



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: 07-09-2025

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:	CMA 0323 9612 WWV2200000001 4	Procurement Folder:	1033818
Document Name:	Change Order #3 IVR/IWR System Maintenance & Support	Reason for Modification:	Change Order #3 To Renew Contract
Document Description:	Change Order #3 IVR/IWR System Maintenance & Support		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2022-07-15
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2026-07-14

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000192076 DIAMOND TECHNOLOGIES INC 4001 MILLER RD STE 3  WILMINGTON DE 19802 US Vendor Contact Phone: 999-999-9999 Extension:	Requestor Name: Debra K Morgan Requestor Phone: (304) 558-2631 Requestor Email: debra.k.morgan@wv.gov																				
Discount Details:	<b>2026</b> FILE LOCATION _____																				
<table><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr><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></table>			Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No		
		Discount Allowed	Discount Percentage	Discount Days																	
#1		No	0.0000	0																	
#2		No																			
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
FISCAL AND ADMINISTRATIVE MANAGEMENT - 5301 WORKFORCE WEST VIRGINIA  1900 KANAWHA BLVD, EAST  BLDG 3, 3RD FLOOR, SUITE 300  CHARLESTON WV 25305  US	OFFICE OF ADMIN SUPPORT - 5302 WORKFORCE WEST VIRGINIA  1900 KANAWHA BLVD E  BLDG 3, 8TH FLOOR  CHARLESTON WV 25305  US

CR 7-11-25

Purchasing Division's File Copy

Total Order Amount:

Open End

PURCHASING DIVISION AUTHORIZATION  
DATE: 7/10/2025  
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM  
DATE: 7/11/2025  
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION  
DATE: 7-11-25  
ELECTRONIC SIGNATURE ON FILE

**Extended Description:**

Change Order #03 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 07/15/2025 through 07/14/2026

Renewal Years Remaining: (0)

NO OTHER CHANGES

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	43230000				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
	2022-07-15	2023-07-14		0.00	

**Commodity Line Description:** IVR/IWR System Maintenance and Support Services

**Extended Description:**

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
Year One Pricing shall be billed at \$382,904.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	43230000				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
	2022-07-15	2023-07-14		0.00	

**Commodity Line Description:** IVR/IWR Disaster Plan Maintenance and Support Services

**Extended Description:**

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
Year One Pricing shall be billed at \$160,104.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	43230000				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
	2022-07-15	2023-07-14		0.00	

**Commodity Line Description:** Professional Services

**Extended Description:**

Professional Services pertains to work, additional training, or other customization described within the specifications.  
Agency shall be billed at \$140.00 per hour rate as per the pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	43230000				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
	2023-07-15	2024-07-14		0.00	

**Commodity Line Description:** IVR/IWR System Maintenance and Support Services YR 2

**Extended Description:**

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
Year Two Pricing shall be billed at \$128789.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2023-07-15		2024-07-14		0.00	

**Commodity Line Description:** IVR/IWR Disaster Plan Maintenance and Support Services YR 2

**Extended Description:**

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
Year Two Pricing shall be billed at \$18,520.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2023-07-15		2024-07-14		0.00	

**Commodity Line Description:** Professional Services YR 2

**Extended Description:**

Professional Services pertains to work, additional training, or other customization described within the specifications.  
Agency shall be billed at \$140.00 per hour rate as per the pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
7	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2024-07-15		2025-07-14		0.00	

**Commodity Line Description:** IVR/IWR System Maintenance and Support Services YR 3

**Extended Description:**

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
Year Three Pricing shall be billed at \$128,789.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
8	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2024-07-15		2025-07-14		0.00	

**Commodity Line Description:** IVR/IWR Disaster Plan Maintenance and Support Services YR 3

**Extended Description:**

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
Year Three Pricing shall be billed at \$18,530.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
9	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2024-07-15		2025-07-14		0.00	

