



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia Delivery Order

Order Date: 07-13-2026

CORRECT ORDER NUMBER MUST APPEAR
ON ALL PACKAGES, INVOICES, AND
SHIPPING PAPERS. QUESTIONS
CONCERNING THIS ORDER SHOULD BE
DIRECTED TO THE DEPARTMENT
CONTACT.

Order Number:	CDO 0511 3839 MIS2600000003 5	Change Order No:	1	Procurement Folder:	1879264
Document Name:	CC Deemed Head Start	Reason for Modification: Change Order No. 1 No Cost Change Order			
Document Description:	CO1-CC Deemed Head Start				
Procurement Type:	Central Delivery Order				
Buyer Name:	Crystal G Hustead				
Telephone:	(304) 558-2402				
Email:	crystal.g.hustead@wv.gov				
Shipping Method:	Best Way	Master Agreement Number: CMA 0511 HHR1800000007 5			
Free on Board:	FOB Dest, Freight Prepaid				

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000184667 OPTUMINSIGHT INC 11000 OPTUM CIR EDEN PRAIRIE MN 55344 US Vendor Contact Phone: 612-642-7749 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Kimberly A Beckett Requestor Phone: (304) 558-5854 Requestor Email: kimberly.a.beckett@wv.gov 2027 FILE LOCATION: _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Total Order Amount:	\$1,221,552.00
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Purchasing Division's File Copy

CH 7/16/26
PURCHASING DIVISION AUTHORIZATION
DATE: July 16, 2026
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: 7-16-26
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order No. 1

Change Order No. 1 is a no cost change order to align with the updated Deemed Head Start implementation approach requested by DoHS during design sessions with OPTUM and DoHS.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$1,221,552.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2026-01-22	2026-11-16			2026-01-22	

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, Using 8982 hrs.

West Virginia DoHS

First Amendment to Statement of Work 26 WV PATH CC
Deemed Head Start



WEST VIRGINIA DEPARTMENT OF

**HUMAN
SERVICES**

Project

DoHS WV IES Project

WV PATH Enhancements

First Amendment SOW 26 CC Deemed Head Start
WV PATH Integrated Eligibility Enhancement

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 5/8/2026

Version 1.0

1. Introduction

This is the First Amendment (First Amendment) to the Statement of Work 26 for the WV PATH Child Care (CC) Deemed Head Start Statement of Work ("SOW"). This First Amendment to the SOW is required to address the change in scope requested by WV DoHS.

This Amendment revises the scope of the SOW to align with the updated Deemed Head Start implementation approach requested by DoHS during design sessions with Optum and DoHS.

At this time, Optum is not requesting additional hours to support the scope change, however if additional changes are made, an Amendment for additional hours may be submitted.

This First Amendment will amend the SOW within the following provisions to reflect the changes requested by DoHS in the design sessions. The changes shall be indicated for the following sections in *italics*:

- *2.0 Scope of Work (and all subsections herein)*
- *6.0 Statement of Work Acceptance*
- *Appendix A*

2. Scope of Work

This section is being amended to modify existing scope in alignment with direction from DoHS on the need for a revised approach to the implementation of Deemed Head Start.

As such, the First Amendment deletes Section 2.0 in its entirety and replaces it with the following:

"The period of performance for this SOW shall commence on the effective date as described in the applicable Commodity Line found in the Delivery Order ("Effective Date") or as otherwise authorized by the parties and continue under Section 3.2 (Project Activities)."

This section defines the scope of work for adding the new Provider Type of Deemed Head Start to the West Virginia PATH Child Care solution.

WV PATH Child Care solution is made up of three separate portals WV PATH Child Care Agency (CCA), WV PATH Child Care Agency Provider (AP) and WV PATH External Provider Portal (PP).

Adding the new Provider Type of Deemed Head Start will require design, development and implementation of the three portals, AP, CCA, and PP. The addition of the new provider impacts API services, database tables, reporting tables and integration services.

2.1. Assumptions

The following assumptions are in places as related to this SOW.

