



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: 10-14-2025

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 0506 2820 MIS2300000003 6	Procurement Folder:	1124314
Document Name:	SURVEY MANAGEMENT PLATFORM	Reason for Modification:	
Document Description:	Change Order 05	Change Order 05 To Renew Contract	
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2023-11-01
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2026-10-31

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000189175 QUALTRICS LLC 2250 N UNIV PKWY #48C PROVO UT 84604 US Vendor Contact Phone: 801-709-2160 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: Stephanie F Pettry Requestor Phone: (304) 558-2258 Requestor Email: stephanie.f.pettry@wv.gov 2026 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 OFFICE OF HUMAN RESOURCES MGMT ONE DAVIS SQUARE, STE 400 CHARLESTON WV 25301 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES OFFICE OF HUMAN RESOURCES MGMT ONE DAVIS SQUARE, STE 400 CHARLESTON WV 25301 US

CR 10-16-25
Purchasing Division's File Copy

Total Order Amount:

Open End

CH 10/15/25
PURCHASING DIVISION AUTHORIZATION
DATE: 10/16/25
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
DATE: 10/21/25
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: 10-21-25
ELECTRONIC SIGNATURE ON FILE

Extended Description:**Change Order**

Change Order No. 05 is issued to renew the original contract according to all terms, conditions, prices, and specifications contained in the original contract, including all authorized change order.

Effective date of renewal November 1, 2025 through October 31, 2026

One renewal year remaining

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	43232314			EA	167000.000000
Service From		Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Survey Management Platform

Extended Description:

3.1.1 Survey Management Platform- up to a minimum of ten users

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	43230000			EA	0.000000
Service From		Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Additional Users/Licenses

Extended Description:

3.1.1.9 Additional Users/Licenses - each add on user/license

(10 used for bidding scenario only, quantity could increase or decrease during life of contract)

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	81112200			EA	0.000000
Service From		Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Service and Support- monthly fee

Extended Description:

3.1.2.1 Service and Support - monthly fee

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
10	86132201			EA	40750.000000
Service From		Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Training

Extended Description:

3.1.2.2 Training

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	43232314			EA	167000.000000
	Service From	Service To	Service Contract Amount		
	2024-11-01	2025-10-31	0.00		

Commodity Line Description: Survey Management Platform- Renewal YR 1

Extended Description:
3.1.1 Survey Management Platform- up to a minimum of ten users

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	43232314			EA	230.000000
	Service From	Service To	Service Contract Amount		
	2025-10-01	2025-10-31	0.00		

Commodity Line Description: Upgrade Cloud License Configuration Q-244045

Extended Description:
Upgrade Cloud License Configuration Q-244045

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
13	43232314			EA	36750.000000
	Service From	Service To	Service Contract Amount		
	2025-10-01	2025-10-31	0.00		

Commodity Line Description: Upgrade Cloud Professional License Configuration Q-244045

Extended Description:
Upgrade Cloud Professional License Configuration Q-244045

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
14	43232314			EA	20.960000
	Service From	Service To	Service Contract Amount		
	2025-10-01	2025-10-31	0.00		

Commodity Line Description: Excess Use EX Foundational Employees

Extended Description:
Excess Use EX Foundational Employees

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
15	43232314			EA	9.570000
	Service From	Service To	Service Contract Amount		
	2025-10-01	2025-10-31	0.00		

Commodity Line Description: Excess Use Lifecycle Employees

Extended Description:
Excess Use Lifecycle Employees

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
16	43232314			EA	132.480000
	Service From	Service To	Service Contract Amount		
			0.00		

Commodity Line Description: Excess Use 360 Feedback Employees

Extended Description:
Excess Use 360 Feedback Employees

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
17	43232314			EA	167000.000000
	Service From	Service To	Service Contract Amount		
	2025-11-01	2026-10-31	0.00		

Commodity Line Description: Survey Management Platform- Renewal YR 2

Extended Description:

3.1.1 Survey Management Platform- up to a minimum of ten users- Renewal Year 2

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
18	43232314			EA	230.000000
	Service From	Service To	Service Contract Amount		
	2025-11-01	2026-10-31	0.00		

Commodity Line Description: Upgrade Cloud License Configuration Q-244045- REN YR 2

Extended Description:

Upgrade Cloud License Configuration Q-244045- Renewal Year 2

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
19	43232314			EA	36750.000000
	Service From	Service To	Service Contract Amount		
	2025-11-01	2026-10-31	0.00		

