



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: 11-04-2024

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 2520 MIS2400000001 3	Procurement Folder:	1234820
Document Name:	ATTENDANCE CASELOAD MANAGEMENT SOFTWARE	Reason for Modification:	Change order 2 - to add separate commodity lines for the additional user license types
Document Description:	ATTENDANCE CASELOAD MANAGEMENT SOFTWARE		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2023-09-01
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2025-08-31

VENDOR				DEPARTMENT CONTACT			
Vendor Customer Code:	VS0000043256			Requestor Name:	Stephanie F Pettry		
QCERA INC				Requestor Phone:	(304) 356-4011		
1525 S SEPULVEDA BLVD STE A				Requestor Email:	stephanie.f.pettry@wv.gov		
LOS ANGELES	CA	90025					
US				<div style="text-align: center; font-size: 2em; font-weight: bold;">2025</div> <div style="text-align: center;">FILE LOCATION _____</div>			
Vendor Contact Phone:	8184895448	Extension:					
Discount Details:							
	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	BUYER - 304-957-0209
HEALTH AND HUMAN RESOURCES	HEALTH AND HUMAN RESOURCES
OFFICE OF HUMAN RESOURCES MGMT	OFFICE OF HUMAN RESOURCES MGMT
ONE DAVIS SQUARE, STE 400	ONE DAVIS SQUARE, STE 400
CHARLESTON WV 25301	CHARLESTON WV 25301
US	US

*CR 11-8-24*

Total Order Amount:	Open End
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Purchasing Division's File Copy

*CA 11/7/24*

PURCHASING DIVISION AUTHORIZATION

DATE: *Tara Ke 11/7/24*

ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM

DATE: *John L. Gray*

ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION

*Cady Rose*

DATE: *11-13-24*

ELECTRONIC SIGNATURE ON FILE

*11/13/2024*

**Extended Description:**

Change Order

Change order No. 2 is issued to add the additional user/licenses types that were not added as commodity lines to the original master agreement document but were contained in the vendor's bid response.

All other terms, conditions, prices, and specifications contained in the original contract and including all authorized change orders remain in full effect.

Effective date of change: November 1, 2024

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	43230000			EA	83700.000000
	<b>Service From</b>	<b>Service To</b>			<b>Service Contract Amount</b>
					0.00

**Commodity Line Description:** Attendance Caseload Management Software (FMLA/FLOA/PLA )

**Extended Description:**

3.1.2 Attendance Caseload Management Software (FMLA/FLOA/PLA)

Annual Fee: \$83,700.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	43230000			EA	195.000000
	<b>Service From</b>	<b>Service To</b>			<b>Service Contract Amount</b>
					0.00

**Commodity Line Description:** Additional Leave Administrator Users/Licenses

**Extended Description:**

3.1.2.21 Additional Users/Licenses- each add on user/license -- Additional Leave Administrator \$195 per user per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	43230000				0.000000
	<b>Service From</b>	<b>Service To</b>			<b>Service Contract Amount</b>
					0.00

**Commodity Line Description:** Online Training for Licenses Holders

**Extended Description:**

3.1.2.22 Must provide online training for license holders at no cost. System upgrades, enhancements, and error corrections must be at no additional cost/charge when such upgrades, enhancements, and error corrections are generally made available to its other clients of similar systems at no additional cost/charge.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
7	43230000			EA	115.000000
	<b>Service From</b>	<b>Service To</b>			<b>Service Contract Amount</b>
					0.00

**Commodity Line Description:** Additional Users/Licenses - HR Administrator

**Extended Description:**

3.1.2.21 Additional Users/Licenses- each add on user/license - HR Administrator \$115 per user per month

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
8	43230000			EA	50.000000
	<b>Service From</b>	<b>Service To</b>			<b>Service Contract Amount</b>
					0.00

**Commodity Line Description:** Additional Users/Licenses - View only user account

**Extended Description:**

3.1.2.21 Additional Users/Licenses- each add on user/license - view only user account - \$50 per user per month



Sherri A. Young, D.O.,  
MBA, FAAFP  
DH Cabinet Secretary



Michael J. Caruso  
DHF Cabinet Secretary



Cynthia A. Persily, Ph.D.  
DoHS Cabinet Secretary

STATE OF WEST VIRGINIA  
DEPARTMENTS OF HEALTH, HEALTH FACILITIES, AND HUMAN SERVICES

Office of Management Information Services | Shaun Charles, Chief Information Officer