- *There are no changes to Roles & Entitlements for the WV PATH Child Care Solution.*
- *Existing business rules for Head Start will be carried forward for Deemed Head Start unless otherwise noted.*
- *Existing functionality within WV PATH Child Care PATH solution will be carried forward for Deemed Head Start unless otherwise noted. (Example: Allowing 4 Phone Numbers; Allowing 2 Email addresses)*
- *Deemed Head Start Providers will NOT have access to their accounts through the External Provider Portal.*

- *By converting Head Start to Deemed Head Start DoHS is aware that any Head Start Provider that is currently registered will lose online access to their record in Provider Portal.*
- *Any user training that is needed will be completed by DoHS.*
- *Deemed Head Start will be built based on the current functionality at the time and will not include functionality related the following pending SOWs:*
 - *5 Year State Regulation Changes (GPRB0364805)*
 - *Add Date Columns Employee and Household Tab (GPRB0364823)*
 - *ECE Locator Phase 2 (GPRB0364780)*
- *Where there is a variance between State requested requirements and State regulation, the State requested requirements will take priority.*
- *To support the Deemed Head Start Hierarchy structure, both the Agency and Licensed Sites shall be added to the system as Providers.*

2.2. WV PATH Child Care Agency Provider Portal - General

The following changes have been identified for WV PATH Child Care Agency Provider Portal.

2.2.1. Header

- *Current Header layout and functionality are to be used for Deemed Head Start.*

2.2.2. Inquiry

- *For Inquiry search, "Head Start" selection shall remain within the "Provider Type" dropdown for historical records that have been completed.*
- *When "13 or More Children" is selected; "Head Start" shall be removed from the "Provider Type" drop-down.*
- *The "Deemed Head Start" Provider Type shall not be added to the Inquiry module.*

2.2.3. Pre-Enrollment

- *Head Start shall remain in the "Pre-Enrollment" search for past records.*
- *Head Start is to be removed from the selection list when "New Pre-Enrollment" is selected.*

- All "Head Start" previous records are to be accessible.
- No other changes shall be implemented for the Pre-Enrollment module.

2.2.4. Deemed Head Start Provider Types

- Deemed Head Start has two Provider Types: Agency and Location Site.
 - Both types will be included in searches under Deemed Head Start.
 - Each type will have an separate Application flow and different Provider Record layouts.

2.2.5. Application Search

- Provider Type Drop Down Values
 - Deemed Head Start shall be added to the selection list.
 - Head Start is to remain within the selection list for historical data.
- Deemed Head Start Search rules shall follow the existing Business Rules.
- Both Agency and Location Site are to be returned in search results.

2.2.6. Start New Application

- Deemed Head Start shall be added to the selection list.
- Head Start shall be removed from the selection list.

2.2.7. Application – Agency – Submission Process

The following section defines the Agency Deemed Head Start Application. Agencies are to be Licensed before any Licensed Sites can be associated to them. field.

Individual fields for each tab are documented within the Provider Submitted Application_Deemed Head Start spreadsheet located in Appendix A. Please review mandatory field rules.

2.2.7.1. Agency Tab

Agency tab contains the Agency information as well as the Point of Contact.

2.2.7.1.1. Grantee Agency Information

The following fields are to be included:

- *Grantee Agency*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*
- *Physical Address*
- *Mailing Address*

2.2.7.1.2. Point of Contact

The following fields are to be included:

- *First, Middle and Last Name*
- *Title / Position*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*

2.2.7.2. Licensed Site

All Licensed Sites shall be displayed on the screen. The following fields shall be included:

- *Provider ID*
- *Licensed Site*

Note: The Licensed Sites shall be associated to the Agency during the Licensed Site application flow.

2.2.7.3. Document Upload

- *Standard functionality shall be included.*
- *Only documents and taxonomy which are identified within the design sessions shall be added.*

2.2.7.4. Application Checklist

- *Design sessions will determine whether the Application Checklist is to be included in the Agency or Licensed Site application flow.*

2.2.7.5. Signature / Certification

- *The Language shall be defined within design sessions*

- *The following fields shall be added*

- *Signature of Applicant*
- *Date*

2.2.7.6. Licensing / Registration

- *Standard design and functionality will be implemented.*
- *The Provider Type will be pre-populated as Deemed Head Start.*
- *Deemed Head Start will be a part of the current License approval flow.*
- *The recertification period shall automatically be calculated as two (2) years from the Licensed Start Date.*
- *The following License Types shall available for selection:*
 - *Regular*
 - *Provisional*
- *The following License Statuses shall be available for selection:*
 - *Regular*
 - *Renewed*
 - *Amended*
 - *Closed*
 - *Provisional*
 - *Initial*

2.2.8. Provider Record – Agency

The following section describes the Agency Deemed Head Start Provider Record.

Individual fields for each tab are documented within the Provider Submitted Application_Deemed Head Start spreadsheet located in Appendix A. Please review mandatory field rules.

2.2.8.1. Agency Tab

The Agency tab contains the Agency information and the Point of Contact.

