



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 2

List View

- General Information**
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1334393

Procurement Type: Central Master Agreement

Vendor ID: VS0000043431

Legal Name: OnActuate Consulting US Inc.

Alias/DBA: OnActuate Consulting U.S. Inc.

Total Bid: \$107,100.00

Response Date: 01/11/2024

Response Time: 10:39

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SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000004

Published Date: 1/3/24

Close Date: 1/11/24

Close Time: 13:30

Status: Closed

Solicitation Description: Microsoft Business Central Implementation Services

Total of Header Attachments: 2

Total of All Attachments: 2

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----|------------|------------|-----------------------------|
| 1 | Microsoft Business Central Implementation Services | | | | 99600.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 43231500 | | | |

Commodity Line Comments:

Extended Description:

See Attached Specifications and Exhibit - A Pricing Page
 Cost To Include Planning & Design, Configuration, Data Migration and Implementation of Interfaces, Training and Testing.

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|-------------------------|-----|------------|------------|-----------------------------|
| 2 | Support and Maintenance | | | | 7500.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 43231500 | | | |

Commodity Line Comments: There optional ongoing support that can be decided on as we close out the project.

Extended Description:

See Attached Specifications and Exhibit - A Pricing Page

Microsoft Business Central Implementation Services

West Virginia Lottery

Solicitation No – CRFQ 0705 LOT2400000004





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1. Cover Letter

OnActuate Consulting US Inc. (OnActuate) welcomes the opportunity to respond to West Virginia Lottery RFP for Microsoft Dynamics 365 Business Central Implementation Services.

OnActuate is a certified Microsoft Partner and has a 100% successful track record of Dynamics 365 implementations. In today's dynamic business landscape, organizations require robust, cloud-based solutions to streamline their financial operations and other functional requirements. OnActuate, a leader in cloud technology solutions, stands at the forefront of this transformation with its unparalleled expertise in delivering D365 solutions hosted on the powerful Azure cloud platform.

Our projects have primarily been on cloud platforms and are complemented by our managed services offering that meets our clients' post-implementation support needs. We adhere to the 'People-First' Approach along with a broad array of services to support enhancing client productivity while keeping their employees and trading partners satisfied, motivated, and driven to achieve results. Our focus and experience in implementing D365 applications and other Microsoft solutions will enable us to better meet West Virginia Lottery's (WVL) requirement of replacing Microsoft Great Plains with Microsoft's cloud based D365 Business Central.

Based on our understanding, to meet WVL's requirements, we will be implementing Microsoft D365 Business Central which will ensure smooth integration with other Microsoft Applications. It allows exclusive industry-specific functionalities that corroborates the cloud technology and with flexible scalability, it fits businesses of varied sizes.

In our response, along with providing inputs to WVL's queries, we have included our understanding of Scope, Tentative Project Plan & Timeline, Resumes of the proposed Project Team. The Implementation phases will include how Proposed Solution will meet WVL's requirements, Project Plan, Timeline etc. We have included two weeks of Post Go-Live Support as part of this Project. OnActuate's project Implementation approach focuses on best practice processes that leverage delivered functionality with similar projects.

We have global presence and have assisted clients in meeting similar transformation project objectives as WVL. We look forward to the opportunity of engaging with WVL and supporting this project further.

A handwritten signature in black ink, appearing to read "D Knudson".

Name: Dustin Knudson, VP Global Sales
Phone: +1.701.870.7690
Email: dustin.knudson@onactuate.com



2. Company Background

OnActuate is a people-first Global technology and consulting firm, Microsoft-certified partner, Cloud Solution Provider, and Value-Added Reseller in the US, Canada, India, LATAM, and Singapore. OnActuate’s unmatched, tailored business and data solutions, coupled with its experienced global team’s collaborative approach, have helped many public and private sector organizations reimagine their business in the digital age.

We have experience in implementing full-stack Microsoft solutions such as Microsoft Dynamics 365 (D365), SharePoint, Azure Services, and related technologies across the globe. Our project implementation services are complemented by our advisory consulting and direct support services. We offer comprehensive business management solutions that enable organizations to manage all aspects of their business effectively and efficiently. We have tailored solutions for organizations that help them achieve their rapid growth markets and solve their unique business challenges.

Our head office is in Vancouver, Canada with offices in various locations across the globe including Seattle, Toronto, Panama, Delhi, Mumbai, and Singapore. Our Key clients in Public Sector include City of Columbus, Truckee Meadows Water Authority, Prosper Portland, Pinellas County etc. We have experience in implementing the proposed solution in DZ card, Martini films etc.



Figure: Our Key Clients

Our Solutions & Services

We understand and fulfil our client’s requirements and provide solutions to fit all complicated scenarios to increase visibility for top management and enhance productivity for operational staff. With our proven record of expertise and knowledge in D365 applications and related Microsoft Technologies, we offer an exceptional level of service, quality, and commitment within the implementation, development, global application rollouts.

We adhere to ‘People-first’ approach with a broad array of services to support enhancing client productivity while keeping their employees and trading partners satisfied, motivated, and driven to achieve results. Our focus and experience in the Public Sector enable us to better meet clients’ needs better while minimizing risk, lowering implementation costs, and promoting a successful project.

Our broad range of services includes but is not limited to Business Consulting, Technology Consulting, Project and Program Management, Training, and Ongoing Technical Support, Global Solution Rollouts, Provision of Experienced Consultants for Team Augmentation, Software Systems Integration Services, Solution Development, and Services throughout the Product Lifecycle.

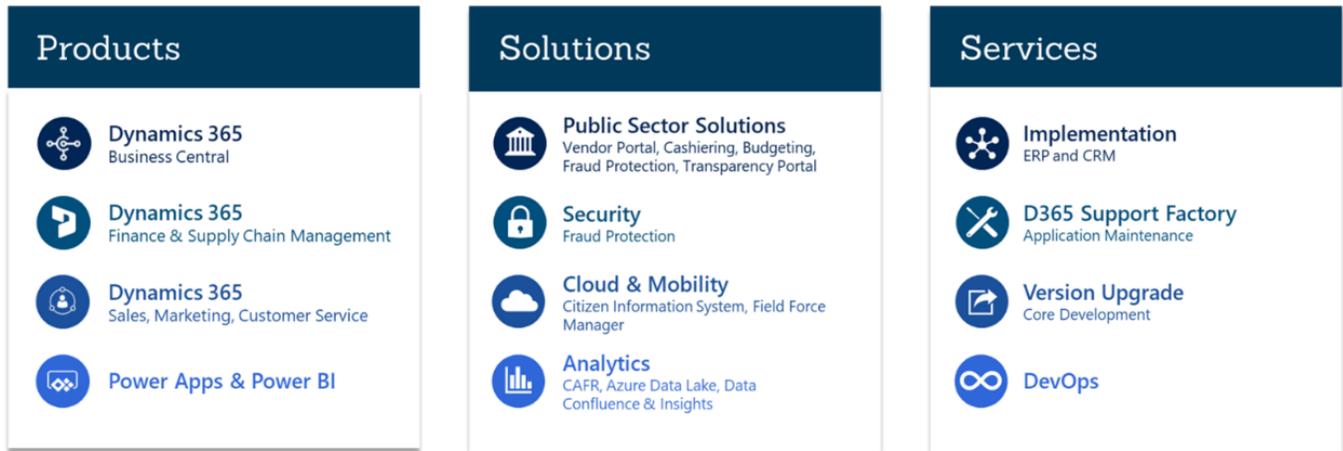


Figure: OnActuate's Solutions and Services



3. Understanding of Scope

Project Objective – Migrate current on-premises Great Plains system to Microsoft Business Central Cloud solution by July 1st, 2024, (no later than 30th of September 2024).

To achieve the aforementioned Project Objective, we have considered the Project Plan, Design Document, Configuration (Finance only), Data Migration, Integration, Reporting, Key User Training, User Acceptance Testing (UAT) and Support & Maintenance as key areas of the scope. We have briefly explained the key areas below –

Project plan – OnActuate will provide and submit the project plan within 30 calendar days of the contract effective day to West Virginia Lottery, project plan must be approved before design document submission.

Design Document – The Design Document will be submitted within 60 calendar days of the contract effective day.