To: Bryan Rosen, Director  
Office of Shared Administration, Purchasing

From: Malena Harding, Procurement Manager *MH*  
Office of Shared Administration, Management Information Services

Date: November 1, 2024

Re: CMA MIS2400000001 QCera Inc.  
Change Order No. 2

In the original solicitation, we included nine additional users/licenses strictly for bid evaluation. According to Section 3.1.2.21 of the specifications, "additional users/licenses may be needed and added per set cost and per each license." Currently, only Additional Leave Administrator accounts are listed in the master contract, at \$195 per user per month.

The Office of Human Resources Management has requested additional user accounts/licenses, but the specific types requested are not listed as separate commodity lines in the master contract. This omission prevents us from issuing a delivery order, and as such, we are requesting a change order to add these additional user account/license types to the master contract.

These rates were included in the vendor's original bid response but were not added to the contract in wvOASIS as commodity lines:

- **Additional HR Administrator user accounts:** \$115.00 per user per month, representing a 41% savings compared to the Additional Leave Administrator account.
- **Additional View-Only user accounts:** \$50.00 per user per month, representing a 74% savings compared to the Additional Leave Administrator account.

Please proceed with this change order to reflect the costs of these additional user/license sets.

Agreed

*Heather White*





West Virginia DHHR

June 28, 2023



**FML and Leave of Absence Administration Software Application Services**

**Proposed Service**

LeaveSource is a web-hosted in cloud solution.

PRODUCT & SERVICES BASE PACKAGE	BASE FEE
<p><b>LeaveSource® Enterprise Bundle</b></p> <ul style="list-style-type: none"> <li>• <b>FMLA, State, Employer Leave policy and Premium Payment tracking, automated load of employee census file from HRIS, including ADA Job Accommodation module, MyLeave Self Service, Document Management Module</b></li> </ul> <p><b>Includes up to 9 Leave Admin user accounts</b> Estimated 5,000 – 6,000 employees active on payroll</p>	<p><b>\$83,700.00 Annual Minimum fee</b></p> <p><b>For employee count less than 6000 employees on payroll.</b></p>
IMPLEMENTATION START-UP	ONE-TIME FEE
<p><b>One-time fee for the standard implementation of LeaveSource – Includes:</b></p> <ul style="list-style-type: none"> <li>❖ Project management with project plan and all project documents</li> <li>❖ Company leave policy analysis</li> <li>❖ Employee data interface development and setup</li> <li>❖ Loading of prior leave history from file or input process</li> <li>❖ Leave administration workflow design</li> <li>❖ Development of custom set of letters &amp; emails</li> <li>❖ Instructor led, hands on, online training set for leave administrator users</li> <li>❖ A 8 to 10 week implementation project that includes post-implementation support and fine tuning.</li> </ul>	<p><b>\$12,000.00*</b></p> <p>*Extension of implementation duration due to delays by the client may incur additional fees.</p> <p><b>FIRST YEAR TOTAL 83,700 + 12,000 = \$95,700.00</b></p>
OPTIONAL ADD-ONS	FEES FOR SELECTED SERVICES
<b>Additional Leave Administrator accounts</b>	<b>\$195.00</b> per user per month
<b>Additional HR Administrator user accounts</b>	<b>\$115.00</b> per user per month
<b>Additional View Only user accounts</b>	<b>\$50.00</b> per user per month
<p><b>Workers' Compensation Management Module</b> All client user accounts have access to the module. Implementation fee includes:</p> <ul style="list-style-type: none"> <li>❖ Policy and workflow configuration</li> <li>❖ Hands-on, online training for client HR user(s)</li> <li>❖ WC administration workflow design</li> <li>❖ Development of custom set of letters &amp; emails</li> <li>❖ A 1-2 week implementation project</li> </ul>	<p><b>One-time Implementation Set-up Fee: \$2,000.00</b> <b>Ongoing \$0.25 PEPM</b> (minimum of \$400.00/month)</p>
<b>Additional data interface development</b>	<b>\$3,000.00</b> one-time set up fee per interface (Includes 20 hours of development) <b>\$100.00</b> per month ongoing maintenance fee per interface
<b>Additional Online Training</b>	<b>\$500</b> per 2-hour session, up to 5 users at one time
<b>Professional Services</b>	<b>\$250</b> per hour

Prices good for 30 days.