**Commodity Line Description:** Professional Services YR 3

**Extended Description:**

Professional Services pertains to work, additional training, or other customization described within the specifications.  
Agency shall be billed at \$140.00 per hour rate as per the pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
10	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2025-07-15		2026-07-14		0.00	

**Commodity Line Description:** IVR/IWR System Maintenance and Support Services YR 4

**Extended Description:**  
 Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
 Year Four Pricing shall be billed at \$133,889.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2025-07-15		2026-07-14		0.00	

**Commodity Line Description:** IVR/IWR Disaster Plan Maintenance and Support Services YR 4

**Extended Description:**  
 Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.  
 Year Four Pricing shall be billed at \$23,620.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	43230000				0.000000
<b>Service From</b>		<b>Service To</b>		<b>Service Contract Amount</b>	
2025-07-15		2026-07-14		0.00	

**Commodity Line Description:** Professional Services YR 4

**Extended Description:**  
 Professional Services pertains to work, additional training, or other customization described within the specifications.  
 Agency shall be billed at \$140.00 per hour rate as per the pricing page



Scott A. Adkins, Acting Commissioner

April 24, 2025

Diamond Technologies Inc.  
4001 Miller Road, Suite 3  
Wilmington, DE 19802

Re: Change Order #3 CMA WWV2200000001

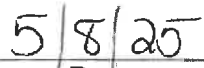
WorkForce West Virginia is offering to renew the subject contract referenced above for IVR/IWR System Maintenance & Support.

By signing below Diamond Technologies Inc. indicates their agreement to the renewal for the service period of 07-15-25 through 07-14-26.

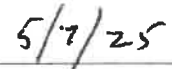
Please return to me via email @ [Tina.L.Lesavich@wv.gov](mailto:Tina.L.Lesavich@wv.gov).

Thank you.

  
\_\_\_\_\_  
WorkForce West Virginia

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Diamond Technologies Inc.

  
\_\_\_\_\_  
Date

1900 Kanawha Blvd. East \* Building 3 Suite 808 \* Charleston, WV 25305

An agency of the Department of Commerce  
An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

[www.workforcewv.org](http://www.workforcewv.org)

AmericanJobCenter

**DEPARTMENT OF COMMERCE (DNR) PURCHASE REQUEST/ORDER  
AUTHORIZATION OVER \$50,000**

**AGENCY INFORMATION:**

REQUESTING AGENCY: WorkForce West Virginia DIVISION: Procurement

Name: Tina Lesavich Program: UCREG

Date: 04/24/25 Date Needed (NOT ASAP): 07/14/25

WVOASIS ACCOUNT INFORMATION: Fund: 3450 Sub Fund: \_\_\_\_\_ Department: 0323

Unit: 9730 Program: UCREGSMC Sub Unit: \_\_\_\_\_ Appr. Unit: 09900 Object: 3247

Sub Object: 4212 Prog. Period: PY25 Fiscal Year: 2026 Budget Year: 2026

FUND INFORMATION: General Revenue ☐ Special Revenue ☐ Federal Revenue ☐ Surplus Appropriation ☐

Other ☐ : \_\_\_\_\_

ITEM INFORMATION: One-time Purchase ☐ On-going Purchase ☒ Bid Required ☐ Emergency Purchase ☐

ITEM INFORMATION: \*<http://www.unspsc.org/search-code> Please enter a code for each commodity line.

Quantity	Description	Estimated Cost	WVOASIS Commodity Code*	WVOASIS Shipping Code(s)	WVOASIS Billing Code(s)
12 MO	CO #3 to Renew Contract	175,000.00	43230000	SP0322	BL0171

Explanation of Purchase: Maintenance and Support Services for the three-tiered system encompassing an Interactive Web Response (IWR) system, Interactive Voice Response (IVR) and a predictive auto/dialer component.

WorkForce WV Unemployment Compensation Division utilizes the IWR/IVR to interact with claimants 24 hours a day, 7 days a week, 365 days a year.

Vendors to be contacted: Please provide vendor information. Three vendors required for projects going through bid process.

