



One-Stop-Shop Permitting Portal CRFP 0201 SEC2600000001

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2025

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Tara Lyle
Buyer Supervisor
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Subject: Proposal Submission for **CRFP 0201 SEC260000001**

Dear Tara Lyle,

Delasoft, Inc. is pleased to submit our proposal in response to **CRFP 0201 SEC260000001** for **One-Stop-Shop Permitting Program** for the **state of West Virginia**.

Delasoft is pleased to submit a comprehensive, integration-ready solution for West Virginia's One-Stop-Shop Permitting Program, built on more than two decades of experience delivering statewide permitting, licensing, workflow, and inspection systems for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT.

Our proposal directly addresses all Goals and Objectives outlined in Section 4.2.1, and fully meets or exceeds the Mandatory Requirements in Section 4.2.2. The solution provides a unified, mobile-first, ADA-compliant permitting ecosystem that integrates seamlessly with existing State systems while modernizing and streamlining the public and agency experience.

Delasoft will serve as the primary contractor, fully responsible for project delivery, management, legal, and financial obligations. We confirm we are the original software provider and that neither we nor any subcontractor hold any conflicting interests. Our team will adhere to all **State of West Virginia** standards and policies. Additionally, no agency data will be stored or transferred outside the United States.

Delasoft, Inc. is proud to be a **Minority-Owned and Woman-Owned** business certified in the State of Delaware and Wisconsin. We look forward to supporting you with a reliable, secure, and forward-thinking solution for a **unified One-Stop Dashboard & Public Interface**.

Sincerely,

Jay West, VP Delasoft, Inc.



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A. Executive Summary

Delasoft Inc. has been a leader in state government permitting since 2002. Delasoft is an S-Corporation, with corporate headquarters at 92 Reads Way, Suite 204, New Castle, Delaware 19720, and additional offices in Chicago and Daytona Beach.

Since its inception, Delasoft Inc. has grown to over 200 employees, working with Fortune 500 companies and state governments across the United States. From a resource standpoint, Delasoft maintains more than sufficient capacity and expertise to successfully complete the **One-Stop-Shop Permitting Program**.

Delasoft Inc. has provided online, web-based systems for 12 years of the twenty-two (22) years we have been in business. Our systems are currently in use in agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. Our mature COTS software integrates with GIS platforms such as ESRI. Delasoft owns the rights to the source code, and our platforms are highly configurable to support any state government process, workflow, or permitting requirements.

Delasoft has delivered enterprise software systems for State Departments of Transportation, Departments of Administration, Public Health departments, and other state agencies across the country, including:

- Encroachment/Driveway Permitting System (EPS)
- Outdoor Advertising Control System
- Highway Access Permitting
- Utility Permitting System (UPS)
- Wildlife Reporting System
- Utility Collaboration Manager
- Asset Management System for State DOTs
- Airport Management System (RevJet360)
- GIS-Based Incident Locator Tool (ILT)
- Highway Performance Monitoring System (HPMS) Automation and Submission
- GIS-Based Transportation Project Management System

OVERALL PERMITTING PRODUCTS

Outdoor Advertising Permitting

Manages billboard and signage permit applications with automated workflows.

Vegetation Permitting System

Tracks and approves vegetation control along highways.

Utility Permitting

Simplifies utility installation permits within public rights-of-way.

ePermitting for Driveway Permitting System

Enables online submission and approval of driveway access permits.

Junkyard Permitting

Handles junkyard licensing, inspection, and compliance management.

Highway Performance Management System

Tracks highway maintenance and performance metrics.

Violation Tracking

Monitors and resolves permit-related violations efficiently.

Other Permitting Systems

Custom modules for various permitting and approval processes.

Access Management Enterprise System

Automates roadway access requests using GIS and workflow tools.

Wildlife Reporting System

Tracks wildlife carcass reports and disposal through GIS-based workflows.

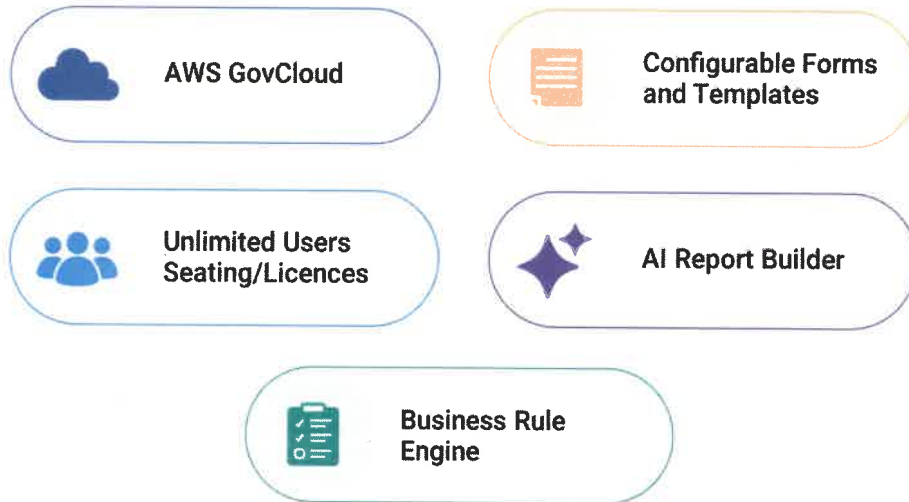
TSDM Management System

Manages transportation system data for informed decisions.


Adopt-A-Highway System

Automates volunteer adoption, cleanup scheduling, and recognition.

OVERALL PERMITTING PRODUCT FEATURES




Multi-Browser
& Responsive UI


Customer Portal
for Submittals


Internal Review
& Approval Portal


Document
Management


Payment
Portal


Mobile App with
Offline mode


Workflow Engine


Global Search


Configurable Lookups
& Dropdowns


Configurable Alerts
& Reminders


Admin-Managed
Help & Tooltips


AI Chat
Assistant


AI Report
Assistant


AI Voice
Form Filler


Reports Module


Custom Notices

OUR CLIENTS



B. UNDERSTANDING OF REQUIREMENTS

Part One: Core Offering Overview

The proposed solution includes complete implementation and deployment of the One-Stop-Shop Permitting Program, covering configuration, onboarding, and training. The base proposal includes the essential system components required for statewide operation, including:

- **Platform Implementation & Setup**
Full configuration, onboarding, and system deployment.
- **Annual Platform Access**
Ongoing usage of the permitting platform for both internal and external users.
- **System Maintenance & Updates**
Regular system enhancements, security patches, performance tuning, and maintenance.
- **Unlimited User Access**
Internal staff, administrators, and public users receive unrestricted access to the platform.
- **Customer Support**
Email and chat-based help desk, ticketing system, and knowledge base access.
- **Call Center Support**
Optional phone-based support for public and agency inquiries.
- **User Access (Internal & External)**
Up to 500 internal agency users included, with unlimited external public users.
- **Data & Records Migration**
Support for both digital and paper-based data migration, enabling agencies to transition legacy records into the new system

Part Two: Optional Add-Ons Summary

These optional enhancements allow the State to expand system capabilities, integrate additional agencies or systems, and customize workflow functionality as needed over time.

Agency & System Expansion Options

- Adding additional agencies beyond the initial group
- Integrating third-party systems (e.g., CRM, payment platforms)

Workflow & Process Enhancements

- Creation of additional custom workflows
- Configuration of new license or permit types
- Automated alerts and advanced workflow logic

Digital Tools & Integrations

- E-signature capabilities
- Expanded cloud storage if the State elects not to use its own tenant

Scalability & Growth Support

- Ability to onboard new agencies
- Flexible expansion of workflows, integrations, and storage needs

C. SUMMARY OF HOW DELASOFT MEETS THE PROJECT GOALS & OBJECTIVES (4.2.1)

Unified One-Stop Dashboard & Public Interface

Delasoft will deliver a configurable, user-friendly, statewide dashboard that unifies 285+ permits across seven agencies. The portal includes a public-facing landing page, internal work queues, real-time tracking, and deep integration capabilities for existing legacy systems through an API-first architecture.

Flexible & Secure Role-Based Access Control

Our RBAC model supports granular roles, cross-agency permissions, SSO integration with Quest, attribute-based controls, separation of duties, and full auditability, ensuring each user sees only what they are authorized to access across all agencies.

Modern, Responsive, ADA-Compliant User Experience

Delasoft delivers a clean, intuitive, mobile-first interface with guided navigation, WCAG 2.2 AA accessibility, progress tracking, smart search, multilingual support, and consistent design across all agencies.

Intelligent, Interactive AI Assistant

An embedded, configurable AI-supported assistant guides users through permit discovery, form completion, document requirements, payments, and workflow navigation—dramatically reducing confusion and improving completion rates.

Dynamic, Transparent Tracking Modules

Applicants receive real-time workflow visibility including milestones, progress bars, notifications, and document status updates—even when workflows occur in external or legacy systems.

Robust Session Management & Draft Saving

Applicants can start, pause, and resume applications across devices with auto-save, secure session handling, and draft management, ensuring no work is ever lost.

Time Tracking & SLA Transparency

The system shows estimated durations, countdown timers, agency-defined SLAs, and alerts for deadlines to increase public trust and predictability.

Offline-Capable Mobile Inspection Module

Inspectors can complete checklists, capture photos, and record findings without connectivity; data syncs automatically when back online.

Full Mobile Functionality for All Users

Every function—applications, reviews, approvals, inspections, payments, dashboards—is fully accessible on smartphones and tablets.

Flexible Notification System

Applicants choose email, SMS, or both; agencies configure workflows and multilingual messaging; all in real time with full audit trails.

Document & Form Management

Dynamic, fillable forms, secure document uploads, versioning, virus scanning, conditional requirements, previews, and integration with legacy repositories.

Strategic Multi-Agency Integration

Delasoft's platform enhances—not replaces—existing systems whenever possible, using secure APIs, redirects, workflow connectors, and an overlay of unified tracking and reporting.

Security, Compliance & Ongoing Enhancement

FedRAMP-aligned AWS GovCloud hosting, NIST 800-53 controls, FIPS 140-3 encryption, audit logs, continuous monitoring, and proactive vulnerability management protect all State data.

Scalable, Future-Ready Architecture

Microservices and no-code configuration tools allow rapid onboarding of new agencies, new permit types, and evolving functionality.

High Availability, DR, and Transparent Maintenance

99.9% uptime commitment, redundant cloud infrastructure, routine backups, rapid failover capability, and maintenance windows scheduled outside business hours.

Project Management Excellence

A structured hybrid-Agile methodology, transparent dashboards, multi-agency governance, risk management, requirements tracking, and collaboration tools ensure on-time delivery.

Quest SSO Integration & State Technology Compatibility

Full compatibility with the State's SSO environment, Google Workspace, Microsoft 365, Teams/Meet, and document standards.

Digital Wallet for Payments and Permit Storage

Consolidated transactions, refunds, saved payment methods, permit repository, renewal reminders, and mobile access.

Training & Long-Term Learning

A robust train-the-trainer program, sandbox environments, role-based curricula, on-demand learning hub, and ongoing materials ensure self-sufficiency.

D. PROJECT TIMELINE

This project follows a structured implementation approach from January to August 2026, moving from early planning through full deployment and closure.

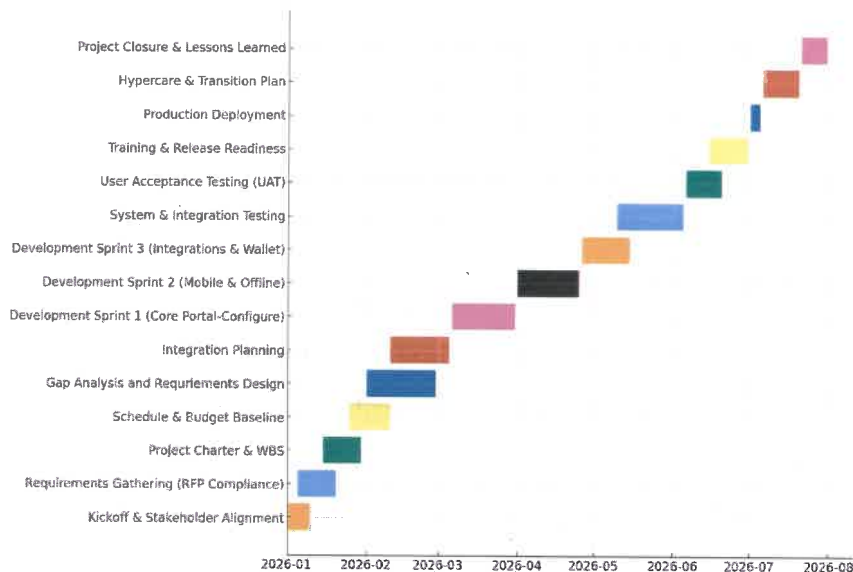
The work begins with Kickoff and Stakeholder Alignment, followed by Requirements Gathering, creation of the Project Charter & WBS, and establishing the Schedule & Budget Baseline. These activities ensure a clear scope, shared expectations, and an approved roadmap.