The Agency information will contain a historical section for both the Grantee Agency and Point of Contact.

2.2.8.1.1. Grantee Agency Information

The following fields shall be included:

- *Grantee Agency*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*
- *Physical Address*
- *Mailing Address*

2.2.8.1.2. Point of Contact

The following fields shall be included:

- *First, Middle and Last Name*
- *Title / Position*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*

2.2.8.2. Licensed Site

All Licensed sites shall be displayed on the screen. The following fields shall be included:

- *Provider ID*
- *Licensed Site*

Note: Licensed Sites shall be associated to the Agency during the Licensed Site application flow.

2.2.8.3. Documents

- *Standard functionality shall be included and include the following sections and sub sections.*
 - *Documents*
 - *Address Sheet*

- *Document Management*
- *Document Upload*
- *Only documents and taxonomy identified within the design sessions shall be added.*

2.2.8.4. Signature / Certification

- *The Language shall be defined within the design sessions*
- *The following fields shall be added:*
 - *Signature of Applicant*
 - *Date*

2.2.8.5. Licensing / Registration

- *Standard Design and functionality will be implemented.*
- *Approval flow will be included with current business rules.*

2.2.8.6. Transfer

- *The Ability to transfer a Licensed Site from one Agency to another*
- *The following information is to be displayed for each site that is associated at the time of transfer:*
 - *Provider ID*
 - *Licensed Site*
 - *Licensed Status*
- *A two-tier confirmation process will be implemented for transferring Licensed Sites.*

2.2.8.7. Case Notes

- *Standard design and functionality shall be implemented.*

2.2.8.8. Contact

- *Standard design and functionality will be implemented.*

2.2.9. Application – Licensed Site – Submission Process

The following section represents the Licensed Site Deemed Head Start Application flow.

Individual fields for each tab are documented within the Provider Submitted Application_Deemed Head Start spreadsheet located in Appendix A. Please review mandatory field rules.

2.2.9.1. Agency Tab

The Agency Tab shall display the same information as the Agency Tab linked to the Licensed Site. This information will be read-only.

2.2.9.1.1. Grantee Agency Information

The following fields shall be included:

- *Grantee Agency*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*
- *Physical Address*
- *Mailing Address*

2.2.9.1.2. Point of Contact

The following fields shall be included:

- *First, Middle and Last Name*
- *Title / Position*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*

2.2.9.2. Licensed Site Tab

The following sections shall be implemented.

2.2.9.2.1. Site Information

- *The following fields will be implemented:*
 - *Licensed Site*

- *FEIN*
 - *Not Mandatory*
- *Legal Basis*
 - *Mandatory if FEIN has been entered*
- *Date of Legal Status*
 - *Mandatory if FEIN has been entered Phone Number*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*
- *Physical Address*
- *Geo Mapping*
- *Mailing Address*

2.2.9.2.2. *Approved Number of Children*

- *The standard section and functionality shall be implemented*
- *Age Groups shall be as follows:*
 - *6 weeks – 1 year*
 - *6 weeks – 2 years*
 - *1 year – 2 years*
 - *2 years – 6 years*

2.2.9.3. *Financial Information Tab*

- *Tax Information Section (W9)*
 - *Tax Information is not mandatory for a Provider License to be issued.*
 - *If a W9 is entered, the existing business rules and mandatory fields shall remain as-is.*

2.2.9.4. *Employee Information Tab*

- *Employee Information is not mandatory.*

- *The existing design and functionality used for the Head Start provider type shall be implemented.*
- *All required fields must be completed when an Employee record is created.*

2.2.9.5. Document Upload

- *Existing design and functionality shall be included.*

2.2.9.6. Signatures / Certifications Tab

- *Existing design and functionality shall be included.*
- *Static text changes will be addressed during design sessions to remove Head Start and add Deemed Head Start.*

2.2.9.7. Licensing / Registration

- *The Provider Type shall be pre-populated as Deemed Head Start.*
- *Deemed Head Start shall be a part of the existing License approval flow.*
- *The recertification period shall be two (2) years from the Licensed Start Date.*
- *The following License Types shall be available for selection:*
 - *Regular*
 - *Provisional*
- *The following License Statuses shall be available for selection:*
 - *Regular*
 - *Renewed*
 - *Amended*
 - *Closed*
 - *Provisional*
 - *Initial*

2.2.10. Provider Record – Licensed Site

The following section represents the Licensed Site Deemed Head Start Provider Record after Application has been approved, and the Site is Licensed.