Configuration Finance Only

- Implementation of 1 Legal Entity in one database.
- Standard Roles and Permission configuration for 10 users (Quantity of users could be changed during project implementation, Administrator role is included).
- General Ledgers
- Chart of Accounts
- Dimension and Dimension Value configurations for tracking of revenue and expenses the games, by casino / track, retailer and operator

Data Migration

- Master Data
 - Chart of Accounts (850 General Ledger Accounts approximately, but quantity could change during the discovery)
- Opening Balances
 - Will be uploaded to D365 Business Central
 - If go-live is after the start of the current fiscal year, all transactions created in the previous fiscal year will be migrated to D365 Business Central using data templates.
- Current data interface in Great Plains will be reviewed and analysed by OnActuate, which will provide a data quality report prior implementation, for any data cleansing suggestions.

Integration

WVL have identified several integrations with third party systems which import data into the General Ledger. These integrations will be analysed to determine the types, formats, and frequencies of data imports for replication into Business Central.

These imports will require thorough testing during the User Acceptance Testing phase to ensure transactions are accurately populated in the staging tables and are posted accurately in the General Ledger. During the Key User Training, the WVL team will be educated on any changes for handling the integrations, such as differences in handling of data in the Staging Tables, and potentially where to manage the Batch Jobs which will control the import settings and ability to trigger imports manually if required.



Reporting

Based on feedback, there are no custom reports created in Great Plains. Standard reports are available on D365 Business Central for common reporting requirements in each module. During the analysis phase, we will document all reports generated by the WVL Team and propose the corresponding report available in D365 Business Central. If a report is not available or requires some customization to meet the requirement, these will be documented and noted as a gap to be resolved through development or configuration.

Key User Training (KUT)

A complete training plan will be developed in conjunction with WVL and once approved, training will be performed on-site, for approximately 10 WVL users. Training will cover all business processes identified during the analysis phase.

User Acceptance Testing (UAT)

Testing of the application will be done with key users of each area involved, all customizations, integrations, data ports and reports are planned for this testing. The users will execute the tests according to the set of business processes identified during the Analysis phase. A set of scripts will be provided to the business users to aid in the test execution. Support will be provided during this phase to ensure any issues can be resolved immediately.

Support and Maintenance

Support and maintenance will be provided up to and including the go-live date. Subsequently, post go-live support (PGLS) will be provided remotely for two weeks, from Monday to Friday, 8:00am to 5:00pm EDT. Once the PGLS period lapses, OnActuate will transition WVL to our ITIL based Support Services to ensure any issues can be resolved promptly to ensure stabilization of the application once the implementation is complete.



4. Proposed Solution

4.1 About Core Product

Based on our understanding of WV's scope and our experience in implementing business applications for state and local government organizations, we propose Microsoft Dynamics 365 Business Central (D365 BC).

Microsoft Dynamics 365 (D365) is an Enterprise Resource Planning (ERP) solution with a set of intelligent business applications that helps businesses manage their financials, supply chain, and operations. D365 applications are powered by Azure, allowing organizations of any size to fuel business growth, and streamline operations. Some of the key benefits of the solution are Scalability, Security, Accessibility, User Friendliness, ROI, Increased Productivity, Modular apps that can be easily integrated, Built-in Analytics, Cloud Benefits, and AI Predictive Capabilities. The advantage of the D365 platform is that all the applications on it such as Finance, Supply Chain Management, Commerce, Customer Service, Sales, Field Service, Human Resources, Talent, and enabling technologies such as Power Apps, Power BI, Azure AI, Azure Machine Learning and Bot Services work seamlessly together as a comprehensive solution.

D365 BC refers to a business management solution for small and mid-sized organizations that helps automate and streamline business processes and improves the management of clients' businesses. D365 BC is highly adaptable, it enables companies to manage their business, including finance, manufacturing, sales, shipping, project management, services, etc. It also helps the companies to adapt to market dynamics easily using modern technologies built on Microsoft Cloud, to store and transmit data across systems. To enhance the adaptability features of D365 BC, it can be extended with industry-specific apps using Power Platform. D365 BC ensures continuous process optimization by automating workflows and processes. Business data can be linked with productivity tools to improve customer and employee experiences.

Capabilities of D365 Business Central –

- The G/L provides the general journal feature, which in D365 BC can journal between any sub ledger - e.g., between sales ledger, purchase ledgers, G/L, cash book or fixed asset ledger.
- Journals can be saved as templates for repeated use and recurring journals take care of the monthly accruals and prepayment activities (including reconciliation).
- The G/L account structure allows for a nominal account to be supported by unlimited dimensions to analyse the business. Typical dimensions might be Cost Centre, Project, Employee, etc.
- System provides a user-friendly year-end process option with "Close Income Statement" functionality.
- All the information in D365 BC can be analysed using analysis mode, connections to Excel and Microsoft Power BI which makes more profitable decisions with robust reporting, ad-hoc analysis on any data.
- D365 BC supports full multi-currency, including automated revaluation and the recording of realised and unrealised gains/losses, as well as multi-company operation with automated inter-company transactions and consolidation.
- D365 BC (on-cloud) enables access to Microsoft Power Automate. The Power Automate licence uses Business Central data as part of a workflow in Microsoft Power Automate which are triggered by events, such as a record being created, modified, or deleted. These flows can also be run on a user-defined schedule or on demand.

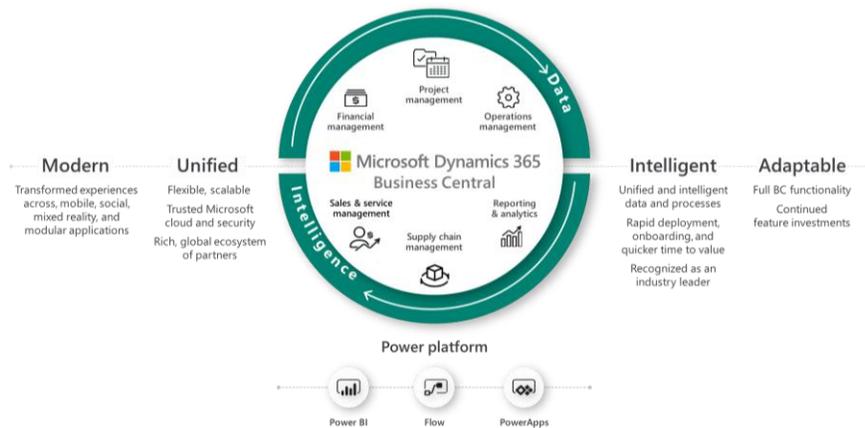


Figure: Dynamics 365 Business Central (D365 BC)

4.2 About the Solution – D365 BC – Tailored to suit WV’s requirements.

Finance Module

- Chart of accounts: 850 accounts will be migrated to Business central from Great Plains.
- General ledger: GL configuration with ability to use dimensions, which help to reduce the number of separate accounts for each department, business area.
- Journal entries can be configured with Workflows to setup maker-checker rules which will require approval before posting the entries. This enables segregation of duties within the users of a legal entity.
- Dimensions are attributes and values that categorize entries so you can track and analyse them. Dimensions are not available in Great Plains, it will be necessary to define and create them to track and analyse the income and expense for each game, casino / track, retailer, and operator. These dimensions help to build controls & validations in the system using configurable rules based on GL accounts.

4.3 Reports

There are no customized reports in Great Plains (current system in WV), which allows to use the Out-of-the-box reports that are available in D365 BC for financial purpose. We have provided the list that includes the key financial reports in D365 BC below –

- Trial Balance
- Trial Balance by Period
- Detailed Trial Balance
- Trial Balance Previous Years
- Financial Report
- Closing Trial balance

4.4 Integration Apps

Data imports will be migrated and Customized in D365 BC to import all the raw data from the third party- service providers, which are available in SQL staging tables.



5. Qualifications

3.1. The Vendor must maintain a minimum of two (2) permanent (W-2 employed staff) employees on staff for implementing and supporting Business Central operations.

3.1.1 Vendor employees must work directly for the Vendor and may not be subcontracted employees.

We confirm that the staff who would be allocated to carry out the implementing and supporting Business Central Operations would be our permanent employees working directly for OnActuate. We are not engaging with any subcontractors for carrying out this project.

3.1.2 Vendor must provide employment verification with their bid response.

WVL can contact our Global HR Manager Alyssa Morrell at alyssa.morrell@onactuate.com for Employment Verification of our proposed project team (specified in Section 3.2 below) who would be allocated to this project.

3.2. The Vendor shall have project and support staff that must be Microsoft-certified professionals with at least five (5) years' experience.