In February, the team completes a Gap Analysis and Requirements Design, then transitions into Integration Planning. Development occurs in three focused sprints.

Following development, the project moves into quality assurance with System & Integration Testing, then User Acceptance Testing, ensuring the solution meets functional and user needs.

By early summer, the team conducts Training & Release Readiness and executes Production Deployment. After deployment, Hypercare & Transition Planning ensures stability and a smooth handoff to operational teams.

The project concludes in August with Project Closure & Lessons Learned, capturing improvements and ensuring long-term success.



E. DEMONSTRATION OF CAPABILITY

4.2 GOALS AND OBJECTIVES - THE PROJECT GOALS AND OBJECTIVES ARE LISTED BELOW.

4.2.1.1 Vendors should provide a methodology and explain in detail how they would develop and create a user-friendly dashboard interface with public-facing, and internal agency components such as a One-Stop-Shop Permitting Portal.

Delasoft brings over two decades of experience delivering statewide permitting, licensing, access management, and workflow automation systems for agencies such as WisDOT, ODOT, SCDOT, Louisiana DOTD and NMDOT. Our permitting platform is built to operate as a configurable, integration-ready One-Stop solution—capable of unifying multiple agency systems, connecting to legacy portals through APIs, and providing a streamlined applicant and internal staff experience. We use a proven dashboard framework that supports a public-facing landing page, system-to-system integrations, permit redirection, workflow tracking, and real-time status visibility. This approach ensures West Virginia receives an intuitive, modern entry point that ties together all participating agencies, regardless of whether their processes are fully digital, partially digital, or paper-based.

Key Components of Our Dashboard Methodology

- **Unified Public Portal:** A single ADA-compliant entry point presenting all agencies and ~285 permits with search, categorization, and clear navigation.
- **Landing Page Redirection:** Ability to route users to existing agency portals (ESS, ERIS, GL Solutions, SmartTerm, OnBase, eGov/ePay, etc.) while maintaining consistent branding and workflow context.
- **Configurable Workflow Engine:** Delasoft’s no-code configuration tools allow the State to track application steps, status, and required actions—even when the processing occurs in external systems.
- **Internal Staff Dashboard:** Role-based work queues, task lists, KPI metrics, inspection management, and audit logs for agency personnel.
- **API-First Integrations:** Data exchange with existing portals and legacy systems to enable real-time statuses, document visibility, and payment updates.
- **Secure Statewide SSO:** Integration with West Virginia’s Quest-based SSO environment to support seamless identity management across agencies.

- **Mobile & GIS Support:** Built-in support for inspectors and field staff, mirroring Delasoft’s successful deployments at WisDOT, DelDOT, Louisiana DOTD, and ODOT.
- **Scalable Architecture:** Microservices hosted in AWS GovCloud to meet FedRAMP High, NIST, and FIPS encryption requirements while enabling rapid onboarding of new agencies or permit types.

This proven, integration-focused methodology allows Delasoft to rapidly stand up West Virginia’s One-Stop-Shop dashboard while preserving the State’s investments in existing systems and ensuring a consistent, user-friendly experience across all participating agencies.

4.2.1.2 Vendors should describe how they would implement a flexible and secure Role Based Access Control system.

Delasoft has implemented flexible, secure, and highly configurable Role-Based Access Control (RBAC) frameworks across numerous statewide permitting systems—including WisDOT, ODOT, Louisiana DOTD, SCDOT and NMDOT—supporting thousands of internal and external users with varying permissions. Our RBAC model is designed for multi-agency deployments, allowing each department to manage its own roles, privileges, and access levels while maintaining centralized governance, auditability, and compliance with NIST, FIPS, and FedRAMP-aligned security practices. This same framework will be applied to West Virginia’s One-Stop-Shop to ensure that public users, businesses, and agency staff receive the exact level of access needed, with no unauthorized visibility across agencies.

Key Elements of Delasoft’s RBAC Implementation

- **Granular Role Definitions:** Supports agency-specific roles (e.g., reviewer, inspector, supervisor, finance, administrator), cross-agency roles, and statewide roles for super-administrators.
- **Attribute-Based Controls:** Incorporates user attributes (agency, division, permit type, location, job function) to enforce precise access rules across 285+ permit types.
- **Separation of Duties:** Ensures no single user can initiate, approve, and finalize the same action—critical for financial, compliance, and inspection workflows.
- **Secure Statewide SSO Integration:** Aligns with West Virginia’s Quest-based SSO environment, providing MFA, centralized identity management, and secure session handling.

- **Configurable Permission Sets:** Agencies can adjust access to forms, workflows, documents, dashboards, reports, payment functions, and integrations through no-code administrative tools.
- **Cross-Agency Privacy Protections:** Prevents unauthorized visibility into other agencies' applications or data—even when accessed through a unified portal.
- **Audit Logging & Compliance:** Tracks all user actions, ensuring compliance with NIST 800-53, FIPS 199, and required security audit trails.
- **API-Level Security:** Applies RBAC rules to all integrations, ensuring external systems can only access approved datasets or endpoints.

Delasoft's RBAC framework has been successfully deployed in multi-agency contexts for over a decade, and it will provide West Virginia with a secure, future-proof authorization model that scales as new agencies, permits, and workflows are added to the One-Stop-Shop platform.

4.2.1.3 Vendors should explain how they will design a user-friendly, and responsive interface that tracks applications through the approval process and the ability to apply for additional permits or other licenses as needed.

Delasoft has successfully designed modern, intuitive, and mobile-responsive permitting interfaces for several statewide agencies, including WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. Through these multi-agency permitting and workflow modernization projects, we have refined a design methodology that emphasizes clarity, accessibility, and effortless navigation. For West Virginia's One-Stop-Shop Permitting Portal, we will apply the same proven practices to deliver a clean, consistent, and ADA-compliant user experience that works seamlessly across all devices.

Key Elements of Our User-Friendly, Responsive Design Approach

- **Mobile-First Responsiveness:** All interfaces automatically adapt to desktops, tablets, and smartphones, ensuring smooth access for citizens, businesses, and inspectors in the field.
- **Simple, Intuitive Navigation:** A clean layout, clear menu structure, and consistent design across all seven agencies help users find and complete permit tasks without confusion.
- **Smart Permit Search:** Applicants can search by agency, permit name, keywords, or categories—minimizing effort and guiding them directly to the correct permit.

- **Guided Form Experience:** Step-by-step screens, inline help text, and real-time validation reduce errors and improve application completion rates.
- **ADA & WCAG 2.2 AA Compliance:** High-contrast themes, keyboard navigation, screen-reader support, and accessible form controls ensure inclusive access for all users.
- **Progress Tracking:** Visual indicators, task lists, and “next step” prompts help applicants understand exactly where they are in the process.
- **Consistent Multi-Agency Experience:** Even though each agency may have different workflows, the user interface maintains a unified look and feel for all interactions.
- **Optimized Document Handling:** Uploading, previewing, and downloading documents is simple and responsive, even on mobile devices.
- **Flexible Content & Multilingual Support:** Text, labels, tooltips, and instructions can be configured or translated easily as agency needs evolve.

Outcome for West Virginia

Using the proven design standards refined across statewide DOT and permitting implementations, Delasoft will deliver a fast, modern, and accessible interface that simplifies how citizens and businesses engage with more than 285 permit types. The responsive design ensures a seamless experience regardless of device, while maintaining a professional, consistent appearance across all seven participating agencies.

4.2.1.4 Vendors should describe how the solution assists public users through the application process, the vendor should implement an intelligent, interactive assistant (AI) or automated tool embedded within the public dashboard.

Delasoft will embed an intelligent, interactive assistant within the public dashboard to guide applicants through every stage of the permitting process. Our team has implemented similar guided-application and decision-assist tools across statewide permitting systems delivered for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. These tools significantly reduce user confusion, improve completion rates, and help the public navigate complex, multi-agency permitting environments. For West Virginia, we will provide a configurable, AI-supported assistant that simplifies permit discovery, form completion, documentation requirements, payments, and status tracking—ensuring that citizens and businesses can complete applications confidently and accurately.

Key Capabilities of the Interactive Assistant

- **Permit Discovery Guidance:** Asks simple questions (“What type of work are you performing?”) and recommends the correct permit from among 285+ statewide permits.
- **Step-by-Step Navigation:** Guides the applicant through forms, required documents, fee information, and next steps in plain language.
- **Real-Time Help & Clarification:** Provides contextual prompts, definitions, tooltips, and FAQs directly inside the application screens.
- **Automated Document Support:** Explains required attachments, displays examples, and validates uploads for completeness.
- **Adaptive Questioning:** Uses dynamic logic to show or hide questions based on user responses, reducing complexity for the applicant.
- **Status & Notification Assistant:** Helps users understand their current application status, outstanding tasks, and timelines.
- **Multilingual & Accessibility Support:** Offers language assistance and ADA-compliant interactions, ensuring inclusion for all users.
- **Integration With Existing Systems:** When applications route to agency-specific portals, the assistant provides clear instructions, links, and workflow context so users know what to expect next.
- **24/7 Self-Service:** Reduces support calls and agency workload by giving applicants immediate, automated answers to common questions.
- **Agency-Configurable:** State administrators can update guidance, add help text, and adjust assistant logic using Delasoft’s no-code configuration tools.

Outcome for West Virginia

The intelligent assistant transforms the One-Stop-Shop into a guided, user-friendly experience that eliminates confusion and helps applicant's complete tasks correctly the first time. By combining AI-supported guidance with Delasoft’s proven multi-agency permitting expertise, West Virginia will provide its citizens with a modern, intuitive, and highly supportive digital permitting experience.

4.2.1.5 Vendors should explain how the solution would implement a dynamic and transparent tracking system within the public dashboard that would provide public users with up-to-date visibility into the status and progress of their applications throughout the approval workflow.

Delasoft's One-Stop permitting solutions consistently include real-time, transparent application tracking—refined through statewide permitting implementations for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. We apply the same proven approach for West Virginia, enabling public users to clearly see where their application stands at any moment. Our tracking framework consolidates data from multiple agency systems into a unified timeline view, allowing applicants to follow each step of the approval workflow, remaining tasks, and estimated timeframes. This approach increases trust, reduces agency call volume, and ensures a modern, predictable experience for citizens and businesses.

Key Features of Delasoft's Dynamic Tracking System

- **Real-Time Status Updates:** Pulls live data from agency systems via API integrations to display accurate and timely application status.
- **Visual Workflow Progress Bar:** Shows each stage of the process (submission, review, inspection, approval, payment, issuance) with clear indicators.
- **Milestone Timeline:** Displays completed steps, current tasks, and upcoming requirements in a transparent, easy-to-read sequence.
- **Task List for Applicants:** Identifies outstanding actions such as document uploads, fee payments, corrections, or scheduling of inspections.
- **Document Tracking:** Shows whether uploads were received, reviewed, accepted, or require changes—improving communication and reducing rework.
- **Automatic Notifications:** Email/SMS alerts for status changes, requests for additional information, and important deadlines.
- **Multi-Agency Transparency:** Even when applications are routed to external or legacy systems, the dashboard continues to show progress updates and workflow context.
- **Configurable by Agency:** Agencies can define workflow steps, labels, and visibility rules using Delasoft's no-code administrative tools.
- **Mobile-Friendly Tracking:** Applicants can monitor progress from any device with a responsive interface.
- **Auditability & Security:** All status changes are logged, ensuring compliance with NIST, FIPS-aligned practices, and internal audit standards.

Outcome for West Virginia

Public users receive a clear, trustworthy view into their application from start to finish—regardless of which agency is processing it or where the workflow occurs. This transparent, dynamic tracking reduces uncertainty, eliminates unnecessary support calls, and

contributes to a consistent, modern permitting experience across all seven participating agencies.

