



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: 11-17-2025

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 0511 3084 HHR1800000007 19	Procurement Folder:	302511
Document Name:	Integrated Eligibility Solution Proposal	Reason for Modification:	Change Order 17 To renew and Increase Contract
Document Description:	CO17-Integrated Eligibility Solution		
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:	2026-11-16

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: Stanley B Lewis Requestor Phone: 304-421-0405 Requestor Email: brandon.s.lewis@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 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

CR 11-21-25

Purchasing Division's File Copy

Total Order Amount:

Open End

12/11/25

PURCHASING DIVISION AUTHORIZATION

DATE: 11/21/25

ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM

DATE: 11-25-25

ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION

DATE: 11-25-25

ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order No. 17

Change Order No. 17 is issued to renew the original contract according to all terms, conditions, and specifications contained in the original contract and all authorized change orders, except that the contract Monthly Maintenance and Operations Cost for Year 9 is increased as defined in the attached documentation and to incorporate Attachment 1 to Optum's Letter of Acceptance for CY 09 Extension Amendment 1 to Optum Insight, Inc. Order of Precedence and Additional Terms Addendum as well as Attachment 2 to Optum's Letter of Acceptance for CY 09 Extension Amended Appendix VIII: Service Level Agreements (SLAs) and Appendix IX: Performance Measures. A new Commodity Line is being added for H.R. 1 changes to the system including 40,000 hours at \$136.00.

Effective date of renewal November 17, 2025 through November 16, 2026

Renewal Years Remaining: 1

No other changes.

All provisions of the original Contract and subsequent Change Orders not modified herein shall remain in full force and effect.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2017-11-17	2025-11-16		162675000.00	

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
	Service From	Service To		Service Contract Amount	
	2018-11-17	2019-11-16		1.00	

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
	Service From	Service To		Service Contract Amount	
	2024-09-17	2024-11-16		17192000.00	

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

Change Order No. 13 Monthly Maintenance and Operations \$8,596,000 per month 09/17/2024 to 11/16/2024

Monthly Maintenance and Operations Year 3 months at \$1,719,200.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2020-11-17	2021-11-16		15018000.00	

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
	Service From	Service To		Service Contract Amount	
	2021-11-17	2022-11-16		13945000.00	

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
	Service From	Service To		Service Contract Amount	
	2022-11-17	2023-11-16		13002000.00	

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
	Service From	Service To		Service Contract Amount	
	2017-11-17	2018-11-16		1.00	

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
	Service From	Service To		Service Contract Amount	
	2018-11-17	2019-11-16		566637.00	

Commodity Line Description: Modifications and Enhancements Year 2 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 4,970.50 to reflect actual hours used and reallocate hours to Year 7.

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
	Service From	Service To		Service Contract Amount	
	2019-11-17	2020-11-16		2098788.00	

Commodity Line Description: Modifications and Enhancements Year 3 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 18,093 to reflect actual hours used and reallocate hours to Year 7.

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
	Service From	Service To		Service Contract Amount	
	2020-11-17	2021-11-16		3026110.00	

Commodity Line Description: Modifications and Enhancements Year 4 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 25,645 to reflect actual hours used and reallocate hours to Year 7.

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
	Service From	Service To		Service Contract Amount	
	2021-11-17	2022-11-16		6163679.50	

Commodity Line Description: Modifications and Enhancements Year 5 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 50,939.50 to reflect actual hours used and reallocate hours to Year 7.

Change Order 11 is to decrease the hours to 70672.72727 at \$121.00 per hour.

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
	Service From	Service To		Service Contract Amount	
	2022-11-17	2023-11-16		3770672.60	

Commodity Line Description: Modifications and Enhancements Year 6 Hourly Rate

Extended Description:

Change Order No. 12 to reduce hours to 22,344.13 to reflect actual hours used and reallocate hours to Year 7.

Modifications and Enhancements Year 6 Hourly Rate 38,065 hours at \$124.00 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
31	81111511				0.000000
	Service From	Service To		Service Contract Amount	
	2017-11-17	2018-11-16		0.00	

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
	Service From	Service To		Service Contract Amount	
	2018-11-17	2019-11-16		50000.00	

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
	Service From	Service To	Service Contract Amount		
	2019-11-17	2020-11-16	50000.00		

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
	Service From	Service To	Service Contract Amount		
	2020-11-17	2021-11-16	50000.00		

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
	Service From	Service To	Service Contract Amount		
	2021-11-17	2022-11-16	50000.00		

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
	Service From	Service To	Service Contract Amount		
	2022-11-17	2023-11-16	50000.00		

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
	Service From	Service To	Service Contract Amount		
	2021-10-01	2024-10-31	53008679.00		

Commodity Line Description: Performance Tuning Activities

Extended Description:

IES WV PATH Performance Tuning Activities for 37 months

Monthly Rate: \$1,432,667.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
38	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2023-11-17	2024-11-16	12920000.00		

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
	Service From	Service To	Service Contract Amount		
	2023-11-17	2024-11-16	3439849.00		

Commodity Line Description: Modifications and Enhancements Year 7 Hourly Rate

Extended Description:

Change Order No. 16-moved 20,033 hrs to Year 8.

Change Order No. 12 To transfer 14,707 hours at \$128.00 per hour bringing the total hours for Year 7 to 46,907 hours at \$128.00 per hour for a total of \$6,004,096.

Change Order No. 11 To transfer 2,200 unused Modification and Enhancement Hours to Year 7. Modification and Enhancements Year 7 32,200 hours at \$128.00 per hours.

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
	Service From	Service To	Service Contract Amount		
	2023-11-17	2024-11-16	50000.00		

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

Extended Description:

Modifications and Enhancements Year 7 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
41	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2024-11-17	2025-11-16	46922532.00		

Commodity Line Description: Monthly Maintenance and Operations Year 8

Extended Description:

Monthly Maintenance and Operations Year 8 months at \$3,910,211.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
42	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2024-11-17	2025-11-16	6524247.00		

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	Manufacturer	Model No	Unit	Unit Price
43	81111511				0.000000
	Service From	Service To	Service Contract Amount		
	2024-11-17	2025-11-16	50000.00		

Commodity Line Description: Modifications and Enhancements Year 8 Services

Extended Description:

Modifications and Enhancements Year 8 Services

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
44	81111511				0.000000
Service From		Service To		Service Contract Amount	
2025-11-17		2026-11-16		39000000.00	

Commodity Line Description: Monthly Maintenance and Operations Year 9

Extended Description:

Monthly Maintenance and Operations Year 9 12 months at \$3,250,000.00 per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
45	81111511				0.000000
Service From		Service To		Service Contract Amount	
2025-11-17		2026-11-16		4080000.00	