3.2.1 Experience must consist of configuring and supporting Business Central and or Power Apps.

3.2.2 Certifications must include either Dynamics 365 Business Central Functional Consultant Associate or Power Platform Solution Architect Expert.

3.2.3 Vendor must provide resumes and documentation of certifications with their bid response.

Proposed Project & Support Staff

Our proposed implementation team would comprise a Project Manager, D365 BC Functional and Technical consultants. To ensure that the implementation and support staff are the correct fit for the project, we make use of resource forecast and skill fitment matrix during the allocation of resources. With the help of these tools, we track resource availability and proactively plan resources for a project.

| Role | Indicative Name* |
|-------------------------------|------------------|
| Project Manager | Naeem Shafi |
| D365 BC Functional Consultant | Sutapa Saha |
| D365 BC Technical Consultant | Chirag Sethi |

**At the current stage of RFP process, we have provided indicative names of our proposed team. We typically confirm the availability of resources 4-6 weeks prior to kick-off and start mobilizing them from various sources like – resources available on the bench, resources from projects that are nearing the completion stage, and new resources through contracting and recruitment.*

WVL can be assured that our project and support staff are all Microsoft-certified professionals. We have attached the relevant Microsoft certifications as *Appendix* to our Response document.

We have provided the resumes of the staff in the tables below –

Naeem Shafi – Project Manager

Naeem Shafi is proactive and experienced PMP Certified Project Management professional. He has over 23 years of Project Management and Implementation in various sectors across North America, United Kingdom,



| Naeem Shafi – Project Manager | |
|---|--|
| <p>and Europe. An enthusiastic and self-motivated individual, he has strong communication, problem solving, planning and decision-making skills. Naeem has demonstrated the ability to work and execute under pressure while acting as a project and team lead. Naeem joined OnActuate as a partner, visionary, and leader of the North American operation.</p> | |
| Experience | <p>At City of Columbus, he led the transformation project of a broad range of Financials, Procurement / Vendor Portal - Management as well as Cashiering and extended Budgeting / Reporting. At WA State – L&I, Naeem was the governance lead and Sr. Project Manager responsible for overall delivery of a comprehensive D365 F&SC implementation including Budgetary Accounting and Planning. At TMWA, Hammond, Volvo, Arbor, and many other clients, Naeem has played a similar role as the Delivery Lead, and Project Sponsor for the entire D365 F&SC / AX 2012 projects covering the product suite, complementary solutions, and integrations.</p> |
| Qualifications and Certifications | <ul style="list-style-type: none"> B Eng. (Honors) – Oxford Brookes University, England Naeem is a certified PMP. |

Table: Resume – Naeem Shafi, Project Manager

| Sutapa Saha – Functional Consultant | |
|--|--|
| <p>Sutapa has 8 years of experience in working with the Dynamics ecosystem. She has been working on projects for implementation, upgrade & support covering wide spectrum across various sectors like trade and service, healthcare, retail, media, banking & manufacturing. She has extensive experience with different product versions and has been working on projects globally.</p> | |
| Recent Projects | <p>Sutapa has worked as a Lead Functional Consultant to provide Business Central implementation and support in media and service industry. She also led a Finance companies’ roll-out of multiple companies of an Energy Group Company and an OCR solution implementation in Oil & Gas Industry for the Accounts Payable process. She was the Functional Consultant in D365 Implementation for Banking sector and Designer for D365 F&SC project Reporting team in one of the largest End of Life Services firms.</p> |
| Education and Certification | <p>Qualification:</p> <ul style="list-style-type: none"> Bachelor’s in Commerce (Accounts & Finance) Master’s in Commerce (Banking & Finance) Master’s in Business Administration (IT Project Management) <p>Certification:</p> <ul style="list-style-type: none"> MB-300 - Microsoft Dynamics 365: Core Finance and Operations MB-310 - Microsoft Dynamics 365: Finance Functional Consultant MB-800 – Microsoft Dynamics 365: Business Central Functional consultant |

Table: Resume – Sutapa Saha, Functional Consultant

| Chirag Sethi – Technical Consultant | |
|---|--|
| <p>Chirag is a Microsoft Dynamics NAV certified professional with rich experience of more than 13 years in the development, upgrade, and integration of NAV with third-party applications. He has experience on different</p> | |



| Chirag Sethi – Technical Consultant | |
|--|---|
| NAV versions starting from NAV 2005, NAV 2009, NAV 2013, NAV 2015, NAV 2017, NAV 2018 and Dynamics 365 Business Central (D365 BC). He also has a good understanding of new features of NAV like Events, Extensions, Workflow, etc. Chirag also has experience in D365 F&O in the development of SRSS reports, Integrations of F&O with third-party applications. | |
| Recent Projects | In Trafigura (Puma Energy), Chirag is working as a Techno-Functional Consultant in NAV and is actively involved with a team of business analysts to understand requirements and provide a solution approach. He is also involved in writing functional designs for the development team. In LBPL, he is working as a Technical Consultant for the D365 F&O application for developing the SRSS reports in various modules such as Inventory, Finance, Sales. In Bisleri, he is managing the integrations with multiple third-party applications using OData, Custom Service and Data Management Batch APIs. |
| Education and Certification | <p>Qualification:</p> <ul style="list-style-type: none"> BTech (I.T) MBA (Project Management). <p>Certification:</p> <ul style="list-style-type: none"> MB-300: Microsoft Dynamics 365: Core Finance and Operations. MB-500: Microsoft Dynamics 365: Finance and Operations Apps Developer MB-700: Microsoft Dynamics 365: Finance and Operations Apps Solution Architect MB-800: Microsoft Dynamics 365 Business Central Functional Consultant |

Table: Resume – Chirag Sethi, Technical Consultant

3.3. The Vendor’s experience requirements will be determined prior to contract award through references and documentation of past projects provided by the Vendor in their bid response.

3.3.1 The Vendor must provide business references from a minimum of three (3) previous clients.

References

In adherence to our data privacy policy and customer confidentiality, we do not disclose their direct contact information. This protocol is rooted in our commitment to safeguarding personal and business information, ensuring that our customers' trust is never compromised.

However, we understand the importance of customer reference checks and the valuable insights they offer. We are eager to facilitate these interactions by coordinating and setting up calls between WV evaluation team and our customers, acting as an intermediary. This way, we ensure structured reference checks while upholding our data privacy obligations. For more information, please contact our Point of Contact – Dustin Knudson at dustin.knudson@onactuate.com.

| Martini Film Studios Ltd. | |
|------------------------------|---|
| Contact Person, Title | Trisha Noon, Business Analyst |
| Project Summary | Martini Film Studios (MFS) provides a full-service production facility to meet the needs of the most demanding film and television projects. The production facilities are located across British Columbia and is utilized by eminent client partners like Netflix. |



| | |
|-------------------------|---|
| | <p>Martini Film Studios was using legacy systems that were disparate in nature to manage their finance and projects. They were experiencing following issues with their legacy systems:</p> <ul style="list-style-type: none"> • Unable to access the data in real-time. • Duplication of efforts due to disparate systems • Inaccurate information • Unable to capture their day-to-day operational needs. <p>OnActuate partnered with Martini Film Studios to implement Microsoft Dynamics Business Central, as it was the right fit for Martini to manage their financial transactions and project operations. Our Implementation Approach included:</p> <ul style="list-style-type: none"> • Analysis of Martini’s legacy systems and infrastructure • Conference Room Piloting with Martini to showcase D365 BC capabilities. • Agreement on the scope of work • Licensing Management • Data Migration of Master Data & Opening Balances from legacy systems to D365 BC. • Report Development and Customizations • Go-Live & Post Go-Live Support |
| Project Duration | August 2022 – October 2022 |

[Reference 1: Martini Film Studios Ltd.](#)

| Cosmos Maya | |
|------------------------------|---|
| Contact Person, Title | Lalit Gavale, Project Manager and AVP - Accounts & Finance |
| Project Summary | <p>Cosmos Maya has been producing quality and high-entertainment animation content for television and digital environments for over 27 years. With immense creative prowess and cutting-edge technology Cosmos Maya has proven itself to be a dependable partner for all its clients having produced over 40,000 minutes of original animation content.</p> <p>Cosmos-Maya was working with a simple financial package “tally” and was facing challenges in:</p> <ul style="list-style-type: none"> • Reconciling the timesheets of resources • Working on different projects • Accurate billing • Receivables from the clients were also not being managed properly. <p>Cosmos Maya needed an integrated solution to take care of the billable hours of the resources against every project, as well as the creation of invoices and financials.</p> <p>OnActuate’s Solution for Cosmos Maya was to implement Microsoft Dynamics Business Central with Financials, Jobs & Resources to take care of these pain points and solve Cosmos Maya's needs. The Sales and Purchase modules were also implemented along with intercompany (as they had a unit in Singapore) and consolidation of the two entities.</p> |
| Project Duration | November 2021 – March 2022 |

