WV DoHS is committed to getting the change request submitted and approved by the authorized parties and executing a Delivery Order to make the change request effective. Absent an authorized Delivery Order prior to the completion of such work, Optum may bill in accordance with the CMA contract.

Sincerely,

A handwritten signature in cursive script, appearing to read "Brandon Lewis".

Brandon Lewis
Director of Enterprise Systems
West Virginia Department of Human Services



Subject: Governor's Office Approval of contracts over \$100,000

?

Rosen, Bryan D <bryan.d.rosen@wv.gov>
to Wagner, Roberta A, Price, Robert L

Thu, Jan 23,

I spoke with Curtis early today. He relayed the following information for how we will process these through his office.

1. He would like a synopsis of the purchase. I would suggest in most cases we can pull the extended description populate that in the email to him.
2. Please note if there is a specific timeframe in the request.
3. Contracts will be reviewed at the Master Agreement level meaning that he will not be approving DOs.
4. Renewals for contracts over \$100,000 must be approved.

This process is going to be fluid and will likely morph as we move forward but this is the best information that I have today.

Bryan



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"optuminsight inc" 

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Business and Licensing

Online Data Services Help

Business Organization Detail

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OPTUMINSIGHT, INC.

** See Attached **

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C Corporation	12/2/1998		12/2/1998	Foreign	Profit			

Organization Information		
Business Purpose	6214 - Health Care and Social Assistance - Ambulatory Health Care Services - Outpatient Care Centers (family planning, mental health, substance abuse, HMO, kidney dialysis, freestanding ambulatory surgical & emergency centers)	
Capital Stock	0.0000	
Charter County	Control Number 0	
Charter State DE	Excess Acres 0	
At Will Term	Member Managed	
At Will Term Years	Par Value 0.000000	
Authorized Shares 0	Young Entrepreneur Not Specified	

Addresses	
Type	Address
Mailing Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Notice of Process Address	C T CORPORATION SYSTEM 5098 WASHINGTON ST W STE 407 CHARLESTON, WV, 253131561
Principal Office Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Address

Officers	
Type	Name/Address
Director	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
President	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Secretary	ELIZABETH ANN SODERBERG 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Treasurer	MARILYN VICTORIA HIRSCH 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Name/Address

DBA			
DBA Name	Description	Effective Date	Termination Date
INGENIX	TRADENAME	1/4/2012	5/11/2022
DBA Name	Description	Effective Date	Termination Date

Name Changes

Date	Old Name
1/4/2012	INGENIX, INC.
Date	Old Name

Mergers				
Merger Date	Merged	Merged State	Survived	Survived State
7/21/2008	GEOACCESS, INC.	KS	INGENIX, INC.	DE
7/21/2008	HWT, INC.	DE	INGENIX, INC.	DE
1/23/2009	INGENIX HEALTH INTELLIGENCE, INC.	DE	INGENIX, INC.	DE
4/8/2010	J.W. HUTTON, INC.	IA	INGENIX, INC.	DE
5/10/2010	INGENIX MERGERCO, INC.	DE	INGENIX, INC.	DE
6/3/2010	GLOBAL WORKS SYSTEMS, INC.	CA	INGENIX, INC.	DE
Merger Date	Merged	Merged State	Survived	Survived State

Date	Amendment
1/4/2012	NAME CHANGE: FROM INGENIX, INC.
6/3/2010	MERGER: MERGING GLOBAL WORKS SYSTEMS, INC., A QUALIFIED CA CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
5/10/2010	MERGER: MERGING INGENIX MERGERCO, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
4/8/2010	MERGER: MERGING J.W. HUTTON, INC., A NON-QUALIFIED IA ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
1/23/2009	MERGER: MERGING INGENIX HEALTH INTELLIGENCE, INC. , A NON-QUALIFIED DE ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING GEOACCESS, INC., A NON-QUALIFIED KS ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING HWT, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
Date	Amendment

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For more information, please contact the Secretary of State's Office at 304-558-8000.

Monday, March 24, 2025 — 12:24 PM

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Foreign Profit Corporation
OPTUMINSIGHT, INC.

Filing Information

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Event Date Filed	11/22/2022
Event Effective Date	NONE

Principal Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Mailing Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Registered Agent Name & Address

C T CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Officer/Director Detail

Name & Address

Title Director

Shumacher M.D, Ronald Joel

11000 Optum Circle
Eden Prairie, MN 55344

Title Assistant Secretary