4.2.1.6 Vendors should explain how the solution will implement a robust session management and draft-saving system for mid-process applications.

Delasoft's permitting solutions are designed to support uninterrupted, flexible application completion—an approach successfully implemented across statewide systems delivered for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. For West Virginia's One-Stop-Shop, we will provide a robust session management and auto-saving framework that ensures applicants never lose work, can pause at any point, and can securely resume their applications from any device. This capability is essential in multi-agency environments where forms may be long, complex, or require multiple documents.

Key Features of Delasoft's Session Management & Draft-Saving System

- **Automatic Draft Saving:** User inputs are saved in real time or at defined intervals so applicants do not lose information if a session ends unexpectedly.
- **Resume Anytime, Anywhere:** Applicants can log back in and continue the application exactly where they left off—even across devices.
- **Secure Session Control:** Uses token-based authentication, inactivity timeouts, encrypted session storage, and compliance with NIST and FIPS-aligned security best practices.
- **Partial Completion Support:** Allows applicants to complete sections in any order and return later to finalize remaining items.
- **Document Draft Handling:** Uploaded documents are securely stored in draft mode until final submission; users can replace or remove them before submitting.
- **Multi-Agency Workflow Awareness:** Drafts persist even when applications contain agency-specific logic, conditional questions, or dynamic routing.
- **Clear Draft Indicators:** The dashboard distinguishes between “Draft,” “Submitted,” “In Review,” and other statuses to avoid confusion.
- **Graceful Timeout Handling:** Applicants receive visible countdown warnings before session expiration, with options to extend or save progress.
- **Encrypted Storage:** All draft data—form inputs, attachments, and workflow selections—is encrypted at rest and in transit.
- **Administrator Configuration:** Agencies can configure draft retention periods, timeout thresholds, and draft visibility using no-code admin tools.

Outcome for West Virginia

Applicants can confidently work through complex, multi-agency permits at their own pace without fear of losing progress. Delasoft's robust session management and draft-saving framework increases submission accuracy, reduces frustration, and aligns with the State's requirement for a modern, reliable, and secure permitting experience.

4.2.1.7 Vendors should describe how the solution implements a transparent and dynamic time-tracking module within the public dashboard.

Delasoft's permitting platforms incorporate dynamic time-tracking features that give applicants clear visibility into workflow timelines—an approach refined through our multi-agency statewide implementations for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. For the West Virginia One-Stop-Shop, we will implement a configurable time-tracking module within the public dashboard that displays expected processing durations, countdowns to key milestones, and agency-defined statutory timeframes. This transparency helps users understand what to expect and improves trust in the permitting process.

Key Capabilities of Delasoft's Time-Tracking Module

- **Estimated Processing Time Display:** Shows the typical or statutory processing timeframe for each workflow step, based on agency-defined configurations.
- **Dynamic Countdown Timers:** Tracks days remaining for critical steps—such as reviews, inspections, corrections, or applicant responses.
- **Milestone-Based Time Indicators:** Displays duration spent on each step, from submission through approval, renewal, or issuance.
- **Agency-Defined SLAs:** Supports configurable service-level agreements so each agency can define expected timeframes for its permits.
- **Real-Time Updates Across Agencies:** Integrates with existing systems via API to refresh time indicators whenever agency actions occur.
- **Applicant Responsibility Timeframes:** Alerts users when deadlines for document submissions, corrections, or fees are approaching.
- **Visual Timeline Bar:** Uses color coding, icons, and progress markers to clearly show completed, in-progress, and upcoming steps.
- **Audit-Ready Tracking:** Logs timestamps for all workflow actions, supporting compliance, public transparency, and internal reporting needs.

- **Multi-Agency Workflow Awareness:** Handles time tracking even when an application moves between multiple agencies or external systems.
- **Configurable Threshold Alerts:** Sends email/SMS notifications for approaching due dates or delayed actions.

Outcome for West Virginia

This dynamic tracking module gives applicants meaningful, real-time insight into how long each step of their application may take, helping set expectations and increasing satisfaction. At the same time, agencies gain a consistent, configurable framework for communicating timelines across all 285+ permit types and all seven participating departments.

4.2.1.8 Vendors should explain how the proposed solution implements a mobile-friendly, offline-capable inspection module that allows field inspectors to work seamlessly without network connectivity, then queue those for automatic upload once connected to a network.

Delasoft has extensive experience delivering mobile inspection solutions for statewide DOT and permitting agencies, including WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. These implementations required inspectors to operate in areas with limited or no network connectivity—such as rural roads, construction sites, and remote facilities. Leveraging this experience, Delasoft will provide West Virginia with a mobile-friendly, offline-capable inspection module that enables field staff to complete inspections, capture photos, record compliance notes, and submit results seamlessly once a network connection becomes available.

Key Features of Delasoft’s Offline-Capable Inspection Module

- **Full Offline Functionality:** Inspectors can view assigned inspections, capture findings, take photos, complete checklists, and record violations without internet access.
- **Local Secure Storage:** Data is encrypted and stored securely on the device while offline, complying with FIPS-aligned security models.
- **Automatic Sync Upon Reconnection:** Inspection data uploads automatically when the device reconnects, with conflict-handling logic and confirmation notifications.
- **Mobile-Responsive Design:** Works on smartphones, tablets, and rugged field devices commonly used by inspectors across statewide agencies.

- **Configurable Checklists & Forms:** Agencies can customize inspection forms, scoring methods, and required fields through Delasoft’s no-code configuration tools.
- **GPS & Timestamp Capture:** The system records location and time details for audit accuracy, even when offline.
- **Photo & Attachment Support:** Inspectors can capture and annotate photos or attach documents directly to the inspection record.
- **Integrated Task Management:** Inspectors can view assigned jobs, due dates, routes, and priority levels with or without connectivity.
- **Real-Time Workflow Integration:** Once synced, inspection outcomes automatically trigger next steps in the permitting workflow—such as approvals, re-inspections, or agency notifications.
- **Role-Based Access:** Ensures that only authorized inspectors access inspection assignments and offline data.

Outcome for West Virginia

Inspectors will be able to perform their work seamlessly in any location—regardless of cell coverage or network availability. The result is a more efficient field inspection process, a reduction in administrative delays, and a unified digital record that integrates directly into the State’s multi-agency permitting workflows.

4.2.1.9 Vendors should explain how the solution is accessible with mobile devices for both public and agency users, the system should be designed with an approach that ensures full functionality, usability, and performance across mobile devices such as smartphones and tablets.

Delasoft designs all permitting and workflow solutions using a mobile-first approach, ensuring that public users, business applicants, inspectors, and agency staff receive full functionality and consistent performance across smartphones and tablets. Our experience supporting statewide permitting programs for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT has reinforced the importance of providing complete mobile usability—not just limited versions of desktop tools. For West Virginia’s One-Stop-Shop Permitting Portal, the entire system—including dashboards, applications, workflows, payments, inspection modules, and status tracking—will be optimized for mobile use.

Key Elements of Delasoft’s Mobile-Responsive Design

- **Mobile-First Architecture:** All pages, forms, workflows, and dashboards are designed to naturally adapt to phone and tablet resolutions without sacrificing usability.
- **Full Feature Parity:** Public users and agency staff can perform all major tasks—submitting applications, reviewing documents, conducting inspections, approving workflows, and making payments—directly from mobile devices.
- **Adaptive Layouts:** Intelligent resizing, collapsible menus, and touch-friendly controls ensure smooth navigation on small screens.
- **Optimized Performance:** Efficient loading, minimized API calls, and responsive UI behavior provide fast interaction even in low-bandwidth areas.
- **Accessible on Any Device:** Supports iOS, Android, Windows tablets, and responsive browser-based access, eliminating the need for separate native apps.
- **Field-Ready for Inspectors:** Mobile-friendly inspection tools allow capturing photos, recording notes, completing checklists, and syncing work from the field.
- **ADA & WCAG 2.2 AA Compliance:** Accessibility features—such as scalable text, high contrast, and screen reader support—extend to mobile interfaces as well.
- **Secure Mobile Sessions:** MFA, encrypted data transmission, session timeout controls, and role-based access ensure secure use on mobile devices.
- **Consistent Multi-Agency Branding:** Regardless of which agency owns the workflow, the mobile interface presents a unified design for all seven agencies.

Outcome for West Virginia

The One-Stop-Shop becomes fully accessible anywhere—whether a business owner is applying for a permit from their phone or an inspector is completing work in the field. The result is a modern, high-performing permitting experience that delivers convenience, consistency, and efficiency for all users across all mobile devices.

4.2.1.10 Vendors should describe how the solution implements a flexible and user controlled notification system. The system should allow users to be able to sign up for and receive workflow notifications throughout the process through email, mobile phone, or both as the individual chooses.

Delasoft's permitting solutions include a highly configurable, user-controlled notification framework that enables applicants and agency staff to receive real-time updates through email, SMS/mobile messaging, or both—based on individual preference. This flexible notification engine has been successfully deployed across statewide permitting programs

for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, ensuring timely communication and reducing delays throughout the permitting and inspection lifecycle. For West Virginia's One-Stop-Shop, the notification system will empower users to manage their own preferences while ensuring agencies can deliver accurate, workflow-driven alerts at every stage.

Key Features of Delasoft's Flexible Notification System

- **User-Selectable Communication Preferences:** Each user can choose whether to receive notifications via email, SMS/mobile phone, or both, with the ability to update preferences at any time.
- **Workflow-Driven Alerts:** Notifications are triggered automatically at key workflow milestones—submission, review, corrections needed, payments due, approvals, expiration reminders, inspection scheduling, and more.
- **Real-Time Delivery:** Integrates with secure email gateways and SMS providers to ensure rapid notification delivery across all devices.
- **Granular Subscription Controls:** Users can opt into only the notifications they want (e.g., status updates, renewal reminders, inspection results).
- **Configurable Agency Rules:** Each agency can define which events generate notifications and customize the message content using no-code administrative tools.
- **Multilingual Messaging:** Supports multiple languages for improved accessibility and inclusivity.
- **Secure & Compliant:** Notification content adheres to privacy and security requirements, ensuring sensitive information is protected.
- **Mobile-Friendly Messages:** Emails and SMS messages are designed for readability on phones and tablets.
- **Tracking & Logging:** All notifications are logged for audit purposes and can be referenced by agency staff as needed.
- **Integration With Single Sign-On (SSO):** Ensures communication preferences remain consistent across all seven agencies within the unified portal.

Outcome for West Virginia

Applicants and agency staff remain fully informed throughout the permitting process, with updates delivered in the user's preferred format. This modern, user-centered notification system improves transparency, reduces follow-up calls, and enhances communication across all participating agencies in the One-Stop-Shop portal.

4.2.1.11 Vendors should explain how the solution includes a flexible, secure, and user friendly form and document management module with the ability to upload documents or create fillable forms for certain permits as needed.

Delasoft's permitting platform includes a configurable, secure, and intuitive form and document management module that supports both agency-defined fillable forms and applicant-uploaded documents. This module has been successfully implemented across statewide permitting programs for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, each requiring unique document rules, workflows, and multi-agency coordination. For West Virginia's One-Stop-Shop, this capability will allow each participating agency to design forms, request supporting documents, and manage files in a consistent and user-friendly manner.

Key Features of Delasoft's Form & Document Management Module

- **Configurable Fillable Forms:** Agencies can create dynamic, no-code form templates with conditional questions, validation rules, and agency-specific logic for any permit.
- **Secure Document Uploads:** Applicants can upload PDFs, images, spreadsheets, and other files with virus scanning, size controls, and type restrictions.
- **Auto-Save Support:** Documents and form data are saved during entry, ensuring applicants never lose progress (aligned with the draft-saving requirement).
- **Drag-and-Drop Interface:** A modern, intuitive file upload experience optimized for both desktop and mobile users.
- **Document Versioning:** Automatically tracks versions when applicants replace or update required documents.
- **Agency-Defined Requirements:** Each agency can define required, optional, conditional, or multi-file document types for each permit.
- **Dynamic Attachments:** The system can request additional documents mid-workflow based on reviewer feedback or inspection results.
- **Inline Previews:** Applicants and reviewers can preview documents without downloading them, improving efficiency and mobile usability.
- **Secure Storage & Encryption:** All documents are encrypted in transit and at rest, adhering to NIST and FIPS-aligned security requirements.
- **Integration with Legacy Systems:** Supports sending documents to or retrieving documents from existing agency systems via secure API connections.