Vendor Name	Address	Contact Email	Phone & Fax #
1.			
2.			
3.			

**APPROVALS:**

Agency Head/Designee: *Scott C. ...*

Commerce Chief Financial Officer: *Tina C. ...*

Commerce General Counsel: *Alvin ...*

Secretary of Commerce/Designee: *[Signature]*

Date Ordered: \_\_\_\_\_

Date Received: \_\_\_\_\_

*6/13/25*  
*7/1/2025*

ERIC L. HOUSEHOLDER  
CABINET SECRETARY

STATE OF WEST VIRGINIA  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION

SAMANTHA WILLIS  
PURCHASING DIRECTOR

To: All State Agencies Under Purchasing Division  
From: Samantha Willis, Director & General Counsel  
WV Purchasing *SW*  
Date: January 23, 2025  
Re: \$100,000 Spending Requests

MEMORANDUM

Pursuant to Executive Order 4-25, signed into effect by Governor Morrissey on January 14th, 2025, all expenditures over \$100,000 must be reviewed by the Governor's Office in advance. Any solicitations, purchase orders, or other contracts currently in the possession of the Purchasing Division, which are estimated to cost over \$100,000 are being placed on hold for review. Our Division is providing documentation of those to the Governor's Office for review.

Any new requisitions valued over \$100,000 that are received by the Purchasing Division, must have a copy of this memorandum and accompanying signatures to process as usual. If there is no evidence of Governor's Office review or approval, your requisition will be returned to seek that approval.

Thank you all for your hard work, and please feel free to reach out with any questions on our end; if you have questions about the procedure for seeking the necessary approvals internally, I would recommend reaching out to your Cabinet Secretaries and/or your Department's Governor's Office liaison.

The Accompanying Request has been reviewed and approved by the following:

*Scott Cadd*  
Agency Head

*05-07-25*  
Date

*[Signature]*  
Cabinet Secretary/Department Head

*6/30/25*  
Date

*[Signature]*  
Governor's Office Representative

*7/8/2025*  
Date

# COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: <u>10- Brandon Barr</u> Date: <u>7/9/2025</u> Solicitation No. <u>CMA WWV22*01</u>	Agency: WorkForce West Virginia Procurement Officer Submitting Requisition: Tina Lesavich Requisition No. CMA WWV2200000001 PF No.: 1033818
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This checklist **MUST** be completed by a state agency's designated procurement officer and submitted with the Purchase Requisition to the Purchasing Division. The purpose of the checklist is to verify that an agency procurement officer has obtained and included required documentation necessary for the Purchasing Division to process the requisition without future processing disruptions. At the agency's preference, the agency **MUST** either submit the checklist by attaching it to the requisition's Header **OR** by placing it in the requisition's Procurement Folder.

## FOR ALL SOLICITATION TYPES:

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
1	Specifications and Pricing Page included	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Use of correct specification template	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Use of correct requisition type [CRQS → CCT or CPO] or [CRQM → CMA]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Use of most current terms and conditions ( <a href="http://www.state.wv.us/admin/purchase/TCP.pdf">www.state.wv.us/admin/purchase/TCP.pdf</a> )	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Maximum budgeted amount in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Suggested vendors in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Capitol Building Commission pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financing (Governor's Office) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Fleet Management Division pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
<b>10</b>	Insurance requirements				
	Commercial General Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Automobile Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Workers' Compensation/Employer's Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cyber Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Builder's Risk/Installation Floater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Professional Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>11</b>	Office of Technology CIO pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>12</b>	Treasurer's Office (banking) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### FOR CHANGE ORDERS/RENEWALS:

<b>1</b>	Two-party agreement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2</b>	Standard change order language	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3</b>	Office of Technology CIO approval	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>4</b>	Justification for price increases/backdating/other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>5</b>	Bond Rider (Construction)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>6</b>	Secretary of State Verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7</b>	State debarment verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>8</b>	Federal debarment verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*\*The items pre-checked are required before a Purchase Requisition may be submitted to the Purchasing Division. Failure to complete and verify this documentation may result in rejection of the requisition back to the agency. It is up to the agency procurement officer to determine if pre-approvals, insurance, or other documentation is needed for the purchase. The referenced information below may be used to make this determination.*

*For Purchasing Division Use Only:*

I have reviewed the requisition identified above and find that it is sufficient to advertise publicly to the vendor community. My review does not preclude the possibility that the vendor community, or some other entity, will identify an area of concern; however, should such issues or concerns arise, they will be reviewed and addressed as may be appropriate.