Commodity Line Description: Modifications and Enhancements Year 9 Hourly Rate

Extended Description:

Modifications and Enhancements Year 9 Hourly Rate 30,000 hours at \$136 per hour

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
46	81111511				0.000000
Service From		Service To		Service Contract Amount	
2025-11-17		2026-11-16		50000.00	

Commodity Line Description: Modification and Enhancements Year 9 Pool

Extended Description:

Modification and Enhancements Year 9 Pool \$50,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
47	81111511				0.000000
Service From		Service To		Service Contract Amount	
2025-11-17		2026-11-16		5440000.00	

Commodity Line Description: H.R. 1 Modifications & Enhancements Contract Year 9

Extended Description:

H.R. 1 Modifications & Enhancements Contract Year 9 for 40,000 hours at \$136 per hour



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

November 14th, 2025

West Virginia Department of Human Services (WV DoHS)

350 Capitol Street

Charleston, WV 25301

Attn: Mr. Brandon Lewis, Chief of Technology and Information Systems

RE: # CMA 0511 3084 HHR 1800000007 – Letter of Acceptance for Extension of Contract Year 09 and Modification to Commodity Lines

Mr. Lewis:

Optum submits this letter of acceptance (LOA) to extend the master contract (# CMA 0511 3084 HHR 1800000007) for Contract Year 09, which extends the service dates to 11/16/2026 for Design, Development, and Implementation (DDI) as well as exercise the third annual renewal under the CMA.

This extension provides for Maintenance and Operations services in accordance with the *Amendment 2 to OptumInsight, Inc. Order of Precedence and Additional Terms Addendum* (Attachment 1) as well as the Service Level Agreements as set forth in Appendix VIII and IX to the CMA, as amended (Attachment 2). The M&O services will remain largely consistent with Appendix VII to the CMA, Operations Requirements, as amended, with the exception of certain requirements and services that will be modified as set forth in *Specification Scope Changes Due to Transition to Management Information Services* (Attachment 3). Additionally, the Deliverables *D076-Report Distribution Schedule*, *D077-Operations Project Management Plans*, and *D078-Solution Health Monitoring Plan* which will be updated to reflect modifications as set forth in *Amendment 2 to OptumInsight, Inc. Order of Precedence and Additional Terms Addendum* (Attachment 1), Appendix VIII and IX to the CMA, as amended (Attachment 2), and *Specification Scope Changes Due to Transition to Management Information Services* (Attachment 3).

The exercised third option year with its pricing will be reflected in a commodity line for Contract Year 9 “Monthly Maintenance and Operations 12 months at \$3,250,000 per month” via a Change Order issued by Department of Administration, where such Change Order will incorporate the attachments.

Additionally, Optum accepts a new Commodity Line for Modifications and Enhancements for Contract Year 9 which will include 30,000 hours at \$136 per hour. Optum also accepts a new Commodity Line for H.R. 1 Modifications and Enhancements for Contract Year 9 which will include 40,000 hours at \$136 per hour. Optum also accepts the addition of a commodity line that allows for “Modifications and Enhancements Year 9 Pool \$50,000.00”.

Sincerely,

Paul Miller (11/14/2025 18:17:42 CST)

Paul Miller

CC:

Agreed



Melanie Clark

Attachments:

Attachment 1 – Amendment 2 to the Addendum

Exhibit A to Attachment 1 – Deferred Requirements

Attachment 2 – Appendix VIII & XI - Service Levels and KPIS

Attachment 3 – Specification Scope Changes Due to Transition to Management Information Services

Attachment 1 to Optum's Letter of Acceptance for Extension Contract Year 09

Amendment 2 to Optuminsight, Inc. Order of Precedence and Additional Terms Addendum

This is Amendment No. 2 (the "Second Amendment") to the Optuminsight, Inc. Order of Precedence and Additional Terms Addendum (the "Addendum"), as agreed to by OptumInsight, Inc., ("Optum") and West Virginia Department of Human Services ("DoHS"), formerly Department of Health and Human Resources (DHHR) and incorporated into the CMA 05113084 HHR1800000007, as amended (the Master Contract). This Second Amendment is effective on November 17, 2025.

Whereas, Optum and DoHS have agreed to extend Maintenance and Operations services for Contract Year 09; and

Whereas, as part of the extension, there are a few services and requirements that the parties have agreed to modify.

Now, therefore, in consideration for the foregoing promises and mutual premises hereinafter set forth, the parties agree to amend the Addendum as follows:

1. Section 2, "Modifications to Existing Documents" of the Addendum is revised to add the following new subsection "i Mandatory Requirements":

"i. Mandatory Requirements are modified as follows:

Mandatory Requirement 5.29 is amended to include the following at the end of the paragraph: *"In the Maintenance and Operations phase, enhanced staffing may only be requested by the DoHS when the vendor is under a Corrective Action Plan (CAP) for failing to meet a performance standard for four consecutive months as outlined in Amended Appendix VIII: Service Level Agreements (SLAs)."*

Mandatory Requirement 5.33 is amended to include the following at the end of the paragraph: "Key Staff requirements only apply to the following positions in the Maintenance and Operations phase: Account Manager, Deputy Account Manager, Change Manager, and Security Manager. Key Staff are not required to be on site but will travel on site as needed." "

2. Section 3, Additional Terms, subsection J "Service Level Agreements and Excused Performance" of the Addendum is revised to delete the previous provision and to replace the section completely with the following:

" J. Service Level Agreements and Excuse Performance:

Parties agree that Service Level Agreements (as found in Appendix VIII and as amended as part of the First Amendment and Second Amendment) and Key Performance Indicators (KPIs) (and found in Appendix IX, as amended as part of the First Amendment

Attachment 1 to Optum's Letter of Acceptance for Extension Contract Year 09

and Second Amendment) of the Master Contract will include adjustments via the Periodic Review Process. During this process, parties will identify and document the process by which root cause analysis will be performed as needed. Any adjustments will be reflected using the Change Management process.

Service Level penalties shall only be assessed if and to the extent that Optum has caused the Deliverable to be late or the SLA not to have been met. If DoHS or any third party (where such third party is not a subcontractor of Optum) has caused the deliverable to be late or the SLA not to have been met, including, without limitation, the failure of DoHS or a third party (where such third party is not a subcontractor to Contractor) to meet a condition that is a prerequisite to Optum being able to provide the deliverable in accordance with the then current, mutually agreed upon project plan or in accordance with the applicable SLA, Optum shall not be liable for the penalty. If Optum and DoHS and/or one or more third parties have caused the event giving rise to the penalty to have occurred, then Optum shall be liable for the service level penalty amount only in proportion to the percentage of Contractor's fault.