- **Metadata Tagging:** Automatically classifies documents by permit type, workflow step, and agency for faster internal search and retrieval.
- **Accessibility Support:** All fillable forms follow WCAG 2.2 AA guidelines for ADA accessibility.

Outcome for West Virginia

The result is a unified, powerful form and document management capability that meets the needs of all seven agencies, streamlines the applicant experience, and ensures the State can manage complex document workflows securely and efficiently. Applicants benefit from a simple, mobile-friendly interface, while agencies gain a configurable and compliant document framework that scales to all 285+ permit types.

4.2.1.12 Vendors should demonstrate strategic implementation of the tool for both agencies and public users, vendors should showcase their ability to seamlessly integrate with existing portals and permitting systems while enhancing functionality, accessibility, and user experience.

Delasoft delivers permitting platforms that are built for multi-agency environments, enabling seamless integration with existing portals, legacy permitting systems, and departmental workflows. Our proven experience modernizing statewide permitting processes for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT demonstrates our ability to implement solutions that work harmoniously with existing technology investments while dramatically enhancing usability, accessibility, and end-to-end functionality. For West Virginia's One-Stop-Shop Permitting Portal, Delasoft will strategically implement a unified platform that connects agencies and the public through a consistent, accessible, and user-friendly interface while preserving—and improving—the State's current systems.

Key Strategic Implementation Principles

- **Integration-First Approach:** The solution is designed to integrate with existing agency portals via APIs, secure data exchanges, redirects, or workflow connectors, ensuring agencies retain their core systems while benefiting from a unified front-end experience.
- **Centralized One-Stop Entry Point:** Public users begin at a single dashboard that guides them to the correct permit, regardless of whether the underlying system is legacy, partially digital, or newly built.

- **Enhanced User Experience Across Systems:** Even when redirecting to external portals, the solution maintains workflow context, status visibility, and a consistent user journey.
- **No-Disruption Modernization:** Agencies can adopt new modules at their own pace while continuing to use existing systems without service interruption.
- **Unified Workflow Layer:** The solution overlays a standardized workflow engine that tracks progress—even when workflow steps occur in multiple systems—ensuring transparency for applicants and agencies.
- **Configurable to Agency Needs:** Agencies can manage forms, document requirements, workflows, and notifications using no-code administrative tools, eliminating dependency on technical staff.
- **Improved Accessibility & Compliance:** Interfaces are WCAG 2.2 AA compliant, mobile-friendly, and optimized for users of all abilities.
- **Secure SSO Integration:** Supports West Virginia’s Quest-based single sign-on environment, enabling consistent identity management across all seven agencies.
- **Scalable Architecture:** Built using microservices in a secure cloud environment, allowing additional agencies, permits, or external systems to be onboarded without redesign.
- **Data Quality Enhancements:** Integrations include validation, synchronization, and standardized data-handling processes to reduce errors across systems.

Outcome for West Virginia

The One-Stop-Shop becomes a modern, unified permitting experience that strengthens—not replaces—existing agency investments. Delasoft’s strategic implementation approach ensures public users enjoy a seamless, intuitive, and accessible interface, while agencies benefit from enhanced workflow capabilities, stronger integrations, and long-term scalability across all 285+ permit types and seven departments.

4.2.1.13 Vendors should demonstrate how their solution would provide effective data security and protection, alongside ongoing support, maintenance, and adjustment of the program and dashboard to meet changing needs.

Delasoft’s permitting platform is built on a security-first architecture designed to protect sensitive information across multi-agency environments. Our experience delivering secure statewide permitting systems for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT has strengthened our commitment to FIPS-aligned encryption, NIST-based controls, role-based

access, secure cloud hosting, and continuous monitoring. For West Virginia's One-Stop-Shop, we will ensure all data—application information, documents, workflows, and user credentials—is protected through robust technical safeguards while providing ongoing maintenance, enhancements, and operational support to meet evolving agency needs.

Comprehensive Data Security & Protection

- **FIPS-Aligned Encryption:** All data is encrypted at rest and in transit using FIPS 140-2/140-3 aligned cryptographic modules.
- **NIST 800-53 Security Controls:** Implements control families covering access control, auditing, incident response, system integrity, and continuous monitoring.
- **AWS GovCloud Hosting:** Supports FedRAMP High, SOC2, and CJIS-aligned requirements for secure government data handling.
- **Role-Based Access Control:** Limits access to sensitive data strictly by job role, agency, and workflow context.
- **Secure Identity Management:** Fully integrates with the State's Quest SSO and MFA for secure authentication.
- **Audit Logs & Monitoring:** Tracks all user actions, system access, configuration changes, and workflow events for compliance and transparency.
- **Secure API Integrations:** Data exchanged with existing agency systems is validated, encrypted, and restricted by endpoint-level permissions.
- **Proactive Vulnerability Management:** Includes penetration testing, patch management, and regular security updates.

Ongoing Support, Maintenance & Program Adjustments

- **Dedicated Support Team:** Provides Tier 1–Tier 3 support, including issue resolution, technical assistance, and user guidance.
- **Continuous Enhancements:** New features, UI improvements, performance upgrades, and security patches are delivered regularly as part of the support lifecycle.
- **Configurable & Evolving Platform:** Agencies can adjust workflows, forms, documents, notifications, and dashboard elements through no-code administrative tools—ensuring the system adapts to evolving policies and program needs.
- **Change Management & Governance:** Delasoft supports structured release planning, UAT coordination, training refreshers, and agency onboarding.
- **Scalable Microservices Architecture:** Ensures the system can expand to new permit types, new agencies, or major process changes without rework.

- **Performance & Availability Monitoring:** 24/7 uptime monitoring, automated alerts, and system health dashboards ensure continuous operations.
- **Disaster Recovery & Backup:** Regular backups, replication, and disaster recovery plans enable rapid restoration of service.

Outcome for West Virginia

West Virginia receives a secure, modern permitting platform protected by industry-leading cybersecurity practices and backed by long-term support. As agency needs evolve, Delasoft's configurable architecture and ongoing enhancement model ensure the One-Stop-Shop continues to improve in functionality, accessibility, and performance for all seven agencies and all public users.

4.2.1.14 Vendors should demonstrate a comprehensive, flexible, and secure approach that supports interoperability, minimizes disruption, and enhances operational efficiency.

Delasoft's permitting platform is designed from the ground up to support secure interoperability across diverse agency systems while minimizing operational disruption. Our successful statewide implementations for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT demonstrate our ability to connect with legacy systems, modern cloud applications, document repositories, inspection tools, and payment gateways—without forcing agencies to abandon existing investments. For West Virginia's One-Stop-Shop, we will deliver an integration-first solution that enhances efficiency, supports cross-agency workflows, and evolves with changing technical and regulatory requirements.

Key Principles of Delasoft's Interoperability Framework

- **API-First Architecture:** Our platform exposes RESTful APIs that enable two-way data exchange with existing permitting portals, workflow engines, databases, and document systems.
- **Modular Microservices Design:** Each major function—forms, workflow, documents, notifications, analytics—is isolated as a secure service, allowing independent updates with no downtime.
- **Flexible Integration Options:** Supports APIs, secure file transfers, redirects, federated workflows, and event-driven data pushes, allowing each of the seven agencies to integrate based on their technical maturity.

- **Minimal Disruption to Existing Systems:** Agencies continue using their current portals while the One-Stop portal overlays status tracking, routing, and unified dashboards.
- **Centralized Workflow Layer:** Even when underlying processing occurs in external systems, our engine tracks progress, milestones, and timeframes in a unified and transparent way.
- **Secure Identity & Access:** Integrates seamlessly with West Virginia's Quest SSO, ensuring consistent identity management and reducing login friction.
- **Standardized Data Models:** Normalizes permit metadata, statuses, and workflow events across disparate systems to ensure consistency and reporting accuracy.
- **Continuous Adaptability:** Agencies can update workflows, add new permit types, modify document rules, or adjust routing through no-code administration tools.
- **Scalable Cloud Infrastructure:** Hosted in a secure, government-compliant cloud environment that supports growth, new integrations, and future modernization initiatives.
- **Operational Efficiency:** Reduces manual re-entry, accelerates reviews, and increases transparency by synchronizing data between internal systems and the One-Stop portal.

Outcome for West Virginia

Delasoft's interoperability approach ensures all seven agencies—regardless of their existing technologies—are connected through a unified, secure, and efficient permitting ecosystem. This minimizes disruption, increases collaboration, and delivers measurable improvements in processing efficiency, transparency, and long-term maintainability for the State's One-Stop-Shop initiative.

4.2.1.15 Vendors should provide a clear, strategic recommendation regarding integration vs. replacement of existing agency systems, along with a realistic implementation timeline that aligns with the statutory deadline outlined in W.Va. Code §5A-13-1 et seq., which mandates full implementation of the One-Stop-Shop Permitting Program by January 1, 2027.

Systems are replaced when they are missing key features or technology like mobile and GIS mapping. Delasoft recommends a **hybrid “integrate-first” strategy** for West Virginia's One-Stop-Shop Permitting Program—prioritizing seamless integration with existing agency systems while selectively replacing only those systems or processes that cannot meet

statewide usability, accessibility, or data exchange requirements. This approach reduces disruption, respects agency investments, and accelerates the State's ability to meet the **statutory deadline of January 1, 2027**, as mandated in W.Va. Code §5A-13-1 et seq. Our experience implementing statewide permitting and workflow platforms for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT has consistently shown that an integration-first approach delivers the fastest path to modernization while maintaining operational continuity.

Strategic Recommendation: Integration vs. Replacement

1. Integrate Existing Systems Where Feasible (Primary Strategy)

Most current agency systems—whether portals, permitting tools, document repositories, or internal tracking systems—should be **integrated through secure APIs, redirects, or workflow connectors**.

This approach:

- Preserves agency operational familiarity
- Avoids re-training and re-platforming in the first phases
- Minimizes IT risks, downtime, and transition burden
- Accelerates statewide onboarding into the One-Stop portal
- Ensures workflow context and status visibility can be unified across systems

2. Replace Systems Only When Necessary

Selective replacement is recommended only when:

- The existing system is paper-based, outdated, or lacks digital workflow capability
- It cannot meet security, accessibility, or data-exchange requirements
- It cannot support multi-agency transparency or real-time status tracking
- The agency's long-term needs exceed the system's growth capacity

Delasoft's configurable permitting modules allow such replacements **without custom development**, using no-code tools to rapidly build compliant workflows.

3. Unified Overlay for Transparency

Regardless of integration or replacement, our workflow engine will act as a **statewide transparency layer**, ensuring:

- Unified dashboards

- Standardized application tracking
- Consistent timeframes
- Streamlined communication
- Reporting across all 285+ permit types

This allows West Virginia to modernize at its own pace while delivering immediate value to the public.

Implementation Timeline (Meets January 1, 2027 Statutory Deadline)

This project follows a structured implementation approach from January to August 2026, moving from early planning through full deployment and closure.

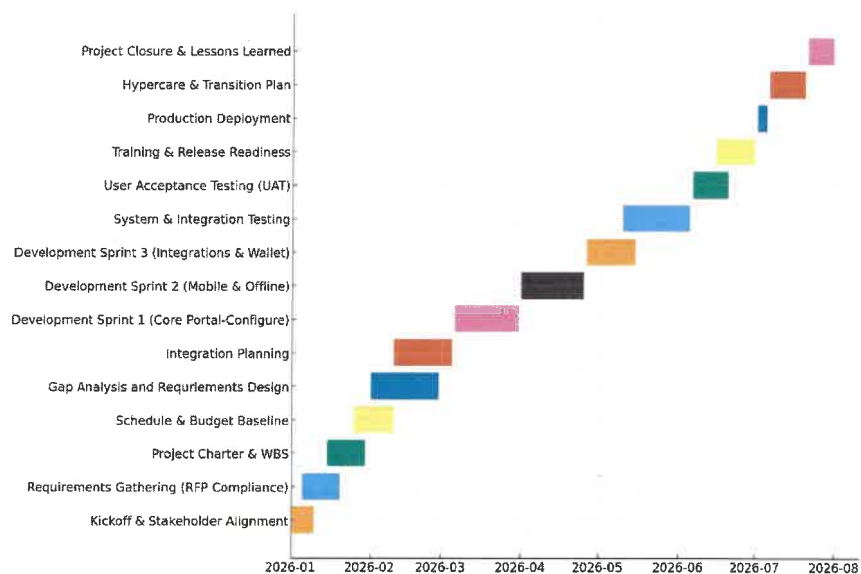
The work begins with Kickoff and Stakeholder Alignment, followed by Requirements Gathering, creation of the Project Charter & WBS, and establishing the Schedule & Budget Baseline. These activities ensure a clear scope, shared expectations, and an approved roadmap.