[Reference 2: Cosmos Maya](#)



| DZ Card | |
|-------------------------|---|
| Contact Person, Title | Sanjay Kumar, Project Manager and Assistant Country Manager |
| Project Summary | <p>DZ Card is a leading end-to-end smart card solution provider in Southeast Asia and Africa.</p> <p>DZ card was using different applications at each of its locations leading to three main business challenges that impacted internal efficiencies –</p> <ul style="list-style-type: none"> • Lack of control over procurement requests. • Calculating actual profit at the sales level was challenging due to the manual process. • Production operation time was captured outside of the system leading to difficulty in accessing real-time data. <p>To overcome these challenges DZ Card selected OnActuate as its global implementation partner to implement D365 Business Central for their Thailand entity. DZ Card was impressed by our services and partnered with us to also perform rollouts for their India, and Philippines entities. OnActuate will be implementing BC in Morocco this year as well.</p> <p>Our implementation approach involved –</p> <ul style="list-style-type: none"> • Finalizing Business Requirement Analysis • Designing and developing business needs of DZ Card • Internal testing of the Solution before conducting the User Acceptance Test. • End-User Training <p>We also developed Power BI reports to address their analytics needs. Key Improvements included –</p> <ul style="list-style-type: none"> • Utilizing automated features. • Capturing required sales information directly into the system to get desired profitability information. • Capturing the production operation time directly in the system to ensure transparency with departments and management. <p>Apart from implementation services, we also continue to provide Azure Managed Services and support the system in production.</p> <p>For more details refer dzcard - Customer Success Story OnActuate.</p> |
| Project Duration | October 2019 – September 2020 (DZ Card Thailand) |

Reference 3: DZ Card

3.3.2 Vendor shall provide a current business resume which includes information regarding the number of years of qualification, experience, training, and relevant professional education for each individual that will be assigned to the project.

We have provided the resumes for each individual assigned to this project as our response to **Section 3.2** above.



6. Mandatory Contract Services Requirements and Deliverables

We have read and understood the requirements asked by WVL in Section 4 of the RFP document. We have provided our response to Section 4.1.1 – Planning & Design, 4.1.2 – Configuration, 4.1.3 – Data Migration & implementation of Interfaces, 4.1.4 – Training, 4.1.5 – Testing and 4.1.6 – Support & Maintenance collectively below.

Implementation Approach

We have been delivering large projects for our customers globally with a user base spreading across as many as 60+ countries. We use our proven delivery methodology that is based on years of experience with our delivery leads and learnings from our projects. The implementation process is structured into iterative cycles, allowing for continuous refinement and alignment with WVL's needs. Our implementation approach is explained below –

Overview

In our partnership with WVL, OnActuate is committed to delivering a Microsoft D365 BC implementation that is not only efficient but also aligns seamlessly with WVL's specific operational needs. Our approach is thorough, professional, and grounded in a deep understanding of both the technology and the unique context of WVL's operations.

Project Planning and Kickoff

The project commences with an in-depth kickoff meeting, establishing a mutual understanding and setting the foundation for a successful implementation. Within the initial month, we will present a detailed project plan, outlining every phase, milestone, and resource allocation, ensuring transparency and predictability. We also recognize WVL's need to have an issue tracker, objectives and task lists, work breakdown structures (WBS), and implementation schedule.

OnActuate has developed an in-depth implementation project management approach that is based on a proven methodology developed by the Project Management Institute (PMI). OnActuate mandates projects to be run and managed using the D365 Business Central Administration Center and Azure DevOps. WVL team will have access to Microsoft Azure DevOps. Azure DevOps fosters collaboration between all stakeholders as tasks and issues for an implementation can be create, assigned, and closed with transparency through full visibility and tracking.

Some of the most important areas of our project management have been explained below –

- **Communication Plan** – Our Communication Plan identifies and describes the formal and informal communications that are critical throughout the implementation. The Plan includes specific information regarding the type of communication, purpose, scope, objectives, audience, responsibilities, format, and timings. Project communication ensures that the correct stakeholders have the right information (at the right time) with which they make well-informed decisions. A formal process is used by OnActuate to facilitate and ensure that communication is maintained regularly during the project. Following are some of OnActuate's communication tools and protocols.



| # | Description and Purpose | Method | Frequency |
|---|--|---------------------------|--------------------|
| 1 | Project Governance Board Reports and Meetings Formal meetings held regularly to inform Project Governance Board Members of the project’s progress and review Change Requests. If needed, Azure DevOps is referred to view the project status on a real-time basis. | Verbal | TBD with WVL |
| 2 | Project Status Reports and Meetings Frequent meetings to provide a report on the status of the schedule, budget, risks, issues, and changes | Reports from Azure DevOps | Weekly / Bi-Weekly |
| 3 | Project Budget to Actuals Reports (N/A) Please see Payment Schedule. Reports providing the status of the schedule, and budget to keep stakeholders informed. | Reports | TBD with WVL |
| 4 | Deliverable Documents Review and Approval Meetings Meetings held with WVL to obtain final acceptance that the deliverables shared to meet the criteria identified. Each of these actions is tracked to closure in Azure DevOps. The documents that must be signed off are also attached to the associated tasks and are maintained in the document management system such as SharePoint. | Verbal | As Needed |
| 5 | Project Team Meetings A meeting involving all team members to discuss the work in progress and to keep the team informed of the project status. This is conducted referring to the real-time status of the tasks and the upcoming milestone in Azure DevOps. | Verbal | Daily / As Needed |

[Table: OnActuate’s Communication Plan](#)

- **Change Request Process** – The Change Request process describes basic strategies and common resolution methodologies to effectively manage change within an organization. During the project, the State may request in writing additions, deletions, or modifications to the identified scope of services (“change”). We estimate the impact of the change on the implementation fee and schedule. The estimates are agreed upon in a written Change Request (CR) Form signed by the designated Project Managers from both parties. We then design, develop and implement the change. The Change Request Process that will be employed is defined below.

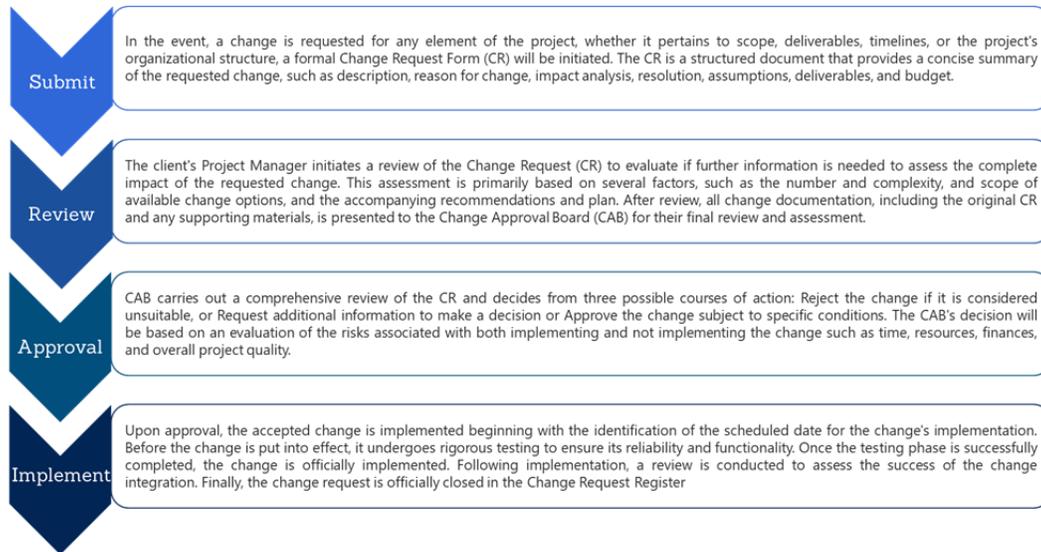


Figure: Change Request Process

The following is high level Project Plan envisioned for implementing D365 BC for WVL –

