

From: **Whittaker, Frank M** <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>  
Date: Wed, Nov 29, 2023 at 10:03 AM  
Subject: Fwd: Emergency Purchase Request  
To: Price, Robert L <[robert.l.price@wv.gov](mailto:robert.l.price@wv.gov)>  
Cc: Lyle, Tara L <[tara.l.lyle@wv.gov](mailto:tara.l.lyle@wv.gov)>, Hustead, Crystal G <[crystal.g.hustead@wv.gov](mailto:crystal.g.hustead@wv.gov)>, Totten, Mark L <[mark.l.totten@wv.gov](mailto:mark.l.totten@wv.gov)>

Bobby,

Your emergency request for electronic banking transfer services to allow the agency time to bid and award a new contract for the services described in the attached request memo is approved. This emergency approval is for monthly services estimated at \$165,000.00 per month until the new contract can be established and available for use, or a period not to exceed 1 year from February 24, 2024.

This approval does not supersede any other required approvals such as WV Treasurer's office, WVOT CIO, etc.

Please follow all emergency procedures described in the Purchasing Division Procedures Handbook and return the fully executed contract to this office within 30 days of this approval for posting.

Thank you,

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

From: **Hustead, Crystal G** <[crystal.g.hustead@wv.gov](mailto:crystal.g.hustead@wv.gov)>  
Date: Wed, Nov 29, 2023 at 8:55 AM  
Subject: Fwd: Emergency Purchase Request  
To: Frank M Whittaker <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>

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

From: **Hustead, Crystal G** <[crystal.g.hustead@wv.gov](mailto:crystal.g.hustead@wv.gov)>  
Date: Thu, Nov 16, 2023 at 1:04 PM  
Subject: Fwd: Emergency Purchase Request  
To: Frank M Whittaker <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>

Please see emergency purchase request from DHHR

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

From: **Price, Robert L** <[robert.l.price@wv.gov](mailto:robert.l.price@wv.gov)>  
Date: Thu, Nov 16, 2023 at 12:20 PM  
Subject: Emergency Purchase Request

To: Crystal G Husted <[Crystal.G.Husted@wv.gov](mailto:Crystal.G.Husted@wv.gov)>  
Cc: Heather M White <[heather.m.white@wv.gov](mailto:heather.m.white@wv.gov)>, Kimberlie K Debolt  
<[kimberlie.k.debolt@wv.gov](mailto:kimberlie.k.debolt@wv.gov)>, Bryan D Rosen <[bryan.d.rosen@wv.gov](mailto:bryan.d.rosen@wv.gov)>

Crystal,

Attached is an emergency purchase request for our electronic benefit transfer service. Given the criticality of the services provided by this contract to recipients of the contract services, the DHHR Office of Purchasing fully supports this request. Please let me know if you have any questions.

Thanks,

Robert Price, CPPO, CPPB, NIGP-CPP  
Administrative Services Manager II  
WVDHHR – Office of Purchasing  
One Davis Square – Room 110  
Charleston, WV 25301  
Phone: (304)-957-0218  
Fax: (304)-558-2892  
[Robert.L.Price@wv.gov](mailto:Robert.L.Price@wv.gov)

<http://www.dhhr.wv.gov>

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**Frank Whittaker, CPPB, NIGP-CPP**  
Assistant Director

West Virginia Purchasing Division  
2019 Washington Street, East  
Charleston, WV 25305  
(304) 558-2316  
[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Office of EBT Banking Services

Sherri A. Young, DO, MBA, FAAFP  
Interim Cabinet Secretary

Jacquelyn P. Hoppe  
Director

November 13, 2023

Crystal Husted  
Department of Administration Purchasing  
2019 Washington Street, East  
Capitol Complex, Building 15  
Charleston, West Virginia 25305

Re: Emergency Contract for EBT Processing

*Robert Price*  
Agree

Ms. Husted,

The WV DHHR Electronic Banking Transfer (EBT) contract is a five-year contract with two years of extension which have been exercised to ensure that all benefits are issued seamlessly for food, cash, and WIC benefits to WV constituents through February 24, 2024. Due to the solicitation deadlines for a new EBT processing contract, we are requesting an emergency contract for up to twelve months to ensure seamless and accurate EBT processing until a new contract can be established and implemented.