In February, the team completes a Gap Analysis and Requirements Design, then transitions into Integration Planning. Development occurs in three focused sprints.

Following development, the project moves into quality assurance with System & Integration Testing, then User Acceptance Testing, ensuring the solution meets functional and user needs.

By early summer, the team conducts Training & Release Readiness and executes Production Deployment. After deployment, Hypercare & Transition Planning ensures stability and a smooth handoff to operational teams.

The project concludes in August with Project Closure & Lessons Learned, capturing improvements and ensuring long-term success.



4.2.1.16 Vendors should describe their approach on how to implement a "train-the-trainer" model, the vendor should deliver a structured, scalable training program that equips key agency users with the knowledge, tools, and confidence to train others effectively.

Delasoft has extensive experience implementing “train-the-trainer” models for large, multi-agency permitting programs—including statewide deployments for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. Our approach equips key agency personnel with the skills, materials, and confidence needed to train their internal teams effectively. For West Virginia’s One-Stop-Shop Permitting Program, Delasoft will deliver a structured, scalable training framework that ensures each of the seven participating agencies can adopt, operate, and support the system with minimal vendor dependency over time.

Key Elements of Delasoft’s Train-the-Trainer Program

- **Structured Multi-Level Training Tracks:** Separate tracks for administrators, reviewers, inspectors, and agency trainers ensure every audience receives targeted, role-based training.
- **Hands-On Learning Environment:** Trainers receive access to a sandbox environment to practice workflows, form building, document configuration, and common troubleshooting scenarios.

- **Comprehensive Training Materials:** Delasoft provides user guides, quick-reference sheets, video tutorials, checklists, and presentation decks that trainers can reuse during internal sessions.
- **Repeatable Curriculum:** Each module of the program is designed to be repeatable, enabling agencies to onboard new staff without relying on vendor-led sessions.
- **Scenario-Based Exercises:** Trainers work through real permitting workflows, including application submission, routing, review, inspection, and issuance processes.
- **Training on Configuration Tools:** Agency trainers learn how to manage forms, workflows, documents, notifications, and user roles using Delasoft's no-code admin tools.
- **Knowledge Transfer Workshops:** Dedicated sessions ensure agency trainers fully understand the system's capabilities and configuration logic.
- **Certification of Agency Trainers:** Delasoft provides a certification process verifying that designated trainers are ready to conduct in-house training.
- **Multi-Agency Scalability:** The program is designed for consistent delivery across all seven agencies while respecting agency-specific needs and workflows.
- **Ongoing Support & Refreshers:** Delasoft offers scheduled refresher sessions, updated materials, and on-demand support to help trainers maintain continuity as processes evolve.

Outcome for West Virginia

West Virginia receives a sustainable, agency-driven training model that reduces long-term support costs, increases internal competency, and ensures every agency can independently train its personnel. The train-the-trainer approach accelerates adoption, supports future onboarding, and provides the flexibility needed for a program serving 285+ permit types across seven agencies.

4.2.1.17 Vendors should describe how the solution provides a comprehensive, accessible, and self-paced learning platform like on-demand that supports both agency users and constituents after implementation.

Delasoft's permitting platform includes a built-in, self-paced learning and on-demand help system designed to support both agency personnel and public users after implementation. Our experience deploying statewide permitting solutions for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT has shown that long-term adoption and user confidence increase significantly when training is accessible anytime, from any device. For West Virginia's One-Stop-Shop, Delasoft will provide an integrated, user-friendly learning hub that

supports ongoing education, reduces support burden, and empowers users to learn at their own pace.

Key Components of Delasoft's Self-Paced Learning Platform

- **On-Demand Training Library:** Includes short video tutorials, walkthroughs, step-by-step guides, and process overviews for each major function of the One-Stop system.
- **Role-Based Content:** Tailored learning paths for reviewers, approvers, inspectors, administrators, and public users ensure relevant, targeted instruction.
- **Interactive Help Center:** Provides articles, FAQs, searchable documentation, and quick-start guides embedded directly into the public and agency dashboards.
- **Context-Sensitive Assistance:** “Help” and “Learn More” links appear next to fields, workflows, and documents, offering immediate guidance without leaving the screen.
- **Self-Paced Microlearning Modules:** Short, focused lessons help users learn specific tasks—ideal for busy staff or new hires.
- **Mobile-Accessible Materials:** All training resources are optimized for smartphones and tablets to support field inspectors, remote workers, and public users.
- **Downloadable Reference Materials:** Printable quick-reference sheets, checklists, and workflow diagrams support offline learning.
- **Knowledge Base Updates:** Delasoft maintains and updates the content library as system enhancements, new features, or new agency workflows are introduced.
- **User Feedback Loop:** Built-in surveys allow users to suggest improvements or request new training topics, ensuring the content evolves with program needs.
- **Integration With Train-the-Trainer:** Certified agency trainers can contribute supplemental materials or internal procedures to the platform for internal use.

Outcome for West Virginia

West Virginia receives a comprehensive, accessible, and modern learning environment that supports both agency users and the public long after go-live. The on-demand learning platform reduces reliance on vendor-led sessions, accelerates onboarding, and ensures all seven agencies and all applicant groups can easily access the knowledge they need to use the One-Stop-Shop effectively.

4.2.1.18 The State currently uses Google and Microsoft products for core functions like email, calendar, and meetings, vendors should ensure their solution is compatible and interoperable with these platforms to streamline adoption and maximize productivity.

Delasoft's permitting platform is designed to seamlessly interoperate with both Google Workspace and Microsoft 365 environments. Across our statewide implementations for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, we have consistently delivered solutions that integrate smoothly with government-standard productivity tools, including Gmail, Outlook, Teams, Google Calendar, Microsoft Exchange, Google Meet, SharePoint, and OneDrive. For West Virginia, our interoperability approach ensures that agency staff can continue using their preferred communication and scheduling platforms without disruption, thereby streamlining adoption and maximizing productivity.

Key Interoperability Capabilities

- **Email Notifications (Gmail & Outlook):** All system notifications, alerts, and workflow messages can be delivered through Gmail or Microsoft Outlook, following agency email security policies.
- **Calendar Integration (Google Calendar & MS Outlook/Exchange):** Inspection appointments, review deadlines, meetings, and renewal reminders can be synchronized with Google Calendar or Microsoft Exchange calendars.
- **Meeting Links (Google Meet & Microsoft Teams):** System-generated notifications or appointment scheduling can embed Google Meet or Microsoft Teams links for virtual inspections, discussions, or applicant meetings.
- **Document Compatibility (Google Drive & OneDrive):** Users may download and upload documents generated or required by the permitting system regardless of whether they store files in Google Drive or Microsoft OneDrive.
- **Single Sign-On Alignment:** The platform integrates with West Virginia's Quest SSO and can federate identity services that already authenticate through Microsoft Azure AD environments, supporting consistent user access.
- **Cross-Platform Access:** Both agency and public users can access the system through Chrome, Edge, Firefox, and Safari, ensuring smooth experience across all devices and operating systems.
- **Attachment & File Format Support:** The system accepts common file formats used in Google and Microsoft ecosystems, such as PDF, DOCX, XLSX, and CSV.
- **Email Logging & Auditability:** All communications sent through Google or Microsoft email channels are logged within the permitting system for compliance and audit requirements.

Outcome for West Virginia

The One-Stop-Shop Permitting Program will fully align with the State's existing Google and Microsoft technology landscape, allowing agencies to continue using familiar tools for

communication, scheduling, meetings, and collaboration. This compatibility minimizes disruption, accelerates staff adoption, and ensures a cohesive operational environment across all seven participating agencies.

4.2.1.19 Vendors should explain how the solution can be adjusted to meet the growing and changing needs of the State. The State anticipates additional agencies may desire to participate in the solution in the future, the platform should be able to evolve alongside the State's operational, technical, and organizational growth, flexible and scalable to adapt to increased requirements in future years.

Delasoft's permitting platform is built to scale with the operational, organizational, and technological needs of state governments. Our experience supporting long-term statewide growth for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT demonstrates our ability to onboard new agencies, expand permit inventories, and integrate new systems without disruption. For West Virginia, the One-Stop-Shop will be implemented using a configurable, microservices-based architecture that can easily extend to additional agencies, new permit types, and future process requirements—ensuring the platform evolves alongside the State's long-term vision.

Key Capabilities Supporting Growth & Expansion

- **Modular Microservices Architecture:** Each component of the platform (forms, workflow, payments, documents, inspections, etc.) is independent, allowing expansion without impacting existing agencies or workflows.
- **Easy Onboarding of New Agencies:** New agencies can be added with minimal configuration—defining workflows, forms, document rules, and integrations—without system redesign.
- **No-Code Configuration Tools:** Authorized administrators can adjust workflows, add new permit types, update routing rules, modify documents, and introduce new processes without custom development.
- **Flexible Integration Framework:** Supports APIs, data exchanges, and connection to legacy or modern systems—allowing future agencies to integrate using their preferred method.
- **Scalable Cloud Infrastructure:** Hosted in a secure, government-compliant cloud environment capable of scaling storage, processing power, and throughput as user volume and agencies increase.

- **Standardized Data Models:** Ensures new agencies can align with the existing permit metadata and workflow structure, increasing consistency and simplifying future reporting.
- **Centralized Identity Management:** Supports additional departments through West Virginia's Quest SSO, enabling seamless user provisioning as new agencies join.
- **Expandable Notification, Dashboard, and Reporting Tools:** New agencies' metrics, statuses, and workflows can be easily reflected in dashboards and analytics without platform redevelopment.
- **Continuous Enhancement Model:** Delasoft provides ongoing updates, new features, improved UI components, security enhancements, and performance optimizations that ensure long-term viability.
- **Future-Proof Governance:** Supports policy changes, legislative updates, and new regulatory requirements through configuration rather than code changes.

Outcome for West Virginia

The One-Stop-Shop Permitting Platform becomes a living, adaptable system that grows with the State. As additional agencies express interest, as regulations evolve, or as citizen expectations change, the platform can quickly scale to support new demands. Delasoft's flexible architecture, combined with proven statewide implementation experience, ensures that West Virginia's permitting ecosystem will remain modern, secure, and capable of supporting expanded requirements for many years to come.

4.2.1.20 Vendors should demonstrate commitment to high system availability, transparent maintenance practices, and rapid recovery protocols with downtime and planned maintenance windows being outside of business hours.

Delasoft is committed to delivering a highly available and reliable One-Stop-Shop permitting platform that supports the State's operational needs with minimal disruption. Across statewide permitting implementations for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, we have consistently maintained strong uptime, clear maintenance communication practices, and robust disaster recovery capabilities. For West Virginia, our hosting, monitoring, and maintenance strategy ensures the system remains fully operational during business hours, with planned downtime strictly scheduled outside of public and agency usage windows.

High System Availability

- **99.9%+ Uptime Commitment:** Delivered through redundant infrastructure, load balancing, and fault-tolerant components tailored for government applications.
- **Cloud-Based Scalability:** Hosting in secure, government-compliant cloud environments ensures elasticity during peak usage while maintaining performance.
- **Continuous Monitoring:** 24/7 system health monitoring, automated alerts, and performance analytics ensure proactive issue detection and resolution.
- **Geographically Redundant Architecture:** Primary and secondary environments ensure reliability and uninterrupted service.

Transparent Maintenance Practices

- **Planned Downtime Outside Business Hours:** All non-emergency maintenance is scheduled during overnight windows, weekends, or low-traffic periods.
- **Advance Notifications:** Agencies receive maintenance notifications well ahead of scheduled windows (typically 72 hours prior).
- **Published Maintenance Calendar:** A shared maintenance schedule is available for agency administrators and updated regularly.
- **Impact Transparency:** All communications outline expected service impacts, duration, and risk mitigations.

