



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: 11-01-2023

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 3738 OIG2300000001 2	Procurement Folder:	1117844
Document Name:	CHANGE ORDER 1	Reason for Modification:	Change Order 1 To Renew Contract
Document Description:	WV CARES MAINTENANCE AND SUPPORT		
Procurement Type:	Central Sole Source		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2022-12-01
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2024-11-30

VENDOR		DEPARTMENT CONTACT																
Vendor Customer Code:	VS0000013793	Requestor Name:	Kari J Preslar															
INNOVATIVE ARCHITECTS LLC 11675 RAINWATER DR STE 100		Requestor Phone:	(304) 558-1675															
ALPHARETTA GA 30009-8686 US		Requestor Email:	kari.j.preslar@wv.gov															
Vendor Contact Phone:	770-623-5734 Extension:	<div style="font-size: 48pt; font-weight: bold;">24</div> <div style="font-weight: bold;">FILE LOCATION _____</div>																
Discount Details:																		
	<table border="1"> <thead> <tr> <th>Discount Allowed</th> <th>Discount Percentage</th> <th>Discount Days</th> </tr> </thead> <tbody> <tr> <td>#1 No</td> <td>0.0000</td> <td>0</td> </tr> <tr> <td>#2 No</td> <td></td> <td></td> </tr> <tr> <td>#3 No</td> <td></td> <td></td> </tr> <tr> <td>#4 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		
Discount Allowed	Discount Percentage			Discount Days														
#1 No	0.0000	0																
#2 No																		
#3 No																		
#4 No																		

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES OFFICE OF INSPECTOR GENERAL 1900 KANAWHA BLVD E, BLDG 6 RM 817-B CHARLESTON WV 25305 US	WVCARES HEALTH AND HUMAN RESOURCES 408 LEON SULLIVAN WAY, SUITE 110 ATTN: ANGELA PETRY CHARLESTON WV 26416 US

11-2-23 BAA

Purchasing Division's File Copy

Total Order Amount:	Open End
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ENTERED

CH 11/16/23  
 PURCHASING DIVISION AUTHORIZATION  
 DATE: *Tina [Signature]* 11/16/23  
 ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM  
 DATE: *John S. Gray*  
 ELECTRONIC SIGNATURE ON FILE  
 11/13/2023

ENCUMBRANCE CERTIFICATION  
*Beverly Toler*  
 DATE: 11-13-2023  
 ELECTRONIC SIGNATURE ON FILE

**Extended Description:**

Change Order

Change Order No. 1 is issued to renew the original contract according to all terms, conditions, prices, and specifications contained in the original contract, including all authorized change orders.

Effective date of renewal 12/1/2023 through 11/30/2024.

Renewal Years Remaining: 2

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81112200				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
	2022-12-01	2024-11-30		162000.00	

**Commodity Line Description:** Software maintenance and support

**Extended Description:**

Technical Support and Enhancements - 600 hours to be utilized throughout a 12 month period of time at the rate of 50 hours per month.

- Scheduled status meetings
- Responding to questions issued via email or phone
- Problem resolution
- Review of release notes/new functionality each month
- Development of fixes or new functionality as requested
- Other technical tasks as directed by WV CARES
- Monthly reports to be included with invoices.

Monthly Rate: \$6,750.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	81112200				0.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
	2022-12-01	2024-11-30		48000.00	

**Commodity Line Description:** Software maintenance and support

**Extended Description:**

Reciprocity Agreement portion includes the following activities for each monthly build cycle:

- Analysis of impact to WV CARES of any design changes to the core platform
- Regression Testing specifically for WV CARES
- Packaging of source code for delivery to WV CARES

Any software updates derived from other participating NBCP states shall be made available to the WV CARES team. Conversely, WV CARES agrees that any changes to the WV CARES platform, including application enhancement or software defect corrections for WV CARES, may result in potential software updates being provided to other participating NBCP States.

Monthly Rate: \$2,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	81112200			HOUR	135.000000
	<b>Service From</b>	<b>Service To</b>		<b>Service Contract Amount</b>	
				0.00	

**Commodity Line Description:** Software maintenance and support

**Extended Description:**

Technical Support and Enhancements (600-hour allocation)

**2023-2024 Professional Services Agreement**

Project:	WV CARES Maintenance and Support 2023-2024	Date:	October 3, 2023
Client:	West Virginia Department of Health and Human Resources		
Requester Name:	Mark Elswick	Email:	mark.a.elswick@wv.gov

This Statement of Work outlines terms and conditions for the proposed WV CARES Support and Maintenance which will be delivered by Innovative Architects, LLC d/b/a Improving - Atlanta (IA) for West Virginia Department of Health and Human Resources.

**Project Scope:** West Virginia Department of Health and Human Resources (WV DHHR) has engaged Innovative Architects to provide Support and Maintenance for the WV CARES background checking system. The Innovative Architects team has built the WV CARES system over the past number of years through the technical assistance component of the CMS National Background Check Program (NBCP). Now that the grant period has expired, IA is proposing to provide on-going support and maintenance to the WV CARES system directly to WV DHHR.

This quote references a scope of work to cover the period of December 1, 2023 through November 30, 2024, with the option to renew for two additional years at the end of that time. The cost structure is summarized as follows:

**Technical Support and Enhancements (600-hour allocation)**

The Technical Support and Enhancements portion of this agreement consists of 600 hours to be utilized throughout a 12-month period of time at a rate of 50 hours per month and \$135 per hour, at DHHR's direction. It includes the following activities for each monthly build cycle:

- Scheduled status meetings
- Responding to questions issued via email or phone
- Problem resolution
- Review of release notes / new functionality each month
- Development of fixes or new functionality as requested
- Other technical tasks as directed by WV CARES
- Monthly reports to be included with invoices

Project work will be coordinated through a series of regular status meetings, occurring at least monthly unless both parties agree to an exception.