To the extent that any Service Level penalty is attributable to other acts outside of Optum's control, either solely or partially, then the corresponding Service Level penalty shall be excused, either entirely or partially.

If a single incident results in multiple Service Level defaults caused by the contractor, as determined through a root cause analysis conducted by the Contractor and the State, the State shall be entitled to claim the service level failure with the highest liquidated damages amount. If there are several incidents over the course of a one-month period that prevent SLA attainment, the State shall be entitled to assess penalties as contemplated in the agreement. "

3. Section 3, "Additional Terms" of the Addendum, subsection 0 is deleted and replaced as follows:

"O. Deferred Requirements. Included in Contract Year 09 M&O fees will be effort to complete Spanish Translation of forms for Child Support and Family Assistance, along with completion of the Child Support Employer Portal. Additionally, Optum will provide up to 36,000 hours to work on Child Support requirements associated with certification. Please see Exhibit A for included requirements.

All other deferred requirements, as determined jointly by Optum and DoHS as a priority and determined to be implemented would be managed through the Change Management process, where it may be chargeable if the work effort is beyond the capacity of the fixed price M&O team. This applies to, but is not limited to, design, functionality, and infrastructure requirements. For avoidance of doubt, during Operations, Optum will provide M&O and infrastructure support services to vendor provided hosted services at the time of CY08. Any additional hosting or infrastructure support services is subject to the Change Management process. "

Attachment 1 to Optum's Letter of Acceptance for Extension Contract Year 09

4. Section 3 of "Additional Terms" of the Addendum is revised to include the following new provisions:

"Q: Hardware and Software. The following Hardware and Software is included as part of the M&O Services and Fixed Price Fee and will be provided at no additional cost:

Q.1 OFE Hosting Service includes:

- Container Platform
- DB2 Database
- Job Control
- Microsoft SQL Database
- MySQL Database
- ODI CPU
- ODI RAM
- Oracle Database
- Search Analytics
 - Storage - Backup
 - Storage - High Performance
 - Storage - Object
 - Storage - Standard Performance
 - Virtual Machine

Q.2 OFE Cloud Software includes:

- Adobe Systems Inc AEM Forms
- Carahsoft maintenance - Informatica Data Quality
- Cincom Eloquence subscription
- Dynatrace
 - Flexi SW annual maintenance
 - Flexi SW Product lic support and annual Maintenance
 - GOJS (PATH CW)
 - IBM Cognos subscriptions
 - Informatica maintenance (Powercenter)
 - Java Application Platform Service
 - JAVA Framework
 - Mulesoft
- Salesforce Cloud subscription
 - Search Analytics (Splunk)
 - Spatialitics subscription
 - Virtual Desktop Infrastructure (VDI)

Q.3 Legacy Software includes:

- Corticon maintenance (Business Rules Server)
- PATH FA HP Server Support

Attachment 1 to Optum's Letter of Acceptance for Extension Contract Year 09

- Informatica (MDM) Maintenance
- Insight HP-Hardware Support
- Insight PS Red Hat subscriptions
- Oracle - WebLogic & SOA Suite and Database
- Software AG EntireX
- Software AG Product maintenance

"R. Transition of Services from Optum to the State.

R.1. WV PATH Technical Call Center. As part of Contract Year 09 M&O Services, the responsibilities for the WV PATH Technical Call Center will transition from Optum to the State's Management Information Services (MIS) by March 1, 2026.

R.1.1 Description of Transition. The transition details are included in the scope of requirements outlined in sections R.1 and R.2 of this document and *Specification Scope Changes Due to Transition to Management Information Services* (Attachment 3). The D077 – Operations Management Plan will also be updated to reflect the new processes whereby calls, emails, mail, and other electronic submissions of tickets will initially be handled by MIS. whereby calls, emails, mail, and other electronic submissions of tickets will initially be handled by MIS.

R.1.2 MIS Responsibilities

MIS will complete potential "first call resolution" steps and will triage technical tickets to Optum through the contact management system.

All calls, emails, mail, and other electronic submissions of tickets will initially be handled by MIS.

The State will provide its own telephony system for the intake of calls and calls will not be transferred directly to Optum.

R.1.3. Optum Responsibilities.

Optum will continue to provide the contact management system with 25 licenses allocated to State staff. Additional licenses will continue to be handled through Change Management.

R.2. Child Support Transition

R.2.1 All technical changes to the Natural codebase for the Child Support back-end portion of the application will transition from Optum to WV MIS by November 17, 2025. This includes, but is not limited to changes, management, upgrades, and validations related to batch functionality. All changes will need to occur in coordination with Optum. MIS will continue to execute Child Support batch jobs, natural code promotions, and natural code reviews.

Attachment 1 to Optum's Letter of Acceptance for Extension Contract Year 09

R.2.2 The MIS team will provide comprehensive support for the CSENet functionality through the following key activities:

- i. Service Management: Ensuring the reliability and performance of CSENet services by managing incidents, monitoring system health, and maintaining operational continuity.
- ii. Enhancement Coordination: Facilitating and overseeing enhancement requests to improve system capabilities in alignment with programmatic and technical requirements.
- iii. Certification Support: Contributing to the CSENet certification process by compiling and submitting detailed evidence packets that validate system compliance with federal and state standards.

R.3 All Operations Requirements listed in Appendix VII to the CMA and associated with the scope in sections R.1 and R.2 are no longer within Optum's scope. Please see *Specification Scope Changes Due to Transition to Management Information Services* (Attachment 3) for a complete list of requirements removed from scope and/or where responsibility has changed.

Capitalized Terms, if not otherwise defined in this Second Amendment, shall have the same meanings as set forth in the CMA.

Except as hereby specifically amended by this Second Amendment, all terms and conditions in the Addendum shall remain unchanged and in full force and effect.

Exhibit A to Attachment 1 – Deferred Requirements

Deferred Requirements

The following are deferred requirements agreed to by Optum within the scope of Contract Year 09 effective November 17, 2025.

1. Optum agrees to complete the following deferred requirements at no additional cost for Maintenance and Operations for Contract Year 09.

Release	Specification Id	Hierarchy Level	Specification
IE (FA)	GT0174	1	The solution should generate all notices, forms, and letters as requested in Spanish.
CS	GT0174	1	The solution should generate all notices, forms, and letters as requested in Spanish.
CS	PG0078	1	The solution should allow providers to submit payment information via a secure web portal.

2. Optum will provide up to 36,000 hours at no additional cost to work on the following Child Support requirements associated with certification.