Individual Fields for each Tab are documented within the Provider Record_Deemed Head Start spreadsheet located in Appendix A. Please review mandatory field rules.

2.2.10.1. Agency Tab

- *The Agency that the Licensed Site is licensed under will appear in the Provider Record as well as the Agency's Contact Information.*
- *The information within this Tab shall be read-only.*

2.2.10.1.1. Grantee Agency Information

The following fields shall be included:

- *Grantee Agency*
- *Phone Number (up to 4)*
- *Email Address (up to 4)*
- *Physical Address*
- *Mailing Address*

2.2.10.1.2. Point of Contact

The following fields are to be included:

- *First, Middle and Last Name*
- *Title / Position*
- *Phone Number (up to 4)*
- *Email Address(up to 2)*

2.2.10.2. Licensed Site Tab

The following sections are to be implemented.

2.2.10.2.1. Site Information

- *The following fields will be implemented:*
 - *Licensed Site*
 - *FEIN*
 - *Not Mandatory*

- *Legal Basis*
 - *Mandatory, if the FEIN has been entered*
- *Date of Legal Status*
 - *Mandatory, if the FEIN has been entered*
- *Phone Number (up to 4)*
- *Email Address (up to 2)*
- *Physical Address*
- *Geo Mapping*
- *Mailing Address*

2.2.10.2.2. *Approved Number of Children*

- *The standard section and functionality shall be implemented*
- *Age Groups are as follows:*
 - *6 weeks – 1 year*
 - *6 weeks – 2 years*
 - *1 year – 2 years*
 - *2 years – 6 years*

2.2.10.3. *Financial Information*

- *Tax Information Section (W9)*
 - *Tax Information is not mandatory for the Provider Record.*
 - *If a W9 information is entered, the mandatory fields shall remain as-is.*

2.2.10.4. *Employee Information*

- *The Employee Information is not mandatory.*
- *The existing design and functionality used by Head Start Provider type shall be implemented.*
- *When an Employee record is created, all required fields must be completed.*

2.2.10.5. Documents

- Existing design and functionality shall be implemented.
- Documents to be added will be defined in design sessions.
- The existing taxonomy structure shall be implemented for the following sections:
 - Documents
 - Document Management
 - Document Upload

2.2.10.6. Signature / Certifications

- The existing design and functionality shall be included.
- Static text changes will be addressed during design sessions to remove Head Start and add Deemed Head Start.

2.2.10.7. Additional Information Tab

The following shall be included for Additional Information.

2.2.10.7.1. Provider Services

- Provider Services is required to support the Child Care Locator.
- Service Type drop-down will remain as is. DoHS is requesting that Deemed Head Start be displayed as Head Start on Child Care Locator. DoHS will address this through training
- Layout shall remain the same
- Days and Hours of Services is to be not Mandatory
- Child Care Characteristics is to be not Mandatory

2.2.10.7.2. Closure Section

- Current design and functionality are to be included.

2.2.10.8. Checklist Tab

- Current Design and Functionality is to be developed the same as Head Start provider type.

- *Checklist shall not be mandatory for the Provider record tab.*
- *If a Checklist is created, current functionality, flows and mandatory markers will remain as is to support the creation of the Checklist Document and Corrective Action Plan process.*
- *Checklist is to be developed from the document submitted in section 2.11.5 Deemed Head Start Checklist*
- *This SOW is based off the current checklist listed in section 2.11.5 with the following assumptions:*
 - *Checklist Tabs*
 - *Inspection Details*
 - *Application and Enforcement Section 2*
 - *Deemed Licensed Status Application and Provisions Section 4*
 - *Investigation Section 5*
 - *Use of West Virginia CARES Section 6*
 - *Enforcement Actions Section 7*
 - *Checklist Approval*
 - *Checklist Response Sections*
 - *Section 2.11.5 has the Checklist that needs to be developed in the on-line screen.*
 - *Response columns shall be modeled after the Child Care Center checklist*
 - *In Compliance checklist responses shall include the following:*
 - *Yes*
 - *No*
 - *N/A*
 - *Observation Type checklist responses shall include the following:*

- *Discussed*
- *Observed*
- *Comment section of the checklist shall include the following:*
 - *Existing system functionality for other Provider types; a free form text field which allows for the following character types: Alpha, Numeric and Special Characters*
 - *100 Characters shall be the maximum number of characters allowed within the Comment section*

2.2.10.9. Corrective Action Plan

- *The existing design and functionality will be implemented to support document generation and system functionality.*
- *Corrective Action Plan shall generate to the existing template. No changes to the existing templates are needed.*