Project Plan & Timeline

| Type | Description | Duration (days) | OnActuate Team | West Virginia Lottery Team |
|-----------|---|-----------------|---|---|
| Milestone | Configuration and Preparation for Business Central Validation | 4 | | |
| Activity | Installation of the WVL BC Sandbox and applicable OA Apps/Extensions. | 0.5 | Technical Consultant | |
| Activity | Walk through Data Migration Templates, request Sample Master Data | 1 | Functional Consultant | Project Manager, Master Data SME |
| Activity | Walk through of vanilla WVL BC Sandbox | 0.5 | Functional Consultant | Project Manager, All Finance Users |
| Activity | Configuration of sample Master Data in WVL BC Sandbox | 2 | Functional Consultant | |
| Milestone | Iteration I | 9.5 | | |
| Activity | Create WVL specific Business Process Catalogue | 1 | Functional Consultant Technical Consultant | Project Manager, SME's |
| Activity | Walk through of relevant Business Processes in WVL BC Sandbox (with Sample Master Data) | 5 | Functional Consultant | Project Manager, SME's |
| Activity | Document any Configuration or Customization Gaps | 1 | Functional Consultant Technical Consultant | |
| Activity | Develop Design Document for Customization Gaps | 2 | Functional Consultant | |
| Activity | Walkthrough of Design Document with WVL Team | 0.5 | Functional Consultant | Project Manager, SME's, Finance Key Users |
| Milestone | Iteration II | 37.5 | | |
| Activity | Address Configuration Gaps in WVL BC Sandbox | 3 | Functional Consultant | |
| Activity | Conduct workshops to discuss Data Import Requirements, Metrics, and Acceptance Tests | 4 | Functional Consultant Technical Consultant | |



| Type | Description | Duration (days) | OnActuate Team | West Virginia Lottery Team |
|------------------|---|-----------------|---|---|
| Activity | Validation and Cleansing of complete Master Data Templates received from WVL Team | 4 | Functional Consultant | Project Manager, SME's, Finance Key Users |
| Activity | Configure WVL BC Sandbox with complete and cleansed Master Data | 1.5 | Functional Consultant | |
| Activity | Development of the Data Import Integration & Customizations | 12 | Technical Consultant | |
| Activity | Deploy development code in copy of WVL BC Sandbox for Internal Testing | 0.5 | Technical Consultant | |
| Activity | Internal Testing and Validation of Data Imports & Customizations against agreed Metrics and Acceptance Tests. | 10 | Functional Consultant Technical Consultant | |
| Activity | Walk through Opening Balance Templates | 0.5 | Functional Consultant Technical Consultant | Project Manager, Finance Key Users |
| Activity | Walk through functionality, configured BC environment, and test results with WVL Team. Incorporate feedback and validate with WVL Key User. | 2 | Functional Consultant Technical Consultant | Project Manager, SME's, Finance Key Users |
| Milestone | Iteration III | 12 | | |
| Activity | Prepare UAT environment by creating a copy of configured WVL BC Sandbox | 1 | Functional Consultant | |
| Activity | Perform Sanity Testing of WVL BC Sandbox (Copy) with key Business Processes | 1 | Functional Consultant | |
| Activity | Conduct Training Workshops with WVL Key Users | 2 | Functional Consultant | Key Users |
| Activity | Conduct UAT Workshops, document feedback daily, prioritize any requests | 6 | Functional Consultant | SME's |
| Activity | UAT Feedback Incorporation, retesting as required | 2 | Technical Consultant | |
| Activity | UAT Closure Meeting | 0 | Project Manager / Functional Consultant | Project Manager, SME's, Finance Key Users |
| Milestone | Iteration IV | 9 | | |
| Activity | Copy WVL BC Sandbox into WVL BC Production | 0.5 | Technical Consultant | |
| Activity | Obtain and validate incremental Master Data from WVL Team | 2 | Functional Consultant | Project Manager, Master Data SME |
| Activity | Import incremental Master Data into WVL BC Production | 1 | Functional Consultant Technical Consultant | |
| Activity | Obtain, Validate, and Reconcile Opening Balances in templates from WVL Team | 2 | Functional Consultant | |
| Activity | Upload Opening Balances into WVL BC Production | 0.5 | Functional Consultant | |
| Activity | Create copy of WVL BC Production | 0.5 | Functional Consultant | |
| Activity | Post Opening Balances in WVL BC Production (Copy) | 0 | Functional Consultant | |
| Activity | Validation of Opening Balances and Master Data in WVL BC Production (Copy) | 2 | Functional Consultant | Project Manager, SME's, Finance Key Users |
| Activity | Post approved Opening Balances in WVL BC Production and delete WVL BC Production (Copy) | 0 | Functional Consultant | |
| Activity | Cutover Preparation | 0.5 | Functional Consultant | |
| Milestone | Go-Live | | | |
| Milestone | Post Go-Live Support | 10 | | |
| Activity | Post Go-Live Support | 10 | Functional Consultant | |



| Type | Description | Duration (days) | OnActuate Team | West Virginia Lottery Team |
|------|-------------|-----------------|----------------------|----------------------------|
| | | | Technical Consultant | |

Table: Project Plan

Our project plan above has been illustrated in the form of a Gantt Chart to give high-level information on the duration of each phase. The green flag () denotes Go-Live. We have also included 2 weeks of PGLS for the project.

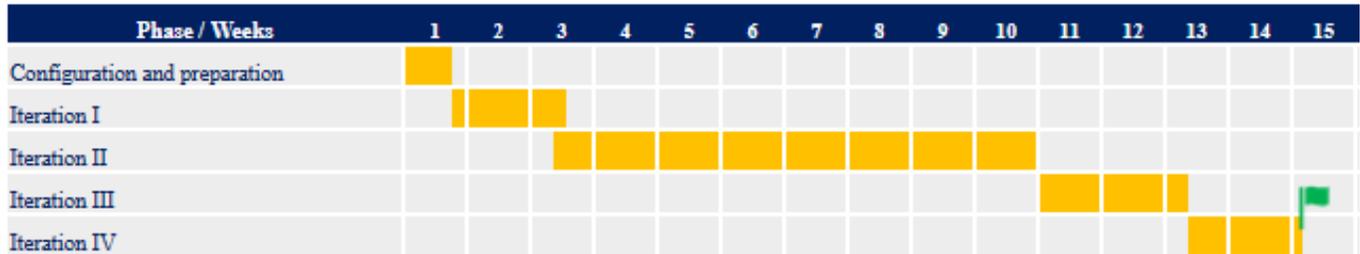


Chart: Timeline

Assumptions

Our response to the RFP is based on some assumptions which are listed in the table below.

| S No | Area | Assumption |
|------|-----------|--|
| 1 | Licensing | WVL has already procured all necessary licenses for the project, environments are available and ready for handover at project start. |
| 2 | Scope | This proposal exclusively focuses on the Finance module. Any inclusion of additional modules in future developments may affect both time and cost. Any such considerations require a thorough review and approval from WVL and OnActuate. |
| 3 | Scope | Standard reports will be utilized along with built-in dashboards. |
| 4 | Scope | 10 users will be assigned standard Business Central roles, including the Administrator role. No customization is required, as the current roles in GP are standard. This Request for Proposal (RFP) does not encompass any customization in roles and permissions. Any change requests in this regard must be approved and discussed with WVL and OnActuate. |
| 5 | Scope | Any modification in the proposed scope will be addressed through change management process, and any effects to time, scope, or budget of the project will be mutually agreed. |
| 6 | Scope | Master data to be migrated to D365 BC from Great Plains, only includes GL accounts and no other master data sets or historical transactions are included in the scope. |
| 7 | Project | It is assumed that WVL will ensure participation and contribution from their team members, as planned for this project. If the relevant staff is not available, it may have an impact on the schedule of the project. |



| S No | Area | Assumption |
|------|---------|---|
| 8 | Project | The project estimate is contingent on the project timeline. In case of any unforeseen challenge during the life cycle of the project, both teams will discuss a mutually acceptable solution. |
| 9 | Travel | On-site meetings are planned for 3 days in Project Planning and Design Phase (2 resources) and for 2 days (1 resource) during training. Our implementation service cost includes travel cost for days specified above. Any additional on-site activities will attract extra cost. |
| 10 | Support | Two weeks of Post Go-Live Support (PGLS) are included in the RFP. WVWL will consider an optional additional support schedule of 50 hours to address any support tickets which may arise after project closure. |

Table: Assumptions

Initial System Configuration

Once the Planning phase is completed, our focus will shift to configuring the Business Central environment. This step involves adapting the system to align with the WVWL's operational nuances, including West Virginia-specific regulations. We will engage with WVWL to obtain sample Master Data for import into the new environment. Sample Master Data is pivotal for a client to visualize their data in the system and enhances the ability to evaluate standard functionality against their business requirements. This will be the first step in initiating Data Migration for the project.