Commodity Line Description: Upgrade Cloud Professional License Configuration Q-244045

Extended Description:

Upgrade Cloud Professional License Configuration Q-244045- Renewal Year 2

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
20	43232314			EA	20.960000
	Service From	Service To	Service Contract Amount		
	2025-11-01	2026-10-31	0.00		

Commodity Line Description: Excess Use EX Foundational Employees- Renewal YR 2

Extended Description:

Excess Use EX Foundational Employees- Renewal Year 2

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
21	43232314			EA	9.570000
	Service From	Service To	Service Contract Amount		
	2025-11-01	2026-10-31	0.00		

Commodity Line Description: Excess Use Lifecycle Employees- Renewal YR 2

Extended Description:

Excess Use Lifecycle Employees- Renewal Year 2

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
22	43232314			EA	132.480000
	Service From	Service To	Service Contract Amount		
	2025-11-01	2026-10-31	0.00		

Commodity Line Description: Excess Use 360 Feedback Employees- Renewal YR 2

Extended Description:


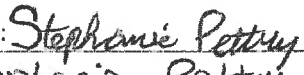
Excess Use 360 Feedback Employees- Renewal Year 2



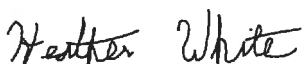
333 W. River Park Drive | Provo UT 84604

GTC Amendment No. 2

Parties:	Qualtrics, LLC ("Qualtrics") State of West Virginia, Department of Health and Human Resources ("Customer")
Amendment Effective Date:	The date signed by the last party to sign.
Amended Document:	This Amendment is an amendment to the State of West Virginia General Terms and Conditions (CMA MIS2300000003) between the parties dated as of December 1, 2023 (the "GTC").
Amendments:	The parties hereby agree to the following amendment: The term of the GTC shall be renewed for a successive one (1) year period, beginning November 1, 2025 to October 31, 2026, in accordance with the terms and conditions of the original GTC.
Additional Terms:	

Qualtrics	Customer
By (signature): 	By (signature): 
Name: Mark Creer	Name: Stephanie Pettry
Title: Deputy General Counsel	Title: Procurement Specialist
Date: October 8, 2025	Date: 10/8/25

Agreed





Arvin Singh, EdD, MBA, MPH, MS,
FACHE
Cabinet Secretary



Michael Caruso
Cabinet Secretary



Alex J. Mayer
Cabinet Secretary

DATE: 9/2/2025

TO: OSA Purchasing

FROM: Stephanie Pettry, Procurement Specialist
Office of Shared Administration
Office of Management Information Services

SUBJECT: Renewal of CMA MIS2300000003

The Office of Management Information Services (OMIS), on behalf of the Office of Human Resources Management, request approval to renew contract CMA MIS2300000003 with the vendor Qualtrics for the period of November 1, 2025, through October 31, 2026, with the same terms and conditions and prices as the original contract.





Lyle, Tara L <tara.l.lyle@wv.gov>

Re: CMA MIS23*3 - CO#5

1 message

White, Heather M <heather.m.white@wv.gov>
To: "Lyle, Tara L" <tara.l.lyle@wv.gov>
Cc: Crystal G Hustead <crystal.g.hustead@wv.gov>

Wed, Oct 15, 2025 at 11:07 AM

The agency has yet to encounter any issues with payment with the contract. However, if you'd like them to fix it, they would be happy to do so.

On Wed, Oct 15, 2025 at 10:18 AM Lyle, Tara L <tara.l.lyle@wv.gov> wrote:

Just want to clarify something. All of the commodity line service start dates have 2024 or 2025 - see attached.

Is this going to cause an issue since they don't have a start date of 2023?

Just trying to avoid another change order to correct the dates.

Thanks,

Tara Lyle

Buyer Supervisor

Purchasing Division

304-558-2544 | Tara.L.Lyle@wv.gov

2019 Washington St. E., Charleston, WV 25305



WEST VIRGINIA
PURCHASING DIVISION



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

Eric L. Householder
Cabinet Secretary

Heather D. Abbott
Chief Information Officer

**TO: Christopher Itson, Information Systems Consultant
WV Department of Health, Health Facilities, & Human Services
Office of Shared Administration, Office of Management Info. Services**

**FROM: Heather D. Abbott, Chief Information Officer
Office of Technology** *Heather D. Abbott*

**SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT
WVOT Number 2026-0202**

DATE: October 14, 2025

West Virginia Code §5A-6-4(a) permits the Chief Information Officer to review and approve technology purchases for suitability to ensure such purchases comport with the State of West Virginia's overall strategic information technology goals.