2.2.10.10. Case Notes

- *Standard design and functionality shall be implemented.*

2.2.10.11. Amendment

- *Standard design and functionality shall be implemented.*
- *'Supporting Document List' and 'Declaration and Signature' will be updated within the design sessions, if necessary.*
- *As a universal module, no label or static text changes will be made.*

2.2.10.12. Complaint / Investigation

- *The existing design and functionality shall be implemented.*
- *The Complaint Module will continue to function as a standalone module and within the Provider Record as currently implemented.*
- *Deemed Head Start providers are to be returned in Provider Search results within the Complaint Module.*

2.2.10.13. Contact Record

- *The existing design and functionality shall be implemented.*

2.2.10.14. Licensing / Registration

- *Deemed Head Start will be a part of the existing License approval flow.*
- *The Recertification period will be calculated automatically as two (2) years for Deemed Head Start.*
- *The License Types available for selection are the following:*
 - *Regular*
 - *Provisional*
- *The License Statuses available for selection are the following:*
 - *Regular*
 - *Renewed*
 - *Amended*
 - *Closed*
 - *Provisional*
 - *Initial*
- *No changes shall be made to the Determination History columns.*
- *Any License Type or Status that is not listed above but is in a current Head Start Record shall be retained within the database for historical information.*

2.2.11. Quality Tier Application

- *When completing a Provider search in the “New Quality Tier Application”, if Deemed Head Start provider is being searched, the existing message will be displayed: “Provider is not eligible for Tiered Reimbursement.”*

2.2.12. Provider Application Programming Interface (API)

- *Update Child Care Invoice and Payments API call to exclude Deemed Head Start.*
- *Update Child Care Referral API call to exclude Deemed Head Start.*

2.2.13. Case Worker Transfers

- *Deemed Head Start will have the same capability to be transferred from one Case Worker to another within WV PATH Agency Provider.*
- *Drop-down values will not be added to the filter criteria.*
- *When the Record Type of Providers is selected for filtering; Deemed Head Start is to be included in results.*
- *When the Record Type of Provider Application and the filter Queue of CCC – Provider Application will be updated to include Deemed Head Start.*

2.2.14. Dashboard

- *Deemed Head Start providers shall be included within Dashboard module.*
- *Case Assignments*
 - *Provider Type Drop Down*
 - *Deemed Head Start is to be added*
 - *Deemed Head Start is to be included for current filtering rules based on the current filter criteria.*
 - *Deemed Head Start providers should be returned within search results following the current business rules for Head Start.*
- *Activities*
 - *Deemed Head Start Providers shall be included in all Activity filtering and displays.*
- *Supervisor Dashboard*
 - *Provider Type drop down:*
 - *Deemed Head Start shall be added*
 - *Deemed Head Start shall be included in existing filtering rules based on the existing filter criteria.*
 - *Deemed Head Start providers should be returned within search results following the current business rules for Head Start.*

2.3. WV PATH External Provider Portal

The base layout and functionality of WV PATH External Provider Portal shall remain unchanged. The following updates shall be made to support the removal of Head Start provider type.

Deemed Head Start will not be added to Provider Portal.

2.3.1. My Profile – View Provider Information Online

- *Head Start shall be removed from the Provider Type dropdown*

2.3.2. Inquiry

- *The existing design and functionality are to remain as is.*
- *No specific changes are needed to support Deemed Head Start.*

2.3.3. Pre-Enrollment

- *Drop-down values for “Please choose the type of provider you are applying for”*
 - *Remove Head Start*
 - *Deemed Head Start will not be added*
- *Static text changes within “Start / Before you Begin” will be addressed during design sessions.*
- *No other changes shall be completed for the Pre-Enrollment module.*

2.3.4. Application

2.3.4.1. Start – Choose Provider Type

- *Remove “Head Start” from the drop-down selection values.*

2.3.4.2. Start / Before you Begin

- *Static text changes identified during design sessions will be updated.*

2.3.5. Renewal (My Request)

- *Deemed Head Start shall not be included for renewals.*
- *If a user selects Renewal and clicks “Next” and the Provider Type is “Deemed Head Start” then the following message is displayed.*

- *“A Renewal Application is not needed for (Provider Name) Provider Number XXXX. If you have any questions, please contact your DoHS Case Worker.”*

2.3.6. Quality Tier (My Request)

- *The Quality Tier application is not applicable for Deemed Head Start.*
- *If a user selects Quality Tier and clicks “Continue”, the Provider Selection drop-down box is to be blank. This is the current functionality for Head Start.*