Release	Specification Id	Hierarchy Level	Specification
CS	BRM0091	1	When an order that requires medical support is established, or at the time of a subsequent change, The solution should electronically transmit all required fields established in the latest version of the Administration for Children and Families (ACF) Child Support Enforcement Guide for States to provide the Medicaid Management Information System (MMIS) with updates to Medicaid-related information.
CS	OM0028	1	The solution should allow fees for services to be waived according to West Virginia business rules.
CS	SM0232	1	The solution should provide for supervisory-authorized review of billing suppression or adjustments according to West Virginia business rules, and should notify the system user of decision not to suppress or adjust billing, or determine that billing suppression or adjustment was inappropriate.
CS	SM0248	1	The solution should support cost recovery according to West Virginia and federal business rules.
CS	UM0082	1	The solution, or an auxiliary financial system, should provide documentation needed to obtain and verify claims for Federal financial participation (FFP) and to facilitate the following:
CS	UM0083	2	Payment of incentive payments
CS	UM0084	2	Receipt of incentive payments
CS	UM0085	2	Distribution of incentive payments

Amended Appendix VIII: Service Level Agreements (SLAs)

DoHS will monitor the Vendor's performance during the Operations Phase using a performance reporting system to be implemented by the Vendor. Each Service Level Agreement (SLA) presented in this appendix establishes the performance level expected by DoHS in a particular area. Key Performance Indicators (KPIs) are identified within each SLA, and are to be measured and reported each month by the Vendor. Service Level Agreements found in this appendix are:

1. Solution Availability
2. Solution Performance
3. Operations Issue Management
4. Database Updates
5. Reporting

SLAs and Performance Monitoring

The KPIs used to define the following service levels are an adjunct to the performance standards established in Appendix IX: Performance Metrics, Table: 35-40. DoHS has identified the KPIs to be key indicators of the Vendor's operational performance. Failure to achieve a KPI may, at the discretion of DoHS, result in payment reduction; failure to meet any other performance standard defined in Appendix IX, Table: 35-40, is not directly tied to fiscal hold-back.

Monthly Reporting

The Vendor should monitor performance against the DoHS-specified KPIs in this document, and should develop operations reports to demonstrate compliance with applicable KPIs. The Vendor should submit a performance report card monthly on all KPIs, regarding the prior month's performance, no later than the 10th of the month. In the event the 10th does not fall on a State business day, the performance report card should be submitted no later than the last business day before the 10th of the month. The Vendor may include additional information regarding SLA compliance in its report. The Vendor should make available to DoHS upon request all reports or data used in the determination of SLA compliance and calculation of KPI metrics.

Corrective Action

The Vendor will provide OMIS with a written Corrective Action Plan (CAP) when vendor fails to meet a performance standard for four consecutive months, submitted for approval by the State no later than 10 business days from the date OMIS requests the CAP. OMIS will consider extensions to the 10-day timeline on a case-by-case basis. The CAP will include, at a minimum:

1. The missed KPI
2. Full description of the issue
3. Cause of the problem
4. Risks related to the issue
5. The resolution, including any failed solutions implemented prior to resolution

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6. Proposed corrective action going forward to avoid missing the KPI in the future

The Vendor will implement the proposed corrective action (#6 above) only upon OMIS approval of the CAP.

Periodic Reviews

Prior to submission for acceptance of the solution, DoHS and the Vendor are to review all KPIs and Performance Measures to determine if revisions are needed. Thereafter, similar reviews are to be held annually, upon the implementation of a change that impacts existing KPIs, and/or at the request of DoHS.

The following describes the Service Level Agreements and KPIs established at the time of RFP publication, and as amended for the Operations phase of the contract.

Table 29: SLA 001

SLA 001: Solution Availability		
Description	Payment Percentage	Please add your comments with initials here
<p>Solution availability is defined as the percentage of possible uptime in a month that the environments supporting the West Virginia Integrated Eligibility Solution (including all associated components) are available to users, to perform back-end processing, or to perform in a back-up capacity. Negotiated downtime for system maintenance during off-peak hours is not included in the calculation of solution availability.</p> <p><u>Downtime</u></p> <p>Downtime is defined as the time during which any component(s) of the solution is not functioning or available for any reason. Production downtime is the time during which the solution is not available for its intended use in production. There are two types of downtime, as defined below:</p> <ol style="list-style-type: none"> 1. Scheduled Downtime: Any period of time that the solution, or any component(s) of the solution, is unavailable for its intended use that has been reviewed and approved by the State in advance of the service interruption. Scheduled downtime, that has received approved from Office of Management Information Systems (OMIS), does not count towards downtime performance standards. 	<p>Up to 5% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Any 1 of 4 performance standards not met: 1% • Any 2 of 4 performance standards not met: 3% • Any 3 of 4 performance standards not met: 4% • 4 of 4 performance standards not met: 5% 	

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SLA 001: Solution Availability		
Description	Payment Percentage	Please add your comments with initials here
<p>2. Unscheduled Downtime: Any period of time that the solution, or any component(s) of the solution, is unavailable for its intended use that has not been approved by the State in advance of the service interruption.</p> <p><u>Hours of Operation</u></p> <p>System availability is to be based on the following hours of operation.</p> <ul style="list-style-type: none"> • Eligibility Solution Hours of Operation: The solution shall be accessible 99% of the time during working hours, except for scheduled downtime. West Virginia defines working hours as: <ul style="list-style-type: none"> ○ 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday ○ 7:00 a.m. to 6:00 p.m. Eastern Time on Saturday and Sunday ○ On holidays as agreed-upon with OMIS ○ On an emergency basis, if requested by OMIS ○ During other time periods as required, at the request of OMIS <p><i>Except as specified in the following bullet, this standard applies to all components of the solution.</i></p> <ul style="list-style-type: none"> • Client Facing Web Portal: The client facing portal shall be available 99% of the time 24 hours per day, seven days per week, except for scheduled downtime. <p>Training Environment: The training environment shall be accessible 95% of the time, except for scheduled downtime during the following hours: 9:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday</p> <p><u>Performance Standards</u></p>		

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SLA 001: Solution Availability		
Description	Payment Percentage	Please add your comments with initials here
<ol style="list-style-type: none"> 1. Client Portal: Unscheduled production downtime for the client portal is to be two hours or less in total for a calendar day 2. All Other Solution Components: Unscheduled production downtime for all components of the integrated eligibility solution is to be 1% or less during the monthly reporting period. 3. Test Environments: User Acceptance Test environment downtime for all solution components is to be 15% or less during the monthly reporting period. 4. Training Environment: Training environment downtime for all solution components is to be 5% or less during the monthly reporting period. 		