Rapid Recovery & Incident Response Protocols

- **Disaster Recovery Environment:** Real-time data replication supports quick failover to alternate environments if an outage occurs.
- **Rapid Recovery Times:** Designed to meet strict RTO (Recovery Time Objective) and RPO (Recovery Point Objective) targets appropriate for statewide permitting systems.
- **Incident Response Playbooks:** Clearly defined escalation paths, response teams, communication channels, and post-incident reviews.
- **Encrypted Backups:** Nightly encrypted backups with additional periodic snapshots ensure data protection and fast restoration.
- **Proactive Health Checks:** Automated tasks monitor workflows, storage, and system components for early detection of anomalies.

Outcome for West Virginia

West Virginia receives a high-availability permitting platform that operates reliably during business hours, minimizes disruption through transparent and predictable maintenance practices, and includes robust protocols for rapid recovery. This ensures the One-Stop-

Shop remains dependable for public users, agencies, and stakeholders across all seven participating departments.

4.2.1.21 Vendors' solution must include a description of the project management approach and relevant tools to be utilized.

Delasoft applies a disciplined, transparent, and collaborative project management methodology that has been successfully used to deliver statewide permitting solutions for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. Our approach combines Agile practices with structured milestones, ensuring that West Virginia's One-Stop-Shop Permitting Program is delivered on time, within scope, and aligned with the statutory deadline. The project will be managed through clear communication, risk mitigation, continuous stakeholder engagement, and the use of industry-standard project management tools.

Key Elements of Delasoft's Project Management Approach

- **Hybrid Agile Methodology:** Combines the flexibility of Agile sprints with structured planning gates to support multi-agency coordination and statutory deadlines.
- **Dedicated Project Leadership:** A Project Manager, Business Analysts, Technical Leads, QA Leads, Integration Architects, and Training Leads ensure full lifecycle coverage.
- **Multi-Agency Governance:** Regular stakeholder meetings, working groups, steering committee updates, and agency-specific engagement sessions ensure alignment across all seven agencies.
- **Requirements & Scope Management:** Detailed requirement validation, backlog management, change control procedures, and comprehensive documentation maintain project clarity.
- **Transparent Communication:** Weekly status meetings, dashboard updates, risk logs, issue tracking, and milestone reviews keep all stakeholders informed.
- **Risk & Issue Management:** Identification, prioritization, and mitigation strategies for technical, functional, and operational risks.

Project Management Tools Utilized

- **Jira (Atlassian):** For sprint planning, task assignments, backlog tracking, issue management, and progress reporting.

- **Confluence:** For documentation, requirements traceability, knowledge sharing, and centralized project artifacts.
- **Microsoft Project / Gantt Tools:** For project schedules, timeline visualization, dependency tracking, and milestone planning.
- **Teams / Google Meet:** For virtual meetings, workshops, and daily communications—aligned with the State's Google and Microsoft ecosystem.
- **SharePoint / Google Drive:** For secure file sharing, documentation storage, and collaboration.
- **Service Desk Tracking Tools:** For managing support tickets, change requests, and post-go-live issues.
- **Testing Tools (e.g., Zephyr, TestRail):** For test planning, execution, and reporting during QA phases.

Outcome for West Virginia

Delasoft's structured project management framework ensures predictable delivery, strong stakeholder alignment, and clear visibility into project status at every stage. Using proven tools and methods refined across multiple statewide permitting implementations, Delasoft will guide West Virginia through a successful rollout of the One-Stop-Shop Permitting Program—meeting functional, technical, and statutory requirements with confidence.

4.2.1.22 Vendor should be able to integrate with the State's Single Sign-On Solution.

Delasoft's platform fully supports integration with enterprise-grade Single Sign-On (SSO) and OKTO environments and has successfully implemented SSO across statewide permitting programs for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. For West Virginia, our solution will integrate seamlessly with the State's existing **Quest-based SSO** identity management system, providing secure, unified access for both public users and agency staff across all participating departments.

Key SSO Integration Capabilities

- **Support for Quest SSO:** Full compatibility with the State's authoritative identity provider, enabling seamless authentication for users.
- **Standards-Based Integration:** Utilizes SAML 2.0, OAuth 2.0, OpenID Connect, and industry-standard protocols to ensure secure and reliable identity federation.

- **Unified Login Experience:** Public users, contractors, and agency personnel access all modules, dashboards, and workflows through a single, consistent login.
- **Multi-Factor Authentication (MFA):** Supports the State's MFA policies across all user types.
- **Role-Based Access Alignment:** SSO authentication integrates directly with the system's RBAC model to ensure proper authorization after login.
- **Session Security:** Implements token validation, session expiration policies, and FIPS-aligned encryption for secure identity handling.
- **Cross-Agency Identity Federation:** Allows users working across multiple agencies to operate within a single authenticated session.
- **Reduced Administrative Overhead:** User provisioning, deactivation, and role assignment align with the State's existing identity management processes.
- **Public User Identity Support:** Allows citizens and businesses to log in using SSO-enabled credentials, ensuring consistency across the One-Stop platform.

Outcome for West Virginia

The One-Stop-Shop Permitting Platform will integrate tightly with the State's Quest Single Sign-On solution, creating a secure, frictionless login experience for all users. This ensures strong authentication, simplifies user management, enhances security, and provides consistent access across all seven agencies and 285+ permit types.

4.2.1.23 Vendor's pricing page should provide a total and complete implementation and build out cost, and should identify any milestone payment expectations. Vendor's pricing page should also provide proposed annual licensing costs, hosting costs, maintenance costs, and other cost breakdowns.

Delasoft will provide a complete and fully transparent pricing proposal that includes all costs associated with implementing, configuring, integrating, and launching the One-Stop-Shop Permitting Program. Our pricing approach follows the same structure successfully used in statewide projects for WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—delivering clear cost categories, milestone-based invoicing, and predictable long-term operating expenses. The pricing page included in our Cost Proposal will itemize all implementation, licensing, hosting, and maintenance components required to support West Virginia's statutory deadline and multi-agency requirements. **Delasoft does not charge a per seat fee, we provide unlimited users.**

Its recommended that data migration may need to start at project start and may run until 9 months depending on how much data needs to be migrated.

Key Components of Delasoft's Pricing Structure

- **Total Implementation & Build-Out Cost:**
A complete turnkey price covering configuration, integrations, workflow development, document management, inspection tools, dashboards, training, and deployment across all seven agencies.
- **Milestone-Based Payment Schedule:**
The proposal will outline milestone payments tied to deliverables such as:
 - Project kickoff & design completion
 - Configuration of core modules
 - Integration deployments
 - Agency onboarding
 - User acceptance testing
 - Final statewide launchThis ensures the State pays only upon successful delivery of each phase.
- **Annual Licensing Costs:**
Includes platform licensing for all system modules, workflow engines, dashboards, notifications, mobile capability, and administrative tools.
- **Annual Hosting Costs:**
Covers secure cloud infrastructure (e.g., AWS GovCloud or equivalent), storage, redundancy, backups, and uptime monitoring.
- **Annual Maintenance & Support Costs:**
Covers help desk services, patching, upgrades, enhancements, security updates, bug fixes, performance improvements, and continuous system optimizations.
- **Training & Documentation Costs:**
Includes train-the-trainer program delivery, on-demand learning materials, onboarding support, and role-based training sessions.
- **Optional Modules or Future Expansion Costs:**
If desired by the State, the pricing page will outline optional enhancements or additional agencies that may join in future years.
- **No Hidden Fees:**
All required services, integrations, licensing, security components, and hosting

elements will be clearly itemized. There will be no undisclosed third-party costs or unexpected add-ons.

Outcome for West Virginia

The State will receive a complete, transparent, and predictable cost structure with milestone-based payments tied to successful completion of measurable deliverables. Delasoft's pricing model ensures clarity, minimizes financial risk, and provides the State with a scalable, long-term cost framework that aligns with the One-Stop-Shop Permitting Program's future growth.

4.2.1.24 Vendor should guarantee that all work on this project will be performed in the united States. Use of technology to communicate with countries banned by the Federal Government is prohibited.

Delasoft guarantees that **all work associated with this project—including development, configuration, support, maintenance, hosting, security operations, project management, and communication—will be performed entirely within the United States.** Delasoft does not outsource or offshore any project activities and does not utilize labor or technical resources located outside of U.S. jurisdiction. This commitment aligns with our longstanding practice in delivering statewide permitting systems for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT.

Key Compliance Commitments

- **100% U.S.-Based Workforce:** All Delasoft personnel assigned to this project reside and work within the United States.
- **No Offshore Development or Support:** Delasoft does not engage offshore contractors, consultants, or subcontractors for any aspect of the One-Stop-Shop program.
- **Federal Sanction Compliance:** Delasoft strictly prohibits the use of technologies, communication tools, infrastructure, or personnel located in countries banned by the U.S. Federal Government.
- **Secure U.S. Hosting:** All cloud hosting and data storage will occur in U.S.-based, government-compliant cloud environments (e.g., AWS GovCloud or equivalent).
- **Controlled Access Environment:** Only authorized, U.S.-based personnel will have access to West Virginia's systems, data, integrations, and environments.

- **Policy-Aligned Communication Tools:** All communication platforms (email, meetings, collaboration tools) used for this project are U.S.-hosted and comply with State and Federal governance requirements.

Outcome for West Virginia

West Virginia receives full assurance that the One-Stop-Shop Permitting Program will be developed, supported, and operated exclusively within the United States—with no offshore dependencies or prohibited technologies. This ensures compliance, protects sensitive government data, and aligns with all Federal restrictions and State procurement requirements.

4.2.1.25 Vendor should provide constituents access to a digital wallet for payment, refund, and license/permit management.

Delasoft's permitting platform includes an integrated **digital wallet** designed to give constituents a centralized, user-friendly hub for managing payments, refunds, and permit or license records. This capability has been successfully implemented across multi-agency statewide permitting programs for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. For West Virginia, the digital wallet ensures citizens and businesses can easily track financial transactions, view issued permits or licenses, and manage renewals—all within the One-Stop-Shop dashboard.

Key Features of Delasoft's Digital Wallet

- **Centralized Payment History:** Displays all payments made across multiple agencies, permit types, and transaction dates.
- **Refund Tracking:** Shows refund status, approved amounts, and transaction history for any refunded fees.
- **Saved Payment Methods:** Optional secure storage of payment information to streamline future transactions (PCI-compliant).
- **Permit & License Repository:** Constituents can view, download, print, or store digital versions of all approved permits and licenses.
- **Renewal Management:** The wallet highlights upcoming renewal deadlines and links users directly to renewal workflows.
- **Outstanding Fees & Balance Alerts:** Notifies users of unpaid invoices or outstanding charges across agencies.

- **Receipts & Financial Documentation:** Automatically stores receipts and downloadable proof of payment documents.
- **Multi-Agency Consolidation:** All financial activity from the seven participating agencies is organized into a single, unified view.
- **Mobile-Accessible Wallet:** Fully responsive design allows users to manage payments and permits from any smartphone or tablet.
- **Secure & Compliant:** All wallet data is encrypted at rest and in transit, with role-based access and full audit logging.

Outcome for West Virginia

The digital wallet enhances transparency, reduces administrative burden for both applicants and agencies, and provides the public with a modern financial and permit management tool. This ensures a seamless, centralized experience for payments, refunds, and license/permit access across all seven agencies participating in the One-Stop-Shop Permitting Program.

4.2.2. Mandatory Project Requirements - The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor shall describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

4.2.2.1 Vendors must provide a solution for the development and creation of a one-stop shop permitting portal.

Delasoft proposes a comprehensive, configurable, and integration-ready permitting platform specifically designed to support statewide, multi-agency “one-stop” environments. Our solution has been successfully deployed in complex permitting programs across agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, where we routinely bring together multiple bureaus, workflows, and legacy systems into a unified digital experience. For West Virginia, we will leverage this proven approach to deliver a One-Stop Shop Permitting Portal that centralizes access to more than 285 permit types, integrates

with existing agency applications, and provides a seamless user experience for both citizens and internal staff.