Data migration is one of the most critical activities during the transition from one system to another. During this initial phase, we carry out requirement meetings where there is a discussion between the OnActuate team and WVWL team on the Data Migration strategy, which will guide through various stages of the implementation. The strategy document will have a detailed listing of Masters, Transactions, and Opening Balances. The document will cover the process of data migration, what additional software will be required, and who will perform what activities from both sides. Data templates will be one of the main outcomes of this process. The OnActuate team will organize a session to explain the templates to WVWL so that they can provide the data in the desired format.

During the subsequent phases, WVWL team will provide the data in the form of a template which will be loaded into the application. After the data is loaded, it will go through user testing and functional testing. Data defects identified during this step will be corrected by WVWL team in the templates.

Iteration I: Requirement Gathering and Analysis

During this step we will work with WVWL to prepare a set of business processes which aligns with their specific requirements. The WVWL's Business Central environment will be further configured with the sample master and in accordance with the mutually agreed business processes. We will host several "Show-and-Tell" sessions to demonstrate business processes which can be executed with standard Business Central functionality for client to review the functionality for completeness. A key component of this phase is the development of a comprehensive chart of accounts and the documentation of role-based access for each user (including Administrator), ensuring operational efficiency and data security.

We recognize the importance of WVWL to be able to track all revenue and expenditure by specific casinos, retailers, operators, or gaming lines. To address this, we work with the WVWL to configure and use the Dimensions and



Dimension Values functionality within D365 BC. This functionality allows the WVL users and system to tag meta data manually or automatically to each posted transaction. These tagged Dimensions can be used for reporting against any Dimension or combination of Dimensions. Dimension combinations can also be used to avoid posting entries with contradictory or irrelevant dimensions, which can be blocked or limited to specific combinations of two dimensions.

Additionally, we will analyze existing data imports of General Ledger data from Third Party Providers ensuring a seamless transition of the staging table data into Business Central. During these sessions, we will identify and discuss metrics, create acceptance tests, and document any potential gaps. We will analyze these gaps to determine whether they require a configurations or customizations. Configuration and customization gaps in D365 BC are the differences between the system's out-of-the-box features and the specific functional requirements of a business. Configuration gaps are typically resolved by adjusting existing settings within the system to better align with business processes, while customization gaps often require developing new functionalities or extensions to meet the unique needs of the business.

A collaborative session with WVL will follow, where gaps will be discussed and prioritized accordingly. Following this, a Design Document will be submitted (within 60 days of contract effective date), offering a clear and detailed blueprint of the solution, tailored specifically to WVL's requirements for approval. Once approval is obtained, we will proceed with the next Iteration.

Iteration II: Development, Testing, and Data Migration

This Iteration will start with addressing any configuration-related gaps identified in the previous phase. The key focus of this phase will be to develop any unique customizations, reports, or documents to address any specific requirements of the Lottery as per the approved Design Document. During the Development period, we will serve as the intermediary between our Technical Team and WVL to clarify any areas of doubt or resolve any issues which may surface.

The Development Cycle is iterative and continuous progress and feedback will be provided. Once development is completed, an intensive period of internal testing will follow, aligned to the acceptance tests agreed with the Lottery. Testing will be executed in the Business Central environment tailored to the requirements and business processes of the Lottery, containing all configurations, data sets, and customizations. This includes end-to-end integration testing to ensure that the General Ledger data imports function as expected and align with metrics defined by WVL.

Before the User Acceptance Testing, data extraction and data transformation will be carried out again. Data templates will be extracted again from the staging database and will be loaded in the User acceptance testing environment. The cut-over strategy will be decided once the UAT is over. Data migration consists of three distinct activities, Data extraction (from legacy systems), data transformation, and data load into Business Central. Here are the details of these activities:

- Extract the data from Legacy System.
 - a. Data Templates as required for different entities will be extracted from Business Central by the OnActuate Team.
- Transform the data in data templates.



- a. Data will be transformed as required in the data templates by WVL team, keeping mandatory field requirements in mind.
- b. In case some data is not available in the source and required only in D365 BC, default values will be populated in the staging database for the same.
- Load the data in Destination (D365 BC)
 - a. Once all the data is available in the intermediate system, data will be exported in Excel files.
 - b. Excel files will be imported in D365 BC.

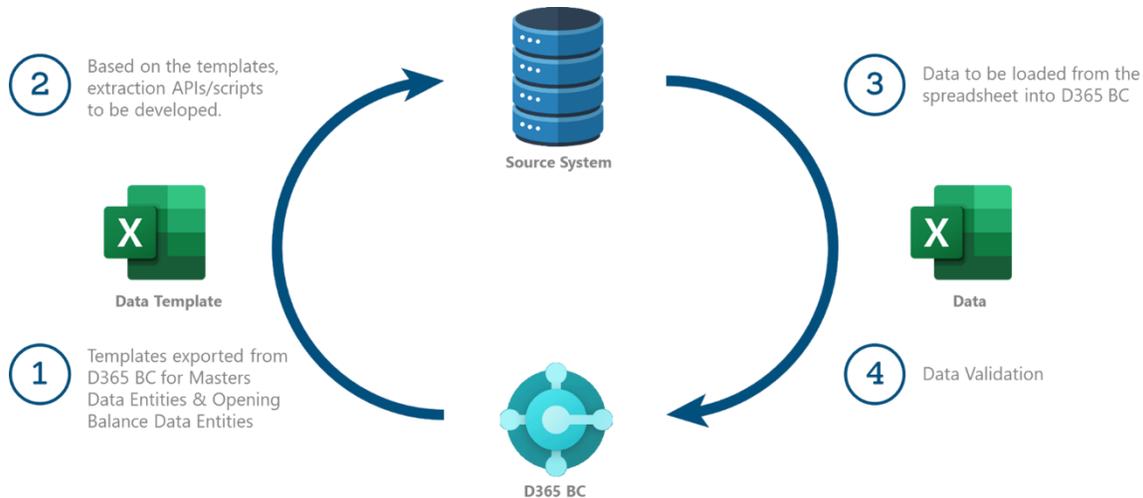


Figure: Data Migration Activities

Iteration III: Key User Training (KUT) & User Acceptance Testing (UAT)

A key part of any implementation is training users at all levels. The third iteration is dedicated to knowledge transfer through KUT and subsequent validation by WVL team through UAT. A clean copy of WVL’s configured Business Central environment will be created specifically for this purpose and sanity testing performed to ensure functionality is as expected. Fully trained users understand how to record and report information that helps them do their jobs better. This is critical for WVL’s acceptance and crucial for successful implementation. The training will be comprehensive and interactive, tailored to the WVL staff’s needs. It will include hands-on sessions on system functionalities, financial reporting, and dashboard modules, ensuring staff are confident in using the new system.

OnActuate follows a comprehensive training strategy and utilizes the “Train-the-Trainer” approach for implementing solutions. Onsite training at WVL Headquarters will be provided for ten users. During KUT, OnActuate would first provide a generic overview of the new solution to all the Key Users. Subsequently, the Key Users will be divided based on their area of expertise/functionalities and will be trained in the relevant modules. Once the Key Users are trained, they would then go on to perform the User Acceptance Test (UAT).

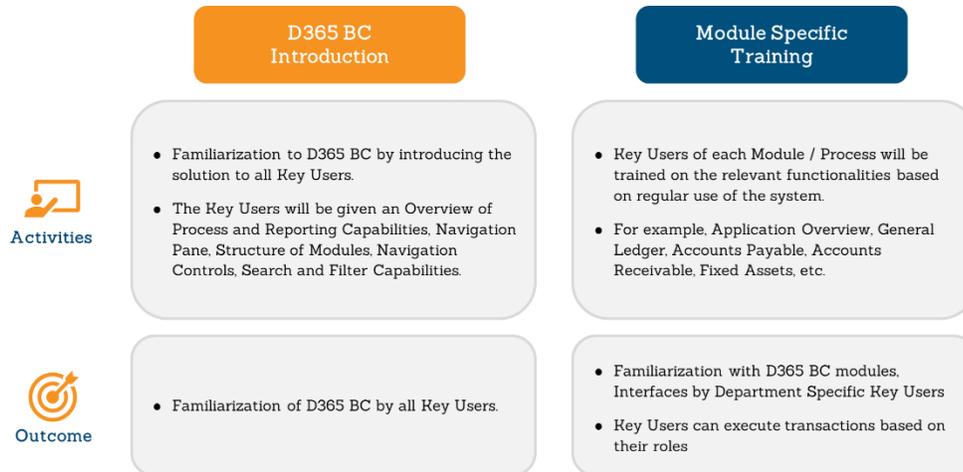


Figure: Key User Training Approach

If applicable, the Key Users will train the WVL’s End Users of their specific teams and departments using tools such as task recorders and video recordings. For End-User training, it is critical to follow the same approach as KUT wherein, End Users will get the product overview from their respective leads with support from OnActuate. Subsequently, they will be given very focused, task-oriented training.