2.3.7. Emergency Plan

- *If a user enters a Provider Number that belongs to a Head Start or Deemed Head Start Provider a message will be displayed:*
 - *Emergency Plan is not available for the Provider that was entered.*

2.4. Master Data Management (MDM)

- *Deemed Head Start Agency and Licensed Sites shall be included in the Web Service APIs that are sent to MDM for the Common Landing Portal Provider Search. The existing business rules shall be followed.*
 - *Creation*
 - *Update*
- *Any new fields that may need to be developed for Provider Agency will need to be mapped within the Web Service API. Mapping will be reviewed, if needed, after design and development.*
- *Provider – Employer Search – Match*
 - *Deemed Head Start providers are to be included in search results following the current business rules that have been previously defined.*
- *Provider – Employer Search*
 - *Provider Type drop-down*
 - *Deemed Head Start shall be added as a drop-down value*
 - *Providers shall be returned in the search results*
- *Results (Provider-Employer Search)*

- *Providers shall be included in search results following existing mapping and business rules.*
- *Deemed Head Start Provider Number will be displayed under the "PATH CC" column with the current hyperlink business rules applied.*

2.5. Alerts

- *Optum has identified the potential Alerts that need to be included to support Deemed Head Start. Please reference CC Alert Inventory Oct 2024_Deemed Head Start, Provider Alert tab located in Appendix A.*
- *Final Alerts will be determined in Design Sessions with DoHS and will be documented in Provider Management_IE FDS-Part 5 for approvals.*

2.6. RODCA

- *Deemed Head Start Agency and Licensed Sites shall be included within the Provider look up process.*
- *Deemed Head Start Agency and Licensed Sites shall be added to the Type field within Search PATH ID.*
- *Head Start selection shall remain available for selection from the Search PATH ID.*

2.7. Conversion of Head Start

2.7.1. General Conversion

- *All Head Start Providers not in a "Closed" status will be converted to Deemed Head Start.*
- *Any Pre-Enrollments or Applications that are in a Pending Status needed to be completed by DoHS prior to conversion.*
- *Provider Number will remain unchanged.*
- *Assigned Worker will remain unchanged.*
- *Any Provider that is registered in the Provider Portal at the time of conversion will lose access, as Deemed Head Start is not being added to Provider Portal.*

Note: As of April 2026, no Head Start Providers are registered.

- *Provider's Head Start record will have the same provider number from the user's perspective but will be stored with a unique indicator.*

- *Reports will be run prior to design starting to determine if any of the existing Checklist or Correction Action Plan documents need to be included within the Child Care Locator extract. Documents only.*
- *Case Note will be inserted during conversion with the following information:*
 - *Created Date: Date of Conversion*
 - *Created By: System Admin*
 - *Category: Other*
 - *If Other, Please Specify: Head Start Conversion*
 - *Case Note: Provider type was converted from Head Start to Deemed Head Start. For any information / records a Service Now request should be submitted.*
- *Provider Record layout for the open Head Start Providers will be updated to the new Deemed Head Start Licensed Site Provider Record user interface for Provider Agency.*

2.7.2. Sections to be Converted

- *The following sections shall be copied to the Deemed Head Start database. All records and fields within the below-mentioned sections shall be transferred:*
- *Mapping sessions shall be conducted with Optum and DoHS as needed to address data conversion gaps.*
 - *General Information*
 - *Owner Information / Grantee Agency Information*
 - *Location Information / Licensed Site Information*
 - *General Location Information*
 - *Approved Number of Children*
 - *The following Age Groups shall be retained:*
 - *6 weeks – 1 year*
 - *6 weeks – 2 years*
 - *1 year – 2 years*
 - *2 years – 6 years*
 - *Identified gaps will be discussed in mapping meetings with DoHS.*

- *Financial Information*
 - *Tax Information*
- *Employees*
- *Documents – Document Management*
 - *All Document History shall be converted*
 - *Any Pending Documents are to be processed prior to conversion by DoHS.*
 - *Any Draft Documents shall be reviewed and processed or removed by DoHS prior to conversion.*
 - *Any Withdrawn Documents shall be converted*
- *Additional Information*
 - *Provider Services*
 - *Closure*
- *Case Notes*
- *Amendment*
- *Contact*
- *Licensing / Registration*
 - *Current information and historical records*
 - *All Licensed Types and Status's are to be retained for historical records and for displayed within the History Grid.*
 - *The following Types and Status's are only available for selection by the user*
 - *License Types available for selection*
 - *Regular*
 - *Provisional*
 - *License Status's available for selection*
 - *Regular*
 - *Renewed*