Core Components of Delasoft's One-Stop Shop Solution

- **Unified Public Portal:** A modern, ADA-compliant landing page where users can search permits, create applications, track statuses, manage documents, and receive notifications.
- **Cross-Agency Permit Catalog:** Consolidates all participating agencies' permits in one structured, searchable location to simplify discovery and eliminate confusion.
- **Integration Framework:** Robust API connectors and secure data-exchange services to integrate with existing systems—including legacy databases, agency portals, financial systems, document repositories, and workflow tools.
- **Redirect & Hybrid Processing Support:** For agencies with existing application portals, the One-Stop system can redirect applicants while maintaining context, status tracking, and unified communication.
- **Configurable Application Builder:** No-code tools allow West Virginia to create or update forms, workflows, notifications, and business rules without custom development.
- **Workflow Orchestration:** Supports multi-step, multi-agency workflows, including reviews, inspections, approvals, denials, renewals, escalations, and time-based triggers.
- **Centralized Dashboards:** Role-based dashboards for applicants and agency staff, offering real-time visibility into submissions, tasks, deadlines, payments, and processing metrics.
- **Secure Identity and Access:** Seamless integration with West Virginia's Quest-based SSO environment, with role-based access controls and full audit trails.
- **Document Management:** Integrated storage, versioning, preview, and retrieval of documents, with the ability to tie into existing agency repositories where required.
- **Hosting in AWS GovCloud:** A secure, reliable, FIPS-compliant cloud infrastructure meeting NIST and FedRAMP-aligned security practices.

Overall Outcome for West Virginia

Delasoft's One-Stop Shop solution provides the State with a modern, cohesive permitting ecosystem that unifies seven agencies, reduces user burden, supports legacy investments,

and ensures scalability for future permit types and agencies. By combining a configurable permitting engine with a proven integration framework, Delasoft delivers a truly statewide platform that meets statutory deadlines while significantly improving customer experience, transparency, and operational efficiency.

4.2.2.2 Vendors' solution must outline a structured, transparent, and collaborative methodology that ensures timely delivery, stakeholder alignment, and quality assurance throughout the implementation lifecycle.

Delasoft applies a proven, structured implementation methodology refined through successful multi-agency permitting deployments for state partners such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. Our approach ensures projects are delivered on time, with continuous stakeholder alignment, full transparency, and rigorous quality assurance throughout every phase of the lifecycle. This same disciplined methodology will guide the development of West Virginia's One-Stop Shop Permitting Portal and ensure a smooth rollout across all participating agencies.

Structured & Predictable Delivery Framework

- **Phased Implementation Plan:** Clear project phases—Discovery, Design, Configuration, Integration, Testing, Training, Deployment—with timelines and milestones agreed upon upfront.
- **Detailed Project Schedule:** A baseline schedule, critical path items, and dependency mapping ensure all teams understand timelines and responsibilities.
- **Incremental Deliverables:** Work is delivered in short, manageable iterations, allowing stakeholders to review functionality early and frequently.

Collaborative, Agency-Driven Engagement

- **Multi-Agency Governance Model:** A steering committee and working groups provide continuous oversight and decision-making across all seven agencies.
- **Weekly Project Meetings:** Standing meetings with PMs, agency leads, and technical teams to review progress, risks, and upcoming deliverables.
- **Transparent Communication:** Dashboards, status reports, and risk logs ensure everyone has real-time visibility into progress and issues.

Stakeholder Alignment at Every Step

- **Requirements Validation Sessions:** Joint workshops with each agency to confirm needs, constraints, and integration details.
- **Design Reviews & Prototyping:** Stakeholders validate UX/UI mockups, workflows, and interfaces before configuration begins.
- **User Acceptance Testing Support:** Agencies participate in structured UAT cycles with checklists, scripts, and defect tracking.

Quality Assurance & Risk Management

- **Dedicated QA Team:** Executes functional, integration, performance, accessibility, and security testing at every milestone.
- **Automated Regression Testing:** Ensures continuity and stability as new agencies, workflows, or permit types are added.
- **Formal Change Management:** All changes are reviewed, documented, and approved, preventing scope drift while maintaining project agility.
- **Proactive Risk Monitoring:** Risks are logged, tracked, and mitigated through collaborative review with agency leadership.

Outcome for West Virginia

This structured, transparent, and collaborative approach gives West Virginia a controlled, predictable implementation with continuous feedback, high-quality deliverables, and full engagement from all stakeholders. It ensures that the One-Stop Shop Permitting Portal is delivered on schedule, aligns with agency and statutory requirements, and meets the State's expectations for reliability, usability, and long-term sustainability.

4.2.2.3 Vendor must agree to and meet all data security requirements identified by the Office of Technology, for the entirety of the project, including initial meetings, information gathering, development, and other preliminary stages.

Delasoft fully agrees to comply with all data security, privacy, and cybersecurity requirements defined by the West Virginia Office of Technology (WVOT) for the entire duration of the project. Our organization has extensive experience delivering secure, compliant permitting and workflow systems for state transportation and regulatory agencies—including WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—where adherence to statewide IT policies and strict data protection standards is mandatory. We will follow the same disciplined practices for West Virginia, ensuring that all project

phases—from initial discovery meetings through design, development, integration, testing, deployment, and ongoing support—are executed in full alignment with WVOT security requirements.

Key Commitments to West Virginia’s Data Security Requirements

- **Full Compliance with WVOT Standards:** We will incorporate all security policies, architecture requirements, encryption standards, and compliance mandates provided by WVOT during onboarding and throughout the project lifecycle.
- **Secure-by-Design Practices:** All components—dashboards, workflows, APIs, databases, hosting environments, and authentication processes—will be designed and implemented following best practices in secure coding, threat mitigation, and vulnerability management.
- **FIPS-Compliant Encryption:** Data at rest and in transit will utilize FIPS-compliant encryption protocols, consistent with the requirements stated in the solicitation and addendum.
- **AWS GovCloud Hosting:** Delasoft will deploy the system in AWS GovCloud to ensure adherence to NIST 800-53, FedRAMP High, and statewide cybersecurity expectations.
- **Strict Access Controls:** Role-based access, MFA, SSO integration with Quest, and least-privilege principles will be enforced from Day 1 of development.
- **Secure Collaboration & Communication:** All file sharing, documentation exchange, meeting notes, and prototype reviews will occur within secure environments approved by WVOT.
- **Continuous Monitoring & Auditing:** Logging, auditing, and monitoring controls will be active throughout development and after deployment to ensure compliance and rapid incident detection.
- **Background Checks & Staff Screening:** All Delasoft personnel assigned to the project will follow required WVOT screening and onboarding processes.
- **Ongoing Security Testing:** We will perform regular vulnerability scans, penetration testing, and code reviews to maintain a hardened, compliant environment.
- **Documented Security Review Process:** Security considerations will be reviewed at every stage (requirements, design, development, testing, deployment), with documentation available to WVOT on request.

Outcome for West Virginia

Delasoft's commitment to security is foundational to our delivery methodology. The State can be assured that all permitting data, integrations, workflows, and user information will be handled with the highest level of security, transparency, and compliance—meeting or exceeding every requirement established by the West Virginia Office of Technology for the entire project lifecycle.

4.2.2.4 Vendor's proposed solution must meet FedRAMP requirements.

Delasoft's proposed solution fully meets FedRAMP requirements. Our permitting platform is deployed in **AWS GovCloud (US)**, a FedRAMP High-authorized environment designed specifically for government workloads requiring stringent security, encryption, and data protection controls. This hosting model ensures that all components of the One-Stop Shop Permitting Portal—including application services, integrations, workflows, databases, document management, and APIs—operate within a secure, compliant infrastructure that satisfies federal-level cloud security standards.

Our approach is informed by our successful delivery of secure, multi-agency permitting systems for partners such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, where strict adherence to state-mandated cybersecurity and compliance regulations is required. We extend that same rigor to West Virginia, ensuring that all hosting, data handling, and system interactions remain within a FedRAMP-accredited framework.

Key FedRAMP Compliance Elements in Delasoft's Solution

- **AWS GovCloud Hosting:** All application components, databases, integrations, storage, and compute resources are hosted in FedRAMP High-authorized infrastructure.
- **NIST 800-53 & FIPS Alignment:** The system adheres to the security controls required by FedRAMP, including encryption, identity management, auditing, and incident response processes.
- **Secure Identity & Access Controls:** Integration with the State's Quest SSO and MFA capabilities is implemented in accordance with FedRAMP authentication requirements.
- **Continuous Monitoring:** Automated security scans, event logging, vulnerability management, and compliance reporting are maintained throughout the platform lifecycle.

- **Controlled Connections:** All APIs and system integrations follow FedRAMP boundary protection, secure interface, and cryptographic requirements.
- **Hardened Deployment Pipeline:** Code deployments, configuration updates, and patching occur within FedRAMP-compliant CICD processes.
- **Documented Compliance Artifacts:** System security plans (SSP), contingency plans, incident response documentation, and additional artifacts can be provided as needed to support oversight.

Outcome for West Virginia

By hosting the entire One-Stop Shop Permitting Portal within AWS GovCloud and following FedRAMP-aligned development and operational controls, Delasoft ensures that West Virginia receives a secure, resilient, and fully compliant statewide permitting solution that meets both federal and state cybersecurity expectations.

4.2.2.5 Vendor must ensure all state Data is encrypted at rest and during transit. Encryption must meet FIPS 140-3 standard.

Delasoft fully guarantees that all State of West Virginia data within the One-Stop Shop Permitting Portal will be encrypted both **at rest** and **during transit**, using cryptographic modules that meet the **FIPS 140-3** standard. Our platform architecture—used successfully in delivering secure permitting systems for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—is designed to comply with strict state and federal security requirements, including NIST 800-53, FedRAMP, and FIPS.

Encryption at Rest – FIPS 140-3 Compliant

- All data stored in databases, file systems, logs, backups, and document repositories are encrypted using **AES-256** or stronger algorithms validated under FIPS 140-3.
- AWS GovCloud storage services (RDS, S3, EBS, and Secrets Manager) provide validated FIPS cryptographic modules out of the box.
- Keys are managed using **AWS Key Management Service (KMS)** with restricted access, rotation policies, and audit trails.

Encryption in Transit – FIPS 140-3 Compliant

- All inbound and outbound traffic—including portal access, API calls, system integrations, file uploads, and data exchanges—is encrypted using **TLS 1.2+** with FIPS-validated cipher suites.

- Secure connections ensure data remains protected across agency boundaries, third-party systems, and internal workflows.
- Web services, mobile access, and inspector tools all enforce HTTPS and certificate-based communication.

Additional Controls Ensuring Data Protection

- **Strict Access Management:** All access to encrypted data complies with role-based permissions and least-privilege principles.
- **Logging & Monitoring:** All encryption events, key usage, and access attempts are logged, monitored, and auditable.
- **Compliance Validation:** Encryption configurations are reviewed throughout development, testing, deployment, and ongoing operations.
- **Secure Integrations:** All interfaces with legacy systems or agency platforms use encrypted channels that meet FIPS 140-3 requirements.

Outcome for West Virginia

Delasoft provides a fully secured, modern, and compliant permitting ecosystem where all data—regardless of system component or agency—is continuously protected through FIPS 140-3–validated encryption. This ensures confidentiality, integrity, and trust across every phase of the project and throughout the platform’s lifecycle.

4.2.2.6 Vendor is responsible for ensuring any subcontractors utilized in this project are identified and reported to the WV Office of Technology and that such subcontractors (if applicable) always maintain compliance with the State's data security requirements. The Contractor may not assign, transfer, or subcontract any portion of the contract without the State's prior written consent.

Delasoft fully agrees to comply with all requirements regarding subcontractor oversight, reporting, and security compliance as defined by the State of West Virginia and the WV Office of Technology (WVOT). On statewide permitting and workflow modernization projects—including those delivered for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—we have consistently managed subcontractors with strict adherence to state cybersecurity standards and contractual obligations. We will apply the same disciplined governance model for this engagement.

Commitments to the State of West Virginia

- **Prior Written Consent:** Delasoft will not assign, transfer, or subcontract any portion of this contract without first obtaining the State’s explicit written approval.
- **Full Subcontractor Disclosure:** Any subcontractor proposed for this project will be formally identified, documented, and reported to WVOT prior to performing any work.
- **Mandatory Compliance:** All approved subcontractors will be required to comply with the State’s data security policies, WVOT standards, FIPS 140-3 encryption requirements, and any additional security or privacy mandates.
- **Security Screening:** Subcontractor personnel will undergo required background checks, onboarding validations, and access approvals before participating in any project activities.
- **Contractual Security Obligations:** All subcontractors will enter into binding agreements that commit them to the same confidentiality, security, and data protection responsibilities as Delasoft.
- **Continuous Monitoring:** Delasoft will oversee and monitor subcontractor performance, ensuring alignment with security controls, development practices, and project deliverables at all times.
- **Immediate Reporting:** Any subcontractor-related security issue or deviation will be promptly reported to WVOT and addressed through established incident response procedures.
- **Secure Work Practices:** All subcontractor communication, document exchange, and development work will occur through State-approved secure channels.