The RFP for procurement of a new contract for EBT processing received final approval for publication by the USDA, Food and Nutrition Service (FNS) in June 2023 and is now in the final stages of approval and publication coordinated by the DHHR Purchasing staff. FNS requires a 90-day solicitation period for all EBT procurements. At this point, if the RFP is published in November 2023, the 90-day solicitation will extend through February 2024 after the current contract ends.

The emergency contract will allow the State to ensure continued and uninterrupted required Federal and State benefit issuances while completing the procurement solicitation and contract award. Any interruption in the processing of EBT benefits would result in the inability for WV DHHR to provide the required benefits to our customers as prescribed by both State and Federal law, rule, and regulation. The following processing costs were incurred for SFY2023 and should serve as a basis for the month-by-month expenses.

- \$1,879,233.43 - WV total processing expense for food, cash, and WIC benefits
- \$ 156,602.79 - Monthly average for processing all benefits
- \$ 293,032.03 - WIC annual processing expense
- \$ 24,419.34 - WIC monthly cost average
- \$1,586,201.40 - Food and Cash annual processing expense
- \$ 132,183.45 - Food and Cash monthly average

Thank you and I look forward to your response.

Sincerely,

*Jacquelyn P. Hoppe*

Jacquelyn Hoppe

Attachment – Seventh year pricing

Cc: Tara Buckner  
Bryan Rosen  
Robert Price  
Heather White

On Mon, Nov 13, 2023 at 5:40 PM Hoppe, Jacquelyn P <jacquelyn.p.hoppe@wv.gov> wrote:

I can estimate the expense for the next months based on the processing payments we made during SFY23. The monthly average for the benefits that would be issued during the next twelve months would be \$156,602.79 which we should round up to \$165,000.00. That works if FIS honors the current second year contract extension pricing. I can add this information to the emergency letter as soon as I get your recommendations. Thanks!

<b>ebtEdge Benefit Type</b>	<b>EBT Processing</b>	<b>WIC Processing</b>	<b>Payment to FIS</b>
<b>FY 2023</b>	<b>Total Monthly</b>	<b>Total Monthly</b>	<b>Total Processing for SFY23</b>
<b>Jul-22</b>	\$ 136,524.18	\$ 23,579.44	\$ 160,103.62
<b>Aug-22</b>	\$ 125,673.61	\$ 23,887.07	\$ 149,560.68
<b>Sep-22</b>	\$ 121,732.15	\$ 24,187.54	\$ 145,919.69
<b>Oct-22</b>	\$ 226,521.09	\$ 24,457.57	\$ 250,978.66
<b>Nov-22</b>	\$ 120,114.56	\$ 24,629.26	\$ 144,743.82
<b>Dec-22</b>	\$ 120,094.44	\$ 24,476.37	\$ 144,570.81
<b>Jan-23</b>	\$ 121,225.54	\$ 24,471.52	\$ 145,697.06
<b>Feb-23</b>	\$ 121,379.04	\$ 24,654.85	\$ 146,033.89
<b>Mar-23</b>	\$ 120,262.04	\$ 24,480.25	\$ 144,742.29
<b>Apr-23</b>	\$ 119,307.01	\$ 24,671.71	\$ 143,978.72
<b>May-23</b>	\$ 119,381.33	\$ 24,718.27	\$ 144,099.60
<b>Jun-23</b>	\$ 133,986.41	\$ 24,818.18	\$ 158,804.59
<b>Total</b>	\$ 1,586,201.40	\$ 293,032.03	\$ 1,879,233.43

*Jackie*

Director | Office of EBT Banking Services

Office Phone | 304-558-0458

[www.dhhr.wv.gov/ebt/](http://www.dhhr.wv.gov/ebt/)