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Table 30: SLA 002

SLA 002: Solution Performance		
Description	Payment Percentage	Please add your comments with initials here
<p>Solution performance is defined as the time it takes for the solution to complete actions initiated by a system user.</p> <p><u>Vendor Control</u></p> <p>The vendor is expected to be responsible for that portion of the solution and communication link for which the vendor has control. For system response time performance measures, control is defined as any vendor/subcontractor owned or administered service or component up to State-side of the router(s). The vendor shall provide a solution to monitor and report on the response times defined in the performance standards below. The solution must be approved by the Office of Management Information Systems (OMIS). All standards shall be measured and evaluated in seconds.</p> <p><u>Performance Standards</u></p> <p>The vendor must ensure system performance meets the following performance standards.</p> <ol style="list-style-type: none"> 1. Menus: The response time must be within four seconds for 95% of all these transactions. 2. Simple Inquiries: The response time must be within six seconds for 95% of all these transactions. <ol style="list-style-type: none"> a. A simple inquiry is one that contains three or fewer criteria. 3. Complex Inquiries: The response time must be within 10 seconds for 95% of all these transactions. <ol style="list-style-type: none"> a. A complex inquiry is one that contains four or more criteria. 4. Simple Updates: The response time must be within 14 seconds for 95% of all these transactions. <ol style="list-style-type: none"> a. A simple update is one that modifies a single table in a database. 	<p>Up to 6% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Any 1 of 6 not met: 1% • Any 2 of 6 not met: 3% • Any 3 of 6 not met: 5% • Any 4 or more of 6 not met: 6% 	

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SLA 002: Solution Performance		
Description	Payment Percentage	Please add your comments with initials here
<p>5. Complex Updates: The response time must be within 20 seconds for 95% of all these transactions.</p> <p style="padding-left: 40px;">a. A complex update is one that modifies multiple tables, systems, or databases.</p> <p>6. Web-Enabled Programs: The response times for all elements of the client portal and web-enabled components of the eligibility solution must be less than 20 seconds for 95% of all these transactions.</p> <p>7. Due to the size of queries and quantity of data, the execution of reports is excluded from these performance metrics.</p>		

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Table 31: SLA 003

SLA 003: Operations Issue Management		
Description	Payment Percentage	Please add your comments with initials here
<p>The vendor is to provide operational issue management to resolve problems with the enterprise solution during the Operations Phase of the project. This responsibility applies to issues associated with all components of the enterprise solution. Issues identified during operations are to be categorized based upon severity, communicated to the Office of Management Information Systems (OMIS), documented, resolved, and tracked by the vendor in a form and format accessible to, and approved by, OMIS.</p> <p><u>Issue Tracking</u></p> <p>The vendor shall provide software tools to enable the tracking of a specific defect from identification through resolution, including all testing performed to ensure the correct fix is in place.</p> <p><u>Performance Standards</u></p> <p>During the Operations Phase, the vendor shall categorize and resolve errors in accordance with the approved Issue Management Plan, as follows:</p> <ol style="list-style-type: none"> 1. Critical Business Impact (P1): Indicates the enterprise solution is unavailable for its intended use, resulting in a stoppage of operations and loss of functional application. <ul style="list-style-type: none"> • Requires immediate OMIS notification and a restoration within two hours. 2. Serious Business Impact (P2): Indicates serious production issues where the enterprise solution is useable but a vital business function is severely limited and no workaround exists. <ul style="list-style-type: none"> • Requires immediate OMIS notification and a restoration within 24 hours. 	<p>Up to 3.5% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Critical Business Impact standard not met: 2.0% • Serious Business Impact not met: 1.5% 	

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SLA 003: Operations Issue Management		
Description	Payment Percentage	Please add your comments with initials here
<p>3. Significant Business Impact (P3): Indicates moderate production issues where the enterprise solution is usable but a workaround is available (not critical to operations).</p> <ul style="list-style-type: none"> Requires acknowledgement by the technical call center and restoration will occur on a best effort basis. <p>4. Minimal Business Impact (P4): Indicates the problem results in little impact on operations or reasonable circumvention to the problem has been implemented.</p> <ul style="list-style-type: none"> Requires acknowledgement by the technical call center and restoration will occur on a best effort basis. 		

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Table 32: SLA 004

SLA 004: Database Updates		Please add your comments with initials here
Description	Payment Percentage	
<p>Database updates are to be defined as the activities necessary to maintain current and accurate data as required to conduct the functions outlined in this Request for Proposals (RFP), in compliance with all requirements herein.</p> <p><u>Performance Standards</u></p> <p>The vendor shall ensure database update activities meet the following performance standards:</p> <ol style="list-style-type: none"> 1. Error Resolution Turnaround Time: Resolve database errors reported by partner systems within two business days of error detection. 2. Daily Back-Ups: Complete daily backups before 7:00 a.m. Eastern Time based on the solution availability defined in SLA 001. 3. Weekly Back-Ups: Complete weekly backups once per week. 4. Interfaces with External Data Sources: Make available to authorized users all data received from all external data sources within one business day of receiving the data. 5. Mass Changes, Scheduled Rate/Business Rule Changes, and other scheduled batch processes: All scheduled mass changes and rate/business rule changes described in the Operational Phase Requirements OPP0030 through OPP00438 completed and verified as accurate on the date agreed upon between Office of Management Information Systems (OMIS) and the vendor. Scheduled batch processes must be completed and verified as accurate on the date and time agreed-upon by OMIS and the vendor. 6. Data Fixes: The priority of Data Fixes shall be assessed as per the issue prioritization table in SLA003. 	<p>Up to 6% of the monthly invoice of Maintenance and Operations, as follows:</p> <ul style="list-style-type: none"> • Any 1 of 7 not met:1% • Any 2 of 7 not met:3% • Any 3 of 7 not met:4% • Any 4 of 7 not met:5% • Any 5 or more of 7 not met: 6% 	

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Table 33: RESERVED

Table 34: SLA 006

SLA 006: Reporting		
Description	Payment Percentage	Please add your comments with initials here
<p>Reporting is to be defined as the processes, activities, and deliverables associated with regular reporting from the enterprise solution.</p> <p><u>Performance Standards</u></p> <p>The vendor is to ensure reporting meets the following performance standards:</p>	<p>The payment reduction percentage for the performance standards tied to this SLA are not cumulative. There are separate damages for each performance standard as defined below:</p>	
<p>1. Daily Reports Availability Schedule: 98% of the reports are accessible to users by 8:00 a.m. of the next State business day, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>2. Weekly Reports Availability Schedule: 98% of the reports are accessible to users by 8:00 a.m. the next State business day after the scheduled run, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>3. Monthly Reports Availability Schedule: 98% of the reports are accessible to users by 8:00 a.m. of the next State business day following the end of the month, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>4. Quarterly Reports Availability Schedule: 98% of the reports are accessible to users by 8:00 a.m. of the next State business day following the end of the quarter, or as agreed to by Office of Management Information Services (OMIS) and the vendor.</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	
<p>5. Annual Reports Availability Schedule: 98% of the reports are accessible to users by 8:00 a.m. of the next State business day following end of the year (federal fiscal, State fiscal, and other annual cycles), or as agreed to by Office of</p>	<p>0.5% of the monthly invoice of Maintenance and Operations</p>	