- *Amended*
- *Closed*
- *Provisional*
- *Initial*

2.7.3. Head Start Record Retention

- *Converted Head Start records shall retain the following information for future reference and reporting as needed:*
 - *Location Information*
 - *Physical Layout*
 - *Lease Information*
 - *Hours of Operation*
 - *Capacity Staffing*
 - *NOT including Child to Staff Ratio*
 - *Transportation*
 - *Additional Information*
 - *Quality Tier*
 - *Provider Service Agreement*
 - *Strike*
 - *Policy Waiver / Variance*
 - *Checklist*
 - *Corrective Action Plan*
 - *Children in Care*
 - *Invoices*
 - *Invoices will remain within the Child Care Payment module.*
 - *Payment History*
 - *Payments will remain within the Child Care Payment module.*
 - *Signature / Certification*
 - *Head Start information shall be stored.*

- *No information will be populated during conversion; users will manually update the Signature / Certification page after conversion within the user interface.*
- *All other sections that are not mentioned as being converted or retained will be dropped. The information that is being dropped is default data that was entered during the conversion from FACTS to PATH. This information was previously required to meet the mandatory field requirements for PATH.*
 - *Child to Staff Ratio*

2.7.4. Provider Registration / Manage Paperless

All information related to Provider Portal Registration and Manage Paperless options shall be retained under the Head Start record and available for reporting and audits if needed.

2.8. Freedom of Information Act (FOIA)

- *If Head Start information is needed for a FOIA request, DoHS will submit a "Service Now" ticket for the responsive information to be extracted. The following modules from Head Start could be requested:*
 - *Physical Layout*
 - *Quality Tier*
 - *Policy Waiver*
 - *Checklist*
 - *Corrective Action Plan*
 - *Children in Care*
 - *Invoices*
 - *Payment History*
 - *Hours of Operation (Location Information)*
 - *Lease Information*
 - *Capacity Staffing*
 - *NOT including Child to Staff Ratio*
 - *Transportation*
 - *Renewal*
 - *Signature / Certification*

- *The following information will be required for the ticket to be completed:*
 - *Provider Name*
 - *Provider Number*
 - *Date Range Needed*
 - *Information for extraction (Specific Sections and Fields)*
 - *Provider was converted from Head Start Provider type.*
 - *How the requested information is to be presented (data file, spreadsheet, other)*
 - *SLA will be 3-5 business days from the date the ticket was logged.*
- *Documents and Reports will list the current Provider number.*

2.9. Reporting

- *Only Deemed Head Start Licensed Sites shall be included in reporting. Agency types shall not be included.*
- *Deemed Head Start shall not be included in Flexi reports.*
- *The Reporting Inventory identifying Child Care reports shall be included or excluded for Deemed Head Start which is located within Appendix A under CC D043 Reports Inventory_Deemed Head Start. Inventory showing document scope will be approved upon the SOW approval.*
- *Some reports that are that are to exclude Deemed Head Start may need to have the code modified to exclude the Provider type.*
- *Reporting TDDs will only be submitted if changes are made to the reporting code.*

2.10. Child Care Locator

- *Deemed Head Start Licensed Sites shall be included in the Child Care Locator extract; Agency types are not to be included.*
- *Provider type shall be displayed as Head Start.*
 - *The Provider Type is controlled by the Service Type which is stored within the Provider Services located in Additional Information.*
- *Private Pay Providers shall be included in the file. The type of referral shall no longer be considered.*

- *Additional Information – Provider Services – Referrals*
- *“Not Accepting Referrals / Clients”*
 - *If Provider is marked as “Not Accepting Referrals,” the Child Care Locator shall disregard and include the provider in the exact.*
 - *Additional Information – Provider Services – Referrals*

Note: Check shall remain for Child Care Referrals. It shall be removed only for the Child Care Locator.