West Virginia Code §5A-6-4c requires the Chief Information Officer to review and approve "technology projects."

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 '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 Information Officer, in writing, of any proposed purchase of goods or services related to its information technology and telecommunication systems.

A review has been conducted of your request for approval to renew the Qualtrics Software Contract: CMA MIS23*03 , the Office of Technology has determined:

X Your request is approved. Additional renewal years are approved contingent upon the contract having no changes in price or scope.

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.



Federal Service Desk Help During Temporary Government Shutdown
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Oct 9, 2025

[See All Alerts](#)

Revolutionary FAR Overhaul Impacts to SAM.gov [Show Details](#)
Aug 15, 2025



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e.g. 1606N020Q02




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Simple Search

Search Editor

- ☐ Any Words 
- ☐ All Words 
- ☐ Exact Phrase 

e.g. 123456789, Smith Corp

qualtrics



Classification



Excluded Individual



Excluded Entity



Federal Organizations



Exclusion Type



Exclusion Program



Location



Dates



Entity Information ^



Entities

Disaster Response Registry

Responsibility / Qualification

Ex



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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.

QUALTRICS, LLC

See Attached

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
LLC Limited Liability Company	10/2/2018		10/2/2018	Foreign	Profit			

Organization Information			
Business Purpose	5182 - Information - Data Processing, Hosting, and Related Services - Data Processing, Hosting and Related Services		Capital Stock
Charter County	Fayette	Control Number	0
Charter State	DE	Excess Acres	
At Will Term	A	Member Managed	MBR
At Will Term Years	Par Value		
Authorized Shares	Young Entrepreneur		Not Specified

Addresses

Type	Address
Designated Office Address	333 W RIVER PARK DR PROVO, UT, 84604
Mailing Address	333 W RIVER PARK DR PROVO, UT, 84604 USA
Notice of Process Address	QUALTRICS LLC 333 W RIVER PARK DR PROVO, UT, 84604
Principal Office Address	333 W RIVER PARK DR PROVO, UT, 84604 USA
Type	Address

Officers

Type	Name/Address
Member	QUALTRICS INTERNATIONAL INC 333 W RIVER PARK DR PROVO, UT, 84604
Type	Name/Address

Annual Reports

Filed For
2025
2024
2023
2022
2021
2020
2019
Date filed

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

Tuesday, October 14, 2025 — 11:50 AM

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Vendor/Customer

Address

Address Type	Street 1	City	State/Province	Zip/Postal Code	Principal Contact
✓ Payment	DEPT 880102	PHOENIX	AZ	850389650	
Payment	333 W RIVER PARK DRIVE	PROVO	UT	84604	
Payment	2250 N UNIV PKWY #48C	PROVO	UT	84604	Tracie Christensen
Ordering	2250 N UNIV PKWY #48C	PROVO	UT	84604	Tracie Christensen

First Prev Next Last

Save Undo Delete Insert Copy Paste

Vendor/Customer : 000000189175
QUALTRICS LLC

Address Type : Payment

Division/Department :

Additional Address Info. :

Prevent New Spending :

Default Currency : USD - US Dollar

Active From : 06/16/2016

Active To :

Default Record :

Mail Returned :

Active Address : Yes

Address Information

Address ID : AD0000001

Street 1 : DEPT 880102

Street 2 : PO BOX 29650

City : PHOENIX

State/Province : AZ

Zip/Postal Code : 850389650

DUNS :

Extended DUNS :

Unique Entity Identifier :

CAGE Code :

Country Phone Code : 1

Phone : 000-000-0000

Phone Extension :

County :

County Name :

Country : US

► Prenote/EFT

► Remittance Advice

► Contact Information

► Contact Address Information

► Geographic Designation

► Change Management

Top

Modify Existing Record Add New Address

Master Address

Master Contacts

Languages

Vendor Transaction History

COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: <u>Crystal Husted</u> Date: <u>10/15/25</u> Solicitation No. <u>CMA MIS23*03</u>	Agency: WV Office of Shared Administration Procurement Officer Submitting Requisition: Heather White Requisition No. 1124314 PF No.: CMA MIS23*3 CO5
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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 (www.state.wv.us/admin/purchase/TCP.pdf)	<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
10	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"/>
11	Office of Technology CIO pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Treasurer's Office (banking) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOR CHANGE ORDERS/RENEWALS:

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

Crystal Hustead