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SLA 006: Reporting		
Description	Payment Percentage	Please add your comments with initials here
Management Information Services (OMIS) and the vendor.		
6. Federal and State Reporting and File Production/Distribution Schedule. Produce and submit all required federal and State reports and data files on a schedule defined per regulation and as agreed to by Office of Management Information Services (OMIS) and the vendor.	0.5% of the monthly invoice of Maintenance and Operations, in addition to the damage percentage tied to the frequency of the report.	
7. Quality Control (QC) Reporting: Based on an aggregate error rate compiled by averaging the error rates across all in-scope QC reports:		
7a. Errors found to be the fault of the vendor account for 5% to 25% of aggregate error rate.	1% of the monthly invoice of Maintenance and Operations	
7b. Errors found to be the fault of the vendor account for 26% to 50% of overall error rate.	1.5% of the monthly invoice of Maintenance and Operations	
7c. Errors found to be the fault of the vendor account for 51% to 75% of overall error rate.	2% of the monthly invoice of Maintenance and Operations	
7d. Errors found to be the fault of the vendor account for 76% to 100% of overall error rate.	3% of the monthly invoice of Maintenance and Operations	

Appendix IX: Performance Measures

Overview

DoHS will monitor the Vendor's performance during Maintenance and Operations using a performance reporting system accepted by the Department and implemented by the Vendor. Each performance standard presented in this appendix establishes the performance level expected by DoHS in a particular area.

Service Level Agreement (SLA) and Performance Monitoring

The Key Performance Indicators (KPIs) used to define the service levels found in RFP Appendix VIII: Service Level Agreements, Tables: 28-34, are performance standards, and are an adjunct to the performance standards established in this appendix. The KPIs found in Appendix VIII differ from the performance metrics defined in this Appendix in that DoHS has identified them to be key indicators of the Vendor's operational performance. Failure to achieve a KPI found in the Appendix VIII may, at the discretion of DoHS, result in payment reduction; failure to meet any other performance standard defined in this Appendix IX is not directly tied to fiscal withholding.

Monthly Reporting

Upon an agreed upon Change Request, the Vendor may monitor performance against the DoHS-specified Performance Measures in this document, and should develop operations reports to demonstrate compliance with applicable Performance Measures. The Vendor should submit a performance report card monthly on all Performance Measures, regarding the prior month's performance, no later than the 10th of the month. If the 10th of the month falls on a State holiday or weekend, the report should be delivered no later than end of day on the last business day prior to the 10th. The Vendor may include additional information regarding SLA compliance in its report. The Vendor should make available to DoHS upon request all reports or data used in the determination of SLA compliance and calculation of Performance Measures.

Periodic Reviews

Prior to submission for acceptance of the solution, DoHS and the Vendor are to review all KPIs and Performance Measures to determine if revisions are needed. Thereafter, similar reviews are to be held annually, and/or upon the implementation of a change that impacts existing KPIs, and/or at the request of either party.

The following describes the performance standards established at the time the RFP was published, as amended.

Table 35: Solution Availability Performance Measures

1. Solution Availability	Please add your comments with initials here
1.1 Client Portal: Unscheduled production downtime for the client portal is to be 2 hours or less in a calendar day	

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Table 36: Solution Performance

2. Solution Performance	Please add your comments with initials here
2.1 Ad-Hoc and On-Demand Reports Access Time. As requested by DoHS, where ad-hoc and on-demand reports access time is defined as the time elapsed from the time the report is requested until the report loads to completion on the monitor.	
2.2 Data Transfer Response Time. Within a timeframe as agreed upon by DoHS, where data transfer response time is defined as the time elapsed from the time the interface file is sent/received until confirmation response (receipt, acceptance, failure or rejection response) is sent to interface partner.	

Table 37: Operations Issue Management

3. Operations Issue Management	Please add your comments with initials here
None identified at this time. Please see Appendix VIII – Service Level Agreements, Tables: 28-34.	

Table 38: Database Updates

4. Database Updates	Please add your comments with initials here
4.1 Member Record Reconciliation Turnaround Time: Master Client Index. Reconcile the member records with the Master Client Index real-time, and provide the DoHS with a potential duplication report every 24 hours of an identified potential duplication.	

Table 39: RESERVED

Table 40: Reporting

6. Reporting	Please add your comments with initials here
None identified at this time. Please see Appendix VIII – Service Level Agreements, Tables: 28-34.	

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Specification Scope Changes Due to Transition to Management Information Services

1. Business and Technical Specification (Appendix VI) Scope Changes Due to Transition of Scope to the State

a. Transition of the Technical Call Center

The following business and technical specifications are removed from Optum's scope due to responsibilities for the technical call center moving to the WV Office of Shared Administration, Management Information Services (WV OSA MIS) effective March 1, 2026.

Specification Category	Spec Id	Hierarchy Level	Specification
General Technical	GT0052	1	The solution should provide a Technical Support Call Center.
General Technical	GT0053	1	The Vendor should maintain staff and systems to manage, track, and report on user support services via multiple channels, including:
General Technical	GT0054	2	Telephone
General Technical	GT0055	2	Client Portal
General Technical	GT0056	2	E-mail
General Technical	GT0057	2	Mail
General Technical	GT0060	1	The solution should provide electronic call answering methods for callers to a toll-free phone line to leave messages during hours when the Call Center is not staffed.
General Technical	GT0061	1	The Technical Support Call Center for State users should be available Monday through Friday from 7:00 a.m. to 7:00 p.m. Eastern Time, excluding State holidays, and on an emergency basis as requested by the State.
General Technical	GT0062	1	The Vendor should provide an afterhours contact for technical support during all non-business hours, seven (7) days a week, 365 days a year. The afterhours contact should respond to all verbal (telephone) inquiries from State staff within two hours of receipt.
General Technical	GT0063	1	The Technical Support Call Center for client users should be available Monday through Friday, from 7:00 a.m. to 7:00 p.m. Eastern Time.
General	GT0064	1	The client solution should provide electronic call answering methods for callers to a toll-free phone line to leave messages