**Reciprocity Agreement**

The Reciprocity portion of this agreement includes the following activities for each monthly build cycle:

- Analysis of impact to WV CARES of any design changes to the core platform
- Regression Testing specifically for WV CARES
- Packaging of source code for delivery to WV CARES

The IA team shall make available to the WV CARES team any software updates derived from other participating NBCP states. Conversely, WV CARES agrees that any changes to the WV CARES platform, including application

enhancement or software defect corrections for WV CARES, may result in potential software updates being provided to other participating NBCP States.

**Project Costs and Payment Terms:**

Summary of WV CARES Proposed Costs			
X	Technical Support and Application Enhancements (600-hour allocation)	\$ 6,750.00	\$ 81,000.00
X	Reciprocity Agreement	\$ 2,000.00	\$ 24,000.00
<b>Total Estimated Solution Costs (selected options)</b>		<b>\$ 8,750.00</b>	<b>\$ 105,000.00</b>

- The start date for this project is December 1, 2023 with agreement from both parties.
- This project will last the duration of twelve (12) calendar months.
- One site visit per calendar year will be scheduled at WV DHHR request, at no extra cost.
- This project is planned for 600 collective hours and will not exceed 600 hours without written approval.
- The total cost will be **\$105,000**, billed in twelve (12) equal monthly payments of **\$8,750** each.
- Invoices will be sent the first week of every month to cover the work done in the previous month.
- This contract can be cancelled or extended at any time upon request.
- Payments are made payable to the following address on Net45 terms.

**INNOVATIVE ARCHITECTS dba IMPROVING-ATLANTA**

11675 Rainwater Drive, Alpharetta, GA 30009 | 770.623.5734: O | 770.623.5878: F  
[kimberly.roberts@improving.com](mailto:kimberly.roberts@improving.com)

	Date	Approval Signature
Innovative Architects dba Improving-Atlanta:	10/3/2023	<i>Kimberly Roberts</i>
West Virginia Department of Health and Human Resources:	11/1/2023	<i>Heather White</i>



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

**Re: CMA OIG23\*01 CO1**

1 message

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

Tue, Nov 7, 2023 at 1:22 PM

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

Cc: Heather M White <Heather.M.White@wv.gov>, Bryan D Rosen <bryan.d.rosen@wv.gov>, Kimberlie K Debolt <kimberlie.k.debolt@wv.gov>

On version 1 the service contract amount was keyed, at that time that field didn't show on the assembled/printed document. Would you like for us to modify the extended description field on those two commodity lines to show the increase is due to the renewal?

On Mon, Nov 6, 2023 at 8:43 AM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:

On the initial contract, there wasn't a contract amount included on CL 1 & 2

The renewal has CL 1 with a contract amount of \$162,000.00 and CL 2 has \$48,000.00, should the service contract amounts be left at \$0.00 since the totals don't match the vendor's renewal letter?

Project Costs and Payment Terms:

Summary of WV CARES Proposed Costs			
X	Technical Support and Application Enhancements (600-hour allocation)	\$ 6,750.00	\$ 81,000.00
X	Reciprocity Agreement	\$ 2,000.00	\$ 24,000.00
Total Estimated Solution Costs (selected options)		\$ 8,750.00	\$ 105,000.00

*Thank you,*

*Crystal Hustead, CPPB*

Senior Buyer

State of West Virginia Purchasing Division

2019 Washington Street, East

Charleston, WV 25305

Email:Crystal.G.Hustead@wv.gov



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Office of the Inspector General

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

Christopher G. Nelson  
Interim Inspector General

MEMORANDUM

**Date:** October 5, 2023  
**To:** DHHR Purchasing  
**From:** Mark Elswick *ME*  
**Subject:** Innovative Architects, LLC d/b/a/ Improving - Atlanta

The WV Clearance for Access: Registry and Employment Screening (WVCARES) seeks to enter into a sole source agreement to continue technical services exclusively provided to WVCARES/WVDHHR by Innovative Architects, LLC d/b/a Improving – Atlanta. Innovative Architects has been solely responsible for the development and upgrades made to the WVCARES system to date. They own the source code used to develop and improve the current system used in West Virginia and in over 20 other states. This continued relationship will benefit WVCARES as upgrades and new functionality are pioneered to meet emerging needs of other contracted states. These upgrades and functionality will be readily available to meet specific West Virginia needs at no additional cost.



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

Mark D. Scott  
Cabinet Secretary

Heather D. Abbott  
Chief Information Officer

**TO: Christopher Itson, Procurement Associate  
Department of Health and Human Resources**

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

**SUBJECT: INFORMATION TECHNOLOGY PROCUREMENT  
HR004740 IS&C NUMBER: 2024-8160**

**DATE: October 4, 2023**

West Virginia Code §5A-6-4(a)(3) permits the Chief Technology Officer to "evaluate the economic justification, system design and suitability of information equipment and related services, and review and make recommendations on the purchase, lease or acquisition of information equipment and contracts for related services by the state spending units."

West Virginia Code §5A-6-4c requires that the Chief Technology Officer review and approve "a major information technology project."

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

After conducting a review of your request for Direct Award to IA for Technical Services, the Office of Technology has determined:

**X** That 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](mailto:Consulting.Services@wv.gov).