While the above ensures that the as-on-date user community would be covered with the initial round of training on the product, training is always an ongoing activity. During Ongoing Maintenance Support, post-Go-Live, Localized Training, on any updated/enhanced functionality, on a software upgrade, or on a specific area of the functionality where the user is struggling to get control, is important. Hence the training needs would be assessed by both key users and OnActuate regularly and the frequency of this assessment could be determined jointly.

Once the KUT is completed, it will be followed by UAT workshops to facilitate a thorough examination and execution of the configured Business Central environment by the end-users. We will ensure that all users are assigned the appropriate roles & permissions to execute their tasks. The scope the UAT will align with the list of business processes, metrics, and acceptance tests approved by the Lottery. Feedback from UAT will be meticulously logged in our issue tracker, resolved, and retested with users. Once there are no critical issues remaining, and with approval from the WVL team, we will mark the closure of this critical testing phase.

Iteration IV: Transition to Go-Live

In the final Iteration of the project, we will guide the transition of WVL’s Business Central from the Sandbox to the Production environment. Our initial step involves creating a replica of the Business Central Sandbox in the Production environment. We will then work closely with the WVL team to acquire and validate incremental Master Data, ensuring comprehensive and accurate inclusion of all recent and relevant data. This data is then carefully imported into the D365 BC Production environment.

The next step will focus on a key accounting step, the Opening Balances. We will obtain these balances using structured templates provided by WVL team, proceeding with detailed validation and reconciliation to guarantee accuracy and completeness. These validated Opening Balances are then uploaded into the Business Central Production environment (as unposted Journals). To ensure the integrity of this process, we create a duplicate of the Legal Entity where we initially post these Opening Balances. The WVL team will then perform an extensive validation of both the posted Opening Balances and the Master Data in this controlled environment. Upon



approval from WVLT, we will post the approved Opening Balances in the correct Legal Entity. We will delete the temporary Production environment copy, signifying the successful completion of the system transition.

Subsequently, we will initiate the cutover phase, signaling the official activation of Business Central for WVLT. This pivotal stage involves an orchestrated switch from Great Plains to the new Production Business Central Environment. During the cutover, our team will ensure that all functionality is operational, and that data is correctly configured within the live environment. This step is crucial and is designed to minimize any operational disruption for WVLT. Once Business Central is live in Production, OnActuate remains committed to providing immediate, dedicated support to resolve any initial queries or issues to facilitate a seamless transition.

Post Go-Live Support

Post Go-Live Support will be provided for two weeks after the Go-Live date (included in project cost), which will be performed remotely, covering the window times required from 8:00 am to 5:00 pm EDT, and from Monday to Friday, where the OnActuate Team will support with any issues encountered. As part of this ongoing support, any issues which cannot be resolved immediately, will be documented, and resolved according to the priority and severity agreed with WVLT.

Additional Support (Optional)

As Microsoft's Certified Partner, Value Added Reseller, and Cloud Solution Provider (CSP) in the US and Canada for D365 and other related technologies, we provide additional managed services to complement what Microsoft provides as part of direct support services. Our Client Support Program emphasizes industrializing application maintenance services.

Ongoing support and maintenance are important as continuous process improvement helps the support team to proactively address changing business scenarios, move towards stabilizing the support issues mainly around user training issues, and ensure that the software is updated with the latest version that OEMs and ISVs provide to the business community.

Our Client Support Program is tied to a separate Service Agreement which allows our client to pre-purchase a bank of support hours typically valid for a year (e.g. 150 hours a year). For a project of size and scope similar to WVLT, we suggest 50 support hours valid for 12 months. Once these pre-purchased hours are completely utilized, WVLT has an option to buy additional bank of support hours based on their need. The additional support hours can be pre-purchased at any time with the ability to execute a subsequent agreement for the following term. Please note that this is an optional service, and WVLT can opt in and out of the program based on their needs. For your reference, we have provided the cost of 50 support hours separately in **Exhibit A – Pricing Page**.

Our support factory is developed based on the ITIL support framework and we leverage the D365 Customer Service to provide support case incident submission and management via our [Client Self-Service Support portal](#) on our website. We provide access to client users to utilize our service management tool so that they can raise their support issues through this portal. Once the issues are raised, they are resolved by our support engineers as per the agreed SLA. The screenshot below is a sample incident submission using our support portal.



Home > Support > **Open a New Case**
 Open a New Case

Issue Title *
 Change Request in Financial Reporting

Customer *
 Contoso

Project Allocated *
 Dynamics 365 Implementation

Submitted By *
 John Doe

Issue Description *
 [Empty text box]

Attach a File
 [Empty text box]

Business Priority *
 High

Business Area Impacted *
 Financial Reporting

Issue Category *
 Change Request

Additional Remarks (If Any)
 [Empty text box]

Figure: Screenshot of OnActuate’s Support Portal

Upon onboarding WVL to OnActuate support, we provide the required cross-training and knowledge transfer to the assigned client's internal resources managing support and forward incident requests to our support desk. This allows clients to quickly submit their case incidents to promote efficient case resolution. The support services include functional and technical support for case resolution. Our support program includes multiple helpdesk tier levels which have been described in the figure below.

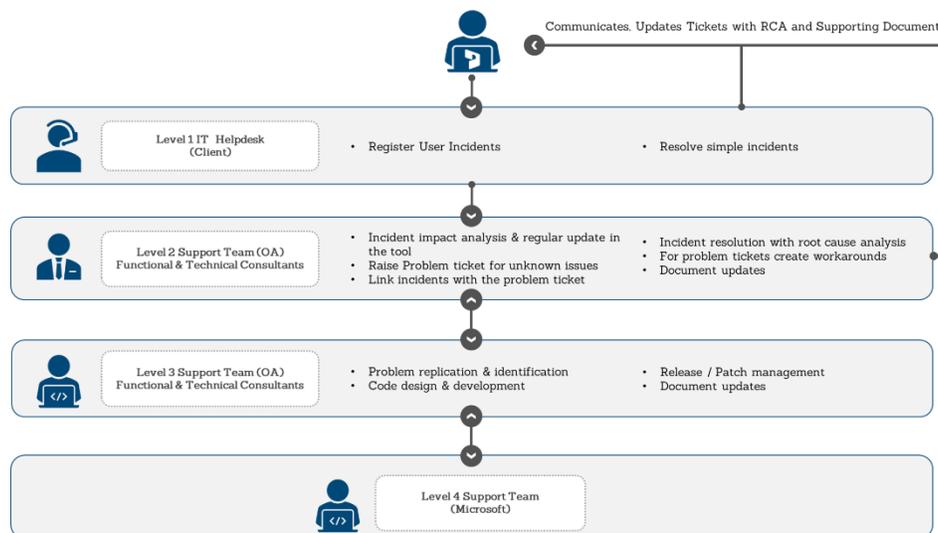


Figure: OnActuate’s Support Model

Cases are assigned and acted upon based on severity level with a determined response and estimated resolution timeframes. There is an escalation protocol if the cases are not resolved in the estimated timeframe. Business-critical support will initiate a rapid response to address urgent needs such as system failure and the application of critical fixes. We provide breaks/fixes and apply Microsoft hotfixes with causal troubleshooting and analysis. Other technical support services include release, patch and upgrade analysis, code promotion, installation, system monitoring, minor development, operation support, system errors, performance analysis, and tuning. In addition to the issues mentioned before, specific support incident follow-up communications are also provided as a part of



our support program. For clients with a complex scope, we schedule sessions on an ongoing basis to keep them informed on the status of support and incident follow-up.