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Technical			during hours when the Technical Support Call Center is not staffed.
General Technical	GT0065	1	The Vendor's staff should return all after-hours client calls on the next business day, in the caller's choice of language, or provide oral interpretation services.
General Technical	GT0066	1	The Technical Support Call Center should be located within the State of West Virginia.
General Technical	GT0067	1	The vendor's solution should provide client user Technical Support Call Center functions, including Automated Voice Response System (AVRS) and live representative customer service, for the State and other client users.
General Technical	GT0077	1	The solution should allow configuration of call routing and delegation criteria and severity, prioritization, and escalation criteria.
General Technical	GT0078	1	The solution should have a central database for call tracking records that can be queried by both Vendor and State users.
General Technical	GT0079	1	The solution should use State data repositories to automatically display information regarding the caller when applicable.
General Technical	GT0080	1	The vendor's Technical Support Call Center should capture date-specific and user-specific free-form text for each call center ticket.
General Technical	GT0081	1	The solution should provide separate toll-free Technical Support Call Center telephone numbers for the State users, client users, and other entities as identified by the State.
General Technical	GT0082	1	The solution should authenticate the caller/user (per State specified criteria).
General Technical	GT0083	1	The solution should, as applicable, auto-populate call center screens with caller information when the call representative answers the call. This would include the ability to access contact and correspondence history.
General Technical	GT0084	1	The solution should repeat call options automatically.
General Technical	GT0085	1	The solution should integrate with an automated phone messaging system.
General Technical	GT0086	1	The solution should use automated message purge function with activity reporting.
General Technical	GT0087	1	The solution should define phone routing that allows the system to forward calls to the individual/entity (internal and external agencies included) capable of handling the caller's needs.

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General Technical	GT0088	1	The solution should configure navigation paths and prompts based on the caller's selection.
General Technical	GT0089	1	The solution should record customized messages directed to selected State or client groups.
General Technical	GT0090	1	The Vendor should maintain sufficient staff and telephone lines to perform all required Technical Support Call Center functions required in this Request for Proposal (RFP).
General Technical	GT0091	1	The Vendor should utilize the same telephone system for all Technical Support Call Center users (Clients and the State) and should record and report statistics, as defined by the State.
General Technical	GT0092	1	The solution should use separate, dedicated toll- free telephone numbers for use by State users, client users, and other stakeholders, as defined by the State.
General Technical	GT0093	1	The solution should provide tools and processes for monitoring and reporting the following call metrics:
General Technical	GT0094	2	Call Abandonment Rate
General Technical	GT0095	2	Call Length
General Technical	GT0096	2	Hold Time
General Technical	GT0097	2	Ring Busy Rate
General Technical	GT0098	2	Peak Hour Statistics
General Technical	GT0099	2	Speed of Answer
General Technical	GT0100	1	The solution should provide a voice messaging system for afterhours callers, indicating hours of operation and providing options for leaving messages, in addition to a voice messaging option at State-designated intervals during the queue hold times.
General Technical	GT0101	1	The Vendor should obtain State approval of all scripts to be used in the call center.
General Technical	GT0102	1	The Vendor should review call scripts monthly to determine if revisions are necessary and report recommendations to the State.
General Technical	GT0103	1	The solution should document call information, as specified by the State.

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General Technical	GT0104	1	The Vendor should monitor, record, and audit calls for quality control, customer service, and training purposes. The vendor should document and retain results on all calls and submit documentation to the State upon request.
General Technical	GT0105	1	The solution should provide random sampling with variable characteristic selections for audit purposes.

b. Transition of Child Support Responsibilities

- i. Effective November 17, 2025, the WV OSA MIS will assume responsibility for the performance of all backend activities for business and technical specifications associated with the Child Support Release, to include the remediation of defects, implementation of code changes, ongoing maintenance, and management of code repositories. The WV OSA MIS will oversee deployment processes, ensure proper documentation, and perform validations for components developed using JCL and Natural programming languages.

In addition to backend development, WV OSA MIS will manage database operations within DB2, including all routine maintenance, execution of table modifications, and administration of Natural-written views to support system functionality.

WV OSA MIS will also be responsible for batch processing operations related to the Child Support Release, including the execution of batch jobs, performance monitoring, and performance of manual interventions when necessary to maintain operational continuity.

- ii. For business and technical specifications related to CSNET for the Child Support release, WV OSA MIS will provide comprehensive support for this functionality as outlined in Amendment 2 to Addendum to Integrated Eligibility Contract, Section R.2 Child Support Transition.

2. Operational Specification (Appendix VII) Scope Changes Due to Transition of Scope to the State

a. Transition of the Technical Call Center

The following operational specifications are removed from Optum's scope due to responsibilities for the technical call center moving to WV OSA MIS effective March 1, 2026.

Specification Category	Spec Id	Hierarchy Level	Specification
Operations Phase	OPP0008	1	The Vendor should provide technical support services to system users for all issues related to the vendor's solution, including indirect issues related to the software or hardware used by the system user requesting support, Monday through Friday from 7:00 a.m. to 7:00 p.m. Eastern Time, excluding State holidays or any other day State

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Specification Category	Spec Id	Hierarchy Level	Specification
			offices close, and on an emergency basis, as requested by the State.
Operations Phase	OPP0009	1	The Vendor should provide technical support for system issue resolution 24 hours per day, seven days per week, as needed.

b. Transition of Child Support Responsibilities

- i. Effective November 17, 2025, WV OSA MIS will assume responsibility for all backend activities for operations specifications associated with the Child Support Release, to include the remediation of defects, implementation of code changes, ongoing maintenance, and management of code repositories. The WV OSA MIS will oversee deployment processes, ensure proper documentation, and perform validations for components developed using JCL and Natural programming languages.

In addition to backend development, WV OSA MIS will manage database operations within DB2, including all routine maintenance, execution of table modifications, and administration of Natural-written views to support system functionality.

WV OSA MIS will also be responsible for batch processing operations related to the Child Support Release including the execution of batch jobs, performance monitoring, and performance of manual interventions when necessary to maintain operational continuity.

For operational requirements OPP0001 through OPP0067, Optum is responsible only for Optum-hosted systems.

- ii. For operations specifications related to CSNET for the Child Support release, WV OSA MIS will provide comprehensive support for this functionality as outlined in Amendment 2 to Addendum to Integrated Eligibility Contract, Section R.2 Child Support Transition.

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	Optum will take over existing computing costs, as necessary, through modernization. We assumed the current West Virginia mainframe chargeback is: <ul style="list-style-type: none"> ▪ \$70k/month for Mainframe Batch Cost ▪ \$143k/month for Mainframe Online Cost These costs are reflected as part of the modernization effort.
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



APPROVED 11/21/25
L. J. White
STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES

Alex J. Mayer, PhD, MS, PMP
Cabinet Secretary

Date: November 14, 2024

To: Bryan Rosen
Purchasing Director

From: Brandon Lewis
Chief of Technology and Information Systems

RE: CMA 0511 3084 HHR 18*7
Option Year Number 3/Contract Year 9

The Department of Human Services (DoHS) hereby submits a request on behalf of Optum to renew the awarded contract - CMA 0511 3084 HHR1800000007 West Virginia Integrated Eligibility Solution (IES), also known as WV Peoples Access to Help (WV PATH) for one year, beginning on November 17, 2025, and ending November 16, 2026.