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DH Cabinet Secretary



Michael J. Caruso  
DHF Cabinet Secretary



Cynthia A. Persily, Ph.D.  
DoHS Cabinet Secretary

STATE OF WEST VIRGINIA  
DEPARTMENTS OF HEALTH, HEALTH FACILITIES, AND HUMAN SERVICES

Office of Human Resources Management | Angela Jacobs-Ferris, Chief Human Resources Officer

**MEMORANDUM**

TO: Bryan D. Rosen  
Interim Executive Director of Operations  
Director, Office of Purchasing

FROM: Dawn M. Adkins

RE: Justification Memorandum for Additional Qcera LeaveSource  
Licenses

DATE: October 30, 2024

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The Office of Human Resources Management (OHRM) within the Office of Shared Administration (OSA) requests a change order to the contract with Qcera Inc. for attendance caseload management software (Order Number: CMA 0511 2520 MIS2400000001 1). The change order would cover the addition of five (5) view-only licenses (\$50 per license per month) and one (1) HR administrative license (\$115 per month). This request is being made for the following reasons:

- **Five (5) View-only Licenses.** Since implementing the Qcera software, the OHRM Employee Management Unit, which is responsible for medical leave management for the Department of Health, Department of Health Facilities, Department of Human Services, and OSA, has determined that the additional five view-only licenses are necessary in order to:
  - Help facilitate the transition from the prior system used for FMLA/MLOA/PLA tracking to the new automated, consolidated Qcera LeaveSource system, which will improve consistency and reduce administrative overhead compared to managing separate systems;
  - Allow access to the information by additional OHRM Employee Management Unit staff with a need for the information to perform their job functions without OSA OHRM Employee Management Unit FMLA/MLOA/PLA staff assistance and without requiring OSA OHRM



Justification Memorandum for Additional Qcera LeaveSource Licenses

OCTOBER 30, 2024

PAGE 2

OHRM Employee Management Unit FMLA/MLOA/PLA staff to manually enter the information into a shared computer drive; and

- Allow the Chief Human Resources Officer, the Deputy Chief Human Resources Officer, and the OHRM General Counsel to have access to LeaveSource in order to perform their job functions, which include addressing questions/issues involving FMLA/MLOA/PLA leave.
- **One (1) HR Administrative License.** The HR administrative license is necessary to allow the OHRM Director of the Employee Management Unit to have full access to LeaveSource in order to provide assistance to FMLA/MLOA/PLA staff within her Unit in the event of employee absences and to access and run reports to track FMLA/MLOA/PLA leave usage for the Department of Health, Department of Health Facilities, Department of Human Services, and OSA.

Thank you for your time and consideration of this change order request. If you have any questions or need additional information, please contact me at (304) 558-3289 or [dawn.m.adkins@wv.gov](mailto:dawn.m.adkins@wv.gov).



Hustead, Crystal G <crystal.g.hustead@wv.gov>

**Re: CMA 0511 MIS24\*01**

1 message

Price, Robert L <robert.l.price@wv.gov>  
To: "Hustead, Crystal G" <crystal.g.hustead@wv.gov>

Mon, Oct 7, 2024 at 5:13 PM

Sorry it has been a Monday. They are wanting to get the HR Administrator and View only user accounts.



**Robert Price, CPPO, CPPB, NIGP-CPP**  
Administrative Services Manager II  
Office of Shared Administration  
West Virginia Departments of Health, Health Facilities, and Human Services

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On Mon, Oct 7, 2024 at 10:53 AM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:

Can you give me the optional add-ons the department is looking to add, I'm getting everything tabbed to take to Tara, I want to make sure I have the right items with the pricing

On Thu, Oct 3, 2024 at 1:50 PM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:

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On Thu, Oct 3, 2024 at 1:47 PM Price, Robert L <robert.l.price@wv.gov> wrote:

So are we okay to proceed with acquiring the other licenses? If so, do we need to add commodity lines to the CMA?