Our support model generally meets the mutually agreed upon clients’ Service Level Agreements (SLAs). Our assigned support team consultants have vast experience in D365 and related applications and the assigned support task. Based on our experience working with clients of varying size and scope, we have our standard SLAs. However, the final SLAs for a project can be mutually agreed in discussions in the subsequent phases of RFP process.

Our standard SLA definition and corresponding Resolution Time are mentioned in the tables below:

| Code | Priority Description | Example |
|------|---|--|
| P1 | <u>Mission CRITICAL</u> The total failure of a system for a user group results in the complete disruption of the business process, and no alternative bypass is available. | <ul style="list-style-type: none"> Business-critical process interruption with major financial impact and there is no possibility to replace the functionality with a temporary bypass. Solution not accessible to one or more users Month-end / quarter-end / year-end closures stuck completely |
| P2 | <u>HIGH</u> Total high failure of a System for a user group, which causes serious disruption to the business process but for which contingency measures and/or bypass are possible. Incidents that would otherwise be considered severity level 1 but that have an acceptable alternative or bypass available will be designated a severity level 2. | <ul style="list-style-type: none"> Financial issues close to the month-end with a close deadline. Problem with stock reconciliation |
| P3 | <u>MEDIUM</u> Non-time critical function or procedure, unusable or hard to use & having an operational impact but with no direct impact on the direct impact on service availability. | <ul style="list-style-type: none"> Admin and User management tickets Reporting related issues |
| P4 | <u>LOW</u> “How-to” issues. | <ul style="list-style-type: none"> How to access the solution The user is unaware of how a specific process works in the solution |

Table: OnActuate’s Standard SLA Definition

| Code | Description | Acknowledgment | Target Resolution Time | Root Cause Analysis |
|------|------------------|----------------|------------------------|-----------------------|
| P1 | Mission Critical | 30 Minutes | 4 – 5 Working Hours | Within 24 Hours |
| P2 | High | 60 Minutes | 8 – 16 Working Hours | Within 48 Hours |
| P3 | Medium | - | 24 – 40 Working Hours | Within 5 Working Days |
| P4 | Low | - | Best Effort | Within 7 Working Days |

Table: OnActuate’s Resolution Time



7. Pricing Page

We have included our response to this section as a separate attachment titled – ***Exhibit A Pricing Page.***



8. Contract Exceptions & Clarifications

Some of the terms as stated in **General Terms & Conditions** may not be directly applicable to our services such as – Preference for use of Domestic Steel products, Preference for Use Of Domestic Aluminum, Glass, And Steel, Prohibition Against Used Or Refurbished, etc. We may need to modify the contract to suit the purpose of the Contract and meet the requirements of WVL while aligning with OnActuate’s internal Policies. Should OnActuate be chosen as a successful vendor, we would like to work in partnership with WVL to discuss and finalize these terms mutually. We are willing to use WVL’s agreement as a basis to prepare the final service agreement to govern the provision of services. However, we request that the parties enter into a definitive written agreement which is agreed upon mutually by WVL and OnActuate.

Currently, we have specified our clarifications to some of the clauses in **General Terms & Conditions** in the table below –

| S.No. | Clause/Section No | Exceptions/Clarifications |
|-------|---|--|
| 1. | Section 8 - Insurance | We have a comprehensive technology-focused insurance policy from ACERA Insurance which encompasses necessary insurance policy aspects for WVL. If there's a need to broaden coverage in specific areas, we are willing to explore this in subsequent RFP stages. Upon request, we can provide a certificate of insurance listing WVL as an additional insured. We are open to discussing this with WVL and our sub-consultants in the later stages of the RFP process. |
| 2. | Section 9 – Worker’s Compensation Insurance | We are open to discussing and understanding this clause during subsequent stages of the RFP process. |
| 3. | Section 13 – Pricing | The implementation cost will remain same during the course of the implementation. However, Microsoft is the OEM of the proposed solution and any change in subscription cost / pricing model for D365 applications is at the respective OEM’s sole discretion. |
| 4. | Section 17 – Additional Fees | Typically, after the contract has been signed, we do not charge any additional fees or assess any additional charge unless there has been a change in the scope of services which has been mutually discussed and agreed by the parties. Any change in the scope of services may result in change in the fees which would be payable by WVL. |
| 5. | Section 28 – Warranty | As the Microsoft is the OEM of the D365 Solutions and the related applications, the warranty for the Software is provided by Microsoft through its MCA. OnActuate being an implementation partner cannot provide any warranty for the software. |

Please note that Microsoft is the OEM of the proposed solution – D365 BC and related applications. Therefore, any General Terms, applicable Product Terms and SLAs, and any additional terms will be governed by Microsoft Customer Agreement (MCA). OnActuate is an implementation partner and does not have any control or authority to take any decision regarding these clauses or supersede the MCA.



Sutapa Saha

has successfully passed all requirements for

Microsoft Certified: Dynamics 365 Business Central Functional Consultant Associate

Credential ID: AEE8BFD00D76EE71

Certification number: 356D3W-BE9041

Earned on: November 20, 2021

Expires on: November 20, 2024



Satya Narayana Nadella

✓ Online Verifiable



Sutapa Saha

has successfully passed all requirements for

Microsoft Certified: Dynamics 365 Finance Functional Consultant Associate

Credential ID: 3AEA711526884995

Certification number: AB9073-03KB58

Earned on: November 6, 2023

Expires on: November 6, 2024



Satya Narayana Nadella

✓ Online Verifiable



Chirag Sethi

(Legal name: CHIRAG SETHI)

has successfully achieved the certification

**Microsoft Certified: Dynamics 365 Business Central Functional Consultant
Associate**

Date of achievement: September 19, 2021

Valid until: September 20, 2024

Certification Number: I315-2290

A handwritten signature in black ink, appearing to read "Satya N.".

Satya Narayana Nadella

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) _____

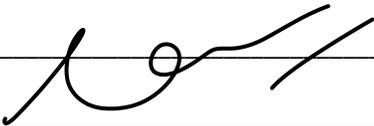
(Address) _____

(Phone Number) / (Fax Number) _____

(email address) _____

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

(Company) _____


(Signature of Authorized Representative) _____

(Printed Name and Title of Authorized Representative) (Date) _____

(Phone Number) (Fax Number) _____

(Email Address) _____

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Microsoft Business Central Implementation
Services

West Virginia Lottery

Solicitation No – CRFQ 0705 LOT2400000004





Exhibit A - Pricing Page

Cost for Implementation Services

| Item # | Section | Description of service | Estimated Hours Only | Regular Hourly rate | Overtime Hourly Rate | Extended Cost |
|-------------------------|---------|--|----------------------|---------------------|----------------------|------------------|
| 1 | 4.1.1.a | Planning and Design | 116 | 150 | 225 | 17,400.00 |
| | 4.1.1.b | Planning and Design (On-site) | 40 | 225 | 338 | 9,000.00 |
| 2 | 4.1.2 | Configuration | 176 | 150 | 225 | 26,400.00 |
| 3 | 4.1.3 | Data migration and Implementation of Interfaces | 72 | 150 | 225 | 10,800.00 |
| 4 | 4.1.4 | Training (On-site) | 16 | 225 | 338 | 3,600.00 |
| 5 | 4.1.5 | Testing | 136 | 150 | 225 | 20,400.00 |
| 6 | 4.1.6 | Support and Maintenance (Post Go-Live Support for 2 Weeks) | 80 | Lump Sum | | 12,000.00 |
| Total Bid Amount | | | | | | 99,600.00 |

Cost for Ongoing Maintenance Support (Optional)

Our Client Support Program is tied to a separate Service Agreement which allows our client to pre-purchase a bank of support hours typically valid for a year (e.g. 150 hours a year). For a project of size and scope similar to WV, we suggest 50 support hours valid for 12 months. Once these pre-purchased hours are completely utilized, WV has an option to buy additional bank of support hours based on their need. The additional support hours can be pre-purchased at any time with the ability to execute a subsequent agreement for the following term. Please note that this is an optional service, and WV can opt in or out of the program based on their needs. For your reference, we have provided the cost below for 50 support hours valid for 12 months.

| Item # | Section | Description of service | Estimated Hours Only | Regular Hourly rate | Overtime Hourly Rate | Extended Cost |
|--------|---------|--|----------------------|---------------------|----------------------|---------------|
| 1 | - | Ongoing Maintenance Support / Client Support Program | 50 | 150 | - | 7,500.00 |