2.11. Documents & Taxonomy

- *Five (5) new documents will be created to support the new Provider Type of Deemed Head Start.*
- *Documents will be added to the D044 / D045 Correspondence and Forms Inventory.*
- *The Work includes the following based on the documents that have been received at the time of the SOW being approved:*
 - *Template Design and Development*
 - *Mapping Sheet*
 - *.xml*
 - *Integration*
 - *Triggering event(s) and Development*
 - *TDD*
 - *Testing*
- *If a new document or updated versions of the documents are received during design sessions, Optum shall review them to determine whether an amendment for additional hours is required. Changes may also impact the development and deployment dates.*
- *Existing Template guidelines for font and margins will be used.*
- *Existing functionality and business rules for the following functionality are to be implemented:*
 - *Document Status (Outgoing / Incoming)*

- *Conditional rules per status for Taxonomy*
- *Document Recall*
- *Document Uploading*
- *Electronic / Paperless including Provider notification*
- *The Optum Document Tracking ID will be assigned during design.*
- *Standard Header and Footers will be implemented.*
- *The final design of the documents will be reviewed / approved with TDD's.*
- *Existing Taxonomy structure will be implemented.*
- *Documents will not be added to the existing document lists that are available for generation for other Provider Types. Documents will be available only on the Deemed Head Start records.*

2.11.1. Deemed Head Start Application – BLANK

- *The document will be added to the Print Forms module within CLP under Family Assistance or Child Care selection for generation to be mailed to providers.*
- *The document will be added at the Agency level for new Licensed Sites.*
- *The document will be in PDF format.*
- *The document will be available for Local Print and saving.*
- *Taxonomy will be defined in design sessions.*
- *The document template will be designed to align with the online screens with the disclosure and declarations from the attached template.*



Final_HS DEEMED
LICENSED APPLICATION

2.11.2. Deemed Head Start Application – In Person

- *Upon the completion of an In-Person Application, the document shall be generated as a PDF and populated with the information entered during the application flow.*
- *Once generated, the document will be attached to the provider application record located under the Document History section.*
- *Taxonomy will be defined during design sessions.*
- *The document template will be designed to align with the online screens with the disclosure and declarations from the attached template.*



Final_HS DEEMED
LICENSED APPLICATIO

2.11.3. Deemed Head Start License

- *The document will be added to the Documents sub tab within the Licensed Site Provider Record for manual generation.*
- *There will be no interactive screen.*
- *The document will be editable in Word.*
- *The following information will be pre-populated:*
 - *Provider Number*
 - *Location Site*
 - *Location Address*
 - *Capacity Information*
 - *Children's Age Ranges*
 - *Licensed Start Date*
 - *Licensed End Date*
- *The final document will be generated into a PDF.*
- *The document will be available for Local Print.*

- *The taxonomy will be defined in design sessions.*
- *The Document Template is attached:*



Deemed Head Start
License.docx

2.11.4. Deemed Head Start Notification Letter

- *The document will be added to the Documents sub tab within the Agency Provider Record for manual generation.*
- *There will be no interactive screen.*
- *The document will be editable in Word with no restrictions.*
- *The following information will be pre-populated within the document:*
 - *Mailing Date*
 - *Location Site*
 - *Location Address*
 - *Site Contact*
 - *Licensed Start Date*
 - *Licensed End Date*
- *Th final document will be generated into a PDF.*
- *The document will be available for both Central Print and Local Print.*
- *The taxonomy will be determined during design sessions.*
- *The document template is attached:*



Deemed Head Start
Notification Letter.doc

2.11.5. Deemed Head Start Checklist

- *The document will be added to the Documents sub tab within the Licensed Site Provider Record for manual generation.*
- *The existing checklist generation process will be implemented.*
- *There will be no interactive screen.*
- *Document is to be editable in Word.*
- *The checklist will be populated per the data within the online version.*
- *The final document will be generated into a PDF.*
- *The document will be available for Local Print.*
- *Taxonomy will be determined in design sessions.*
- *The document template is attached:*



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klist 78-28 Deemed H

6. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, WV DoHS hereby confirms agreement with the provisions set forth in this *First Amendment* of the SOW and approves commencement of the Project.



Signed for and on behalf of
**The State of West Virginia, Department of
Human Services**
Andrew Neely



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

Name: Andrew Neely

Title: Chief Information Officer,
Office of Shared Administration

Date: May 13th, 2026

Name: W. Mark Youngman

Title: Associate Director of
Finance

Date: May 11, 2026

Approved



Appendix

This section is being amended to update and/or replace attached documents

As such, the First Amendment deletes the original Appendix in its entirety and replaces it as follows:

Appendix A – Mapping Sheets, Reports and Alerts Inventories

The following spreadsheet show the mapping values, mandatory markers, cell length and other required information to develop Deemed Head Start Agency and Licensed Site.



Deemed Head Start -
Application, Provider

D043 Child Care Reporting Inventory:



CC D043 Reports
Inventory_Deemed He

Child Care Alert Inventory:



IE CC Alert
Inventory_Deemed He

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: • \$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.

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)	\$ 182,675,000
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