Signature: \_\_\_\_\_

7/9/2025

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## West Virginia Secretary of State — Online Data Services

### Business and Licensing

Online Data Services Help

### Business Organization Detail

**NOTICE:** The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.

#### DIAMOND TECHNOLOGIES, INC.

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C   Corporation	7/3/2012		7/3/2012	Foreign	Profit			

Organization Information		
<b>Business Purpose</b>	5182 - Information - Data Processing, Hosting, and Related Services - Data Processing, Hosting and Related Services	<b>Capital Stock</b>
<b>Charter County</b>		<b>Control Number</b>
<b>Charter State</b>	DE	<b>Excess Acres</b>
<b>At Will Term</b>		<b>Member Managed</b>
<b>At Will Term Years</b>		<b>Par Value</b>
<b>Authorized Shares</b>		<b>Young Entrepreneur</b> Not Specified

Addresses	
Type	Address
<b>Local Office Address</b>	300 WATER STREET SUITE 100 WILMINGTON, DE, 19801
<b>Mailing Address</b>	300 WATER STREET SUITE 100 WILMINGTON, DE, 19801 USA
<b>Notice of Process Address</b>	JENNIFER GIROUARD 300 WATER STREET SUITE 100 WILMINGTON, DE, 19801
<b>Principal Office Address</b>	300 WATER STREET SUITE 100 WILMINGTON, DE, 19801 USA
Type	Address

Officers	
Type	Name/Address
<b>Director</b>	GREGORY BALLANCE 218 MILFORD DR MIDDLETOWN, DE, 19709
<b>President</b>	GREGORY BALLANCE 218 MILFORD DR MIDDLETOWN, DE, 19709
Type	Name/Address

Annual Reports	
Filed For	

Vendor/Customer

Address


Address Type	Street 1	City	State/Province	Zip/Postal Code	Principal Contact
<input checked="" type="checkbox"/> Payment	300 WATER STREET	WILMINGTON	DE	19801	Default Contact Name
<input checked="" type="checkbox"/> Ordering	4001 MILLER RD STE 3	WILMINGTON	DE	19802	MARGARET CATALFAMO

First Prev Next Last

Save [Undo](#) [Delete](#) [Insert](#) [Copy](#) [Paste](#) 

Vendor/Customer : 000000192076


DIAMOND TECHNOLOGIES INC

Address Type : Payment 

Division/Department :

Additional Address Info. :

Prevent New Spending :

Default Currency : USD - US Dollar 

Active From : 01/01/1999 


Active To : 

Default Record : ☒

Mail Returned :

Active Address : Yes

▼ Address Information

Address ID : CV10001 

Country Phone Code : 1

Street 1 : 300 WATER STREET


Phone : 302-656-6050

Street 2 : SUITE 100

Phone Extension :

City : WILMINGTON

County : 

State/Province : DE 

County Name :

Zip/Postal Code : 19801 

Country : US 

DUNS :

Extended DUNS :

Unique Entity Identifier :

CAGE Code :

► Prenote/EFT

► Remittance Advice

► Contact Information

► Contact Address Information

► Geographic Designation

► Change Management

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All Words

e.g. 1606N020Q02



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- ☐ All Words
- ☐ Exact Phrase

e.g. 123456789, Smith Corp

"DIAMOND TECHNOLOGIES, INC."

Entity

Location

Status

- ☒ Active
- ☐ Inactive

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All Entity Information

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Disaster Response Registry

Responsibility / Qualification

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