- The maintenance and operations cost per month is \$3,250,000. The total maintenance and operations annual cost will be \$39,000,000.
- The modifications and enhancements year 9 hourly rate is \$136.00. The total modifications and enhancement cost for year 9 will be \$4,080,000.
- For contract year 9, Optum, at the request of the Department of Human Services, has included a new commodity line for H.R. 1 changes to the system, including 40,000 hours. The H.R. 1 40,000 hours will be managed separately from the existing modification and enhancement hours. The H.R. 1 enhancements hourly rate is \$136.00. The total H.R. 1 enhancement cost for year 9 will be \$5,440,000.
- Continue with the \$50,000 Modification and Enhancements Year 9 Pool of \$50,000.00.

This Contract Year 9/Option Year 3 request is in accordance with the Master Agreement, CMA05113084HHR18*7, honoring all pricing, terms, and conditions carried throughout the duration of the delivery orders.

Thank you for your time and consideration in this matter. If you have questions or need additional information, please feel free to contact me at Brandon.S.Lewis@wv.gov

Agreed

Heather White





Whittaker, Frank M <frank.m.whittaker@wv.gov>

Fwd: OPTUM RENEWAL PROGRESS

1 message

Lewis, Brandon S <brandon.s.lewis@wv.gov>
To: Frank M Whittaker <frank.m.whittaker@wv.gov>
Cc: Alex J Mayer <alex.j.mayer@wv.gov>

Thu, Nov 20, 2025 at 12:43 PM

Good afternoon Mr. Whittaker, I am in receipt of the below email from Heather White requesting a response to the questions below.

It was my understanding that the Governor is pushing this to be approved. I have copied Secretary Mayer for awareness.

Please advise if there is an issue in DOA's agreement to ensure this is approved expeditiously and signed accordingly.

Please feel free to contact me if you have any questions.

Thanks,

Brandon Lewis
Chief of Technology and Information Systems
Office of Cabinet Secretary
West Virginia Department of Human Services

Sent from iPad

----- Forwarded message -----

From: **White, Heather M** <heather.m.white@wv.gov>

Date: Thu, Nov 20, 2025 at 11:43

Subject: Re: OPTUM RENEWAL PROGRESS

To: Waid, Mark A <mark.a.waid@wv.gov>

CC: Lewis, Brandon S <brandon.s.lewis@wv.gov>, Harding, Malena <malena.harding@wv.gov>, Kimberly A Beckett <kimberly.a.beckett@wv.gov>, Samantha S Grigg <samantha.s.grigg@wv.gov>, Morgan L McLane <morgan.l.mclane@wv.gov>, Andrew M Neely <andrew.m.neely@wv.gov>, Bryan D Rosen <bryan.d.rosen@wv.gov>

Good morning all,

I just got off a phone call with Frank over at DOA. In order to help expedite the process, they would like a memo that addresses the pricing and additions to this year's renewal. Specifically, they want to know:

- Do the new commodity lines match the original costs as set forth in the original contract?
- If they do not, how is the cost increase justified, and was it anticipated?
- If the line item is in the contract, are the costs and hours in alignment to expectations of the original contract?
- If the line item is something new, why is it being added to this contract and not being done as a separate contract (like a sole source)?
- And were the new line items something anticipated?

This will help guide them as they try to find information that may be in other change orders or agreements instead of in the original in order to justify the current pricing. It would be helpful to address each CL (44-47) individually.

Please let me know if you have questions on this, and I'll try to get further clarification on what DOA wants.

Thanks,

On Thu, Nov 20, 2025 at 9:27 AM Waid, Mark A <mark.a.waid@wv.gov> wrote:
Thanks for the update Brandon. Just know how important this is to our agency.

Mark A. Waid, MBA

Director of Operations

OMIS - Office of Shared Administration

West Virginia Departments of Health, Health Facilities, & Human Services

321 Capitol Street

One Davis Square

Suite 200, Room 238

Charleston, WV 25301

P: 304.558.5879

C: 681.553.9819

dohs.wv.gov

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On Thu, Nov 20, 2025 at 09:26 Lewis, Brandon S <brandon.s.lewis@wv.gov> wrote:
This is currently with the Governor's Office. We are in a holding pattern.



Brandon Lewis

Chief of Technology and Information Systems

Office of Cabinet Secretary

West Virginia Department of Human Services

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On Thu, Nov 20, 2025 at 9:21 AM Waid, Mark A <mark.a.waid@wv.gov> wrote:

We need to move this through the process expeditiously so that we do not lose connectivity with Optum and the programs we contract with them.

Mark A. Waid, MBA

Director of Operations

OMIS - Office of Shared Administration

West Virginia Departments of Health, Health Facilities, & Human Services

321 Capitol Street
One Davis Square
Suite 200, Room 238
Charleston, WV 25301
P: 304.558.5879
C: 681.553.9819
dohs.wv.gov

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On Thu, Nov 20, 2025 at 06:38 Harding, Malena <malena.harding@wv.gov> wrote:
The OPTUM renewal workflow shows its still at DOA agency buyer level review.

See attached as FYI.

Thank you!



Heather White

Procurement Specialist, Senior
Office of Shared Administration
West Virginia Departments of Health, Health Facilities, and Human Services

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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: Christophe Itson, Information Systems Consultant
Department of Human Services, Office of Shared Administration

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

SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT
WVOT Number 2026-0268 Expedite

DATE: November 17, 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 Contract CMA HHR18*07 with Optum for integrated eligibility solution services, the Office of Technology has determined:

X 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.



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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 USA
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

Annual Reports
Filed For
2025
2024
2023
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For more information, please contact the Secretary of State's Office at 304-558-8000.

Monday, November 17, 2025 — 9:50 AM

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Detail by Entity Name

Foreign Profit Corporation

OPTUMINSIGHT, INC.

Filing Information

Document Number F97000000189

FE/EIN Number 41-1858498

Date Filed 01/10/1997

State DE

Status ACTIVE

Last Event AMENDMENT

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

COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: <u>C. B. Husted</u> Date: <u>11/18/05</u> Solicitation No. <u>CMA HHR18*07</u>	Agency: Mangement Information Services <hr/> Procurement Officer Submitting Requisition: Kimberly Beckett <hr/> Requisition No. CMA HHR18*07 <hr/> PF No.: 302511
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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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Bond Rider (Construction)	<input type="checkbox"/>	<input type="checkbox"/>	<input 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: _____

Cynthia Husted