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This is great, thank you!



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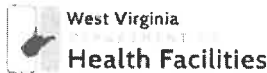
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Crystal,

Do you know if there were any bid clarifications done on the award of the above referenced document?



**Robert Price, CPPO, CPPB, NIGP-CPP**

Administrative Services Manager II

Office of Shared Administration

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

One Davis Square

Charleston, WV 25301

P: 304-957-0218 | dhr.wv.gov



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To: "Price, Robert L" <robert.l.price@wv.gov>

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I would say we would need to do a change order so the auditor doesn't reject any invoices

On Thu, Oct 3, 2024 at 1:52 PM Price, Robert L <robert.l.price@wv.gov> wrote:

Thank you. If we are okay and we do have to do a change order to add pricing, do we want to fix the issue from the renewal that we discussed?



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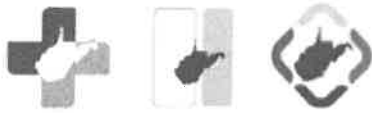
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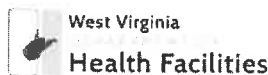
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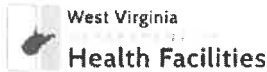
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# COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: <u>Crystal Huskead</u> Date: <u>11/7/24</u>  Solicitation No. <u>CMA MIS24*01</u>	Agency: OSA OMIS  Procurement Officer Submitting Requisition: Stephanie Pettry  Requisition No. CMA MIS2400000001  PF No.: 1234820
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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 [CROM → CMA]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Use of most current terms and conditions ( <a href="http://www.state.wv.us/admin/purchase/TCP.pdf">www.state.wv.us/admin/purchase/TCP.pdf</a> )	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Maximum budgeted amount in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Suggested vendors in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Capitol Building Commission pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financing (Governor's Office) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Fleet Management Division pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**FOR CHANGE ORDERS/RENEWALS:**

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

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

*For Purchasing Division Use Only:*

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

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

*Crystal Husted*

Simple Search

Search Editor

- Any Words <sup>(i)</sup>
- All Words <sup>(i)</sup>
- Exact Phrase <sup>(i)</sup>

e.g. 123456789, Smith Corp

qcera



Classification



Excluded Individual



Excluded Entity



Federal Organizations



Exclusion Type



Exclusion Program



Location



Dates



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## West Virginia Secretary of State — Online Data Services

### Business and Licensing

Online Data Services Help

### Business Organization Detail

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

### QCERA, INC.

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C   Corporation	8/15/2023		8/15/2023	Foreign	Profit			

Organization Information	
<b>Business Purpose</b>	5415 - Professional, Scientific and Technical Services - Professional, Scientific and Technical Services - Computer Systems Design and Related Services (design, programming, facilities mgmt)
<b>Capital Stock</b>	
<b>Charter County</b>	<b>Control Number</b>
<b>Charter State</b>	CA <b>Excess Acres</b>
<b>At Will Term</b>	<b>Member Managed</b>
<b>At Will Term Years</b>	<b>Par Value</b>
<b>Authorized Shares</b>	<b>Young Entrepreneur</b> No

<b>Addresses</b>	
<b>Type</b>	<b>Address</b>
<b>Local Office Address</b>	1525 S SEPULVEDA BLVD. STE A LOS ANGELES, CA, 90025
<b>Mailing Address</b>	1525 S SEPULVEDA BLVD. STE A LOS ANGELES, CA, 90025 USA
<b>Principal Office Address</b>	1525 S SEPULVEDA BLVD. STE. A LOS ANGELES, CA, 90025 USA
<b>Type</b>	<b>Address</b>

<b>Officers</b>	
<b>Type</b>	<b>Name/Address</b>
<b>President</b>	MARGARET KAHNG 1525 S SEPULVEDA BLVD. STE. A LOS ANGELES, CA, 90025
<b>Type</b>	<b>Name/Address</b>

<b>Annual Reports</b>	
<b>Filed For</b>	
2024	
<b>Date filed</b>	

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

Friday, November 1, 2024 — 10:58 AM

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