Outcome for West Virginia

West Virginia can be confident that Delasoft will maintain strict control over subcontractor involvement, ensure full transparency with WVOT, and enforce comprehensive data security compliance across all participating personnel. Our governance model ensures that all contributions—whether from Delasoft or any approved subcontractor—meet the State’s security, quality, and operational expectations.

4.2.2.7 Vendor's security controls must be in accordance with the NIST 800-53 standard. Vendor must provide evidence of this upon request

Delasoft confirms that our security controls, hosting environment, development practices, and operational procedures are fully aligned with the **NIST 800-53 (Rev. 5)** security control

framework. Our permitting platform is deployed in **AWS GovCloud (US)**, a FedRAMP High-authorized environment built to natively support NIST 800-53 controls across access management, auditing, system integrity, encryption, network security, configuration management, and continuous monitoring.

We routinely implement NIST 800-53-aligned controls while delivering secure permitting and workflow solutions for large state agencies, including WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, all of which operate under strict data protection and regulatory requirements. This experience ensures that West Virginia receives a platform designed and operated according to federal-grade security standards.

How Delasoft Meets NIST 800-53 Requirements

- **FedRAMP-Aligned Hosting:** AWS GovCloud provides comprehensive NIST 800-53 baselines across application, network, database, and infrastructure layers.
- **Access Control (AC):** Enforcement of least privilege, role-based access, MFA, and Quest SSO integration.
- **Audit & Accountability (AU):** Centralized logging, audit trails, log integrity, and incident tracking.
- **System Integrity (SI):** Vulnerability scanning, patch management, anti-tamper controls, and malware defense.
- **Configuration Management (CM):** Versioned deployment pipelines, change control processes, and secure configuration baselines.
- **Identification & Authentication (IA):** Strong authentication, encryption, and secure key management in line with NIST requirements.
- **Incident Response (IR):** Documented procedures, escalation paths, evidence collection, and communication protocols.
- **Media & Data Protection (MP/SC):** Encryption using FIPS 140-3 validated modules for data at rest and in transit.
- **Contingency & Recovery (CP):** Backups, redundancy, failover planning, and full disaster recovery capabilities.
- **Continuous Monitoring (CA/RA):** Automated security scanning, alerting, compliance dashboards, and risk assessments.

Evidence of Compliance

Upon request, Delasoft will provide the State with documentation demonstrating alignment with NIST 800-53, including (as applicable):

- System Security Plan (SSP)
- FedRAMP High/AWS GovCloud control inheritance documentation
- Vulnerability and penetration test results
- Policies and procedures supporting the NIST control families
- Audit and logging configurations
- Encryption and key management details
- Incident response and continuity plans

Outcome for West Virginia

By aligning the One-Stop Shop Permitting Portal with NIST 800-53 security controls, Delasoft ensures the system operates under the same federal-grade protections used in critical statewide permitting systems across the country. This provides West Virginia with a secure, compliant, and resilient platform capable of supporting sensitive multi-agency data and long-term statewide operations.

4.2.2.8 Vendor must demonstrate how the solution implements a proactive, transparent, and standards-based security program that ensures system integrity and compliance with state cybersecurity expectations. Solution must provide security vulnerability scanning and routine reports of such testing of the system to the Office of Technology at routine intervals and upon request.

Delasoft maintains a proactive, transparent, and fully standards-based security program designed to ensure continuous system integrity, early threat detection, and full compliance with state cybersecurity expectations. Our approach aligns with NIST 800-53, FIPS 140-3, FedRAMP High, and AWS GovCloud best practices, and has been successfully implemented across statewide permitting solutions for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. This experience ensures that West Virginia receives a platform protected by mature governance processes, continuous monitoring, and verifiable security controls.

Proactive & Standards-Based Security Practices

- **Secure-by-Design Framework:** Security principles are embedded from initial design through development, testing, deployment, and operations.
- **NIST 800-53 Alignment:** All controls (access, auditing, encryption, configuration management, vulnerability management, etc.) follow NIST guidelines.
- **FIPS 140-3 Validated Cryptography:** Encryption modules for data in transit and at rest use FIPS-compliant certificates.
- **FedRAMP High-Aligned Hosting:** AWS GovCloud provides boundary protections, monitoring, network isolation, and incident response capabilities.
- **Zero Trust Principles:** Least privilege, identity-centric access, and continuous authentication verification.

Continuous Vulnerability Scanning & Automated Monitoring

- **Regular Vulnerability Scans:** Automated vulnerability scanning tools run on application components, servers, APIs, and cloud resources following a scheduled cadence.
- **Static & Dynamic Code Analysis:** CI/CD pipelines include automated SAST/DAST scanning to identify issues early.
- **Dependency & Library Monitoring:** Third-party libraries and open-source components are continuously checked for known vulnerabilities (CVEs).
- **Cloud Security Monitoring:** Real-time threat detection, log analysis, and event correlation across AWS GovCloud infrastructure.
- **Penetration Testing:** Internal and third-party penetration tests are conducted to evaluate system defenses.

Transparent Reporting to the WV Office of Technology

- **Routine Security Reports:** Vulnerability scan results, penetration testing summaries, and risk mitigation reports will be provided at intervals defined by WVOT.
- **On-Demand Reporting:** Additional reports or findings will be delivered promptly upon request.
- **Shared Dashboards:** Access to security dashboards and audit logs can be provided to WVOT for real-time visibility.
- **Incident Notification & Remediation:** Any critical or high-severity vulnerabilities are communicated immediately, with documented remediation timelines.

System Integrity & Compliance Measures

- **Automated Logging & Audit Trails:** Detailed logs capture system events, authentication attempts, and configuration changes.
- **Configuration Management Controls:** Versioning, controlled deployments, and change management ensure system stability.
- **Backup & Recovery Protections:** Regular backups, immutable storage options, and validated restoration procedures help ensure operational continuity.
- **Policy & Procedure Documentation:** Security policies, architectural diagrams, incident response procedures, and SSOs/SOPs are available for WWOT review.

Outcome for West Virginia

Delasoft delivers a permitting platform protected by continuous monitoring, early vulnerability detection, and transparent reporting. West Virginia receives a system that adheres to state cybersecurity expectations, maintains integrity through every lifecycle stage, and provides clear visibility into ongoing security posture, ensuring trust and resilience for all seven participating agencies.

4.2.2.9 Vendor must commit to a clearly defined time period for addressing critical vulnerabilities, aligned with industry standards and state cybersecurity expectations.

Delasoft is fully committed to meeting all state cybersecurity expectations by remediating vulnerabilities within strict, industry-standard timeframes. Our approach—refined through delivering secure statewide permitting systems for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—ensures rapid response, clear communication, and full alignment with NIST 800-53 and FedRAMP High security practices.

Delasoft's Vulnerability Remediation Timeframes

- **Critical vulnerabilities:** Addressed within **24 to 72 hours**, with immediate escalation and continuous remediation updates.
- **High-severity vulnerabilities:** Resolved within **seven calendar days**, aligning with industry and state cybersecurity expectations.
- **Medium-severity vulnerabilities:** Corrected within **thirty days**, supported by planned patch cycles and targeted fixes.

- **Low-severity vulnerabilities:** Remediated within **sixty to ninety days**, depending on risk level and WVOT guidance.

Delasoft maintains these commitments through continuous monitoring, automated alerting, secure CI/CD patch deployment, and a dedicated security response team. All critical and high-severity issues are promptly reported to the West Virginia Office of Technology, along with timelines and validation results to ensure full transparency.

Outcome for West Virginia

These clearly defined response windows provide the State with a predictable, disciplined, and proactive vulnerability management process, ensuring that the One-Stop Shop Permitting Portal remains secure, stable, and fully compliant.

4.2.2.10 The vendor must implement a resilient, secure, and verifiable strategy that ensures business continuity and data integrity in alignment with the State's expectations and the Service Level Agreement (SLA) and implement and maintain a comprehensive backup and disaster recovery plan.

Delasoft will implement a resilient, secure, and verifiable business continuity and disaster recovery strategy that fully aligns with the State's expectations and the Service Level Agreement (SLA). Our approach—successfully used in multi-agency permitting projects for partners such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—ensures uninterrupted system availability, protection of sensitive permitting data, and rapid recovery in the event of an outage or disruption. The One-Stop Shop Permitting Portal will benefit from a multi-layered continuity framework that maintains data integrity, minimizes downtime, and provides the State with complete transparency and confidence.

Key Components of Delasoft's Business Continuity and Data Integrity Strategy

- **High-Availability Architecture:** Hosting the solution in AWS GovCloud (US) ensures redundant compute, storage, and network resources across multiple availability zones to prevent service interruption.
- **Continuous Data Integrity Protection:** Transactional databases, document repositories, workflow data, and audit logs are protected through real-time replication, integrity checks, and FIPS-compliant encryption.
- **Automated & Validated Backups:** Backups are performed on scheduled intervals—daily incremental and regular full backups—with automated retention policies and secure, isolated storage.

- **Multi-Region Disaster Recovery:** Critical system components are replicated to a geographically separate AWS GovCloud region to ensure rapid failover in the event of a catastrophic event.
- **Rapid Recovery Timeframes:** Recovery Time Objective (RTO) and Recovery Point Objective (RPO) will be established in accordance with the State's SLA requirements, ensuring minimal loss of data or productivity during an incident.
- **Regular DR Testing:** Delasoft conducts routine disaster recovery simulations to validate backup integrity, failover mechanisms, and recovery procedures, providing documented results to WVOT.
- **Immutable & Versioned Storage:** Critical permit data and documents are stored using tamper-resistant and version-controlled mechanisms to ensure authenticity and traceability.
- **Secure Backup Management:** All backups are encrypted with FIPS 140-3 validated modules, with tightly controlled access to ensure only authorized personnel can retrieve or restore data.
- **Monitoring & Alerting:** Continuous monitoring detects abnormal behavior, system degradation, or potential data corruption, triggering early intervention and protective actions.
- **Clear Communication & Coordination:** In the event of any service disruption, Delasoft will coordinate closely with WVOT, providing real-time updates, impact assessments, and recovery progress.

Outcome for West Virginia

Delasoft's comprehensive business continuity and disaster recovery strategy ensures the One-Stop Shop Permitting Portal remains highly available, secure, and resilient. The State benefits from predictable recovery processes, continuous data protection, and a fully documented, verifiable DR program that preserves operational integrity across all seven participating agencies.

4.2.2.11 Vendor's solution must be able to be migrated into one of the State's existing cloud tenants after full development.

Delasoft's permitting platform is architected using modular, cloud-native components that are fully portable and can be deployed into the State of West Virginia's existing cloud tenants upon completion of development. Our approach—successfully implemented in

prior statewide permitting projects for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—ensures that the State retains complete ownership, control, and flexibility over its production environment while maintaining security and operational continuity.

How Delasoft Enables Seamless Migration Into the State’s Cloud Tenant

- **Cloud-Agnostic Architecture:** The solution is built using standard containerized services, microservices, and infrastructure-as-code templates, enabling straightforward deployment into any State-approved cloud environment.
- **Support for State Cloud Platforms:** The system can be migrated into AWS, Azure, or other State-managed tenants, aligning with WVOT standards and resource provisioning practices.
- **Infrastructure-as-Code (IaC):** All infrastructure components (networks, compute, storage, security policies, etc.) are defined through IaC, allowing the State to recreate the same validated environment in its own cloud.
- **Tenant-to-Tenant Migration:** Delasoft supports full or partial migration from our AWS GovCloud implementation into the State’s tenant with minimal downtime and no disruption to user data, workflows, or business processes.
- **Data Portability:** All system data—including permit records, documents, logs, audit trails, configurations, and metadata—is exportable in secure, structured formats to facilitate clean migration.
- **Compliance Alignment:** All migration steps adhere to NIST 800-53, FIPS 140-3, and WVOT security requirements to ensure a safe, controlled transition.
- **Knowledge Transfer & State Enablement:** Delasoft provides documentation, hands-on training, and technical support to enable WVOT teams to manage the environment post-migration.

Outcome for West Virginia

West Virginia receives a future-proof permitting platform that can operate in Delasoft’s secure GovCloud environment during development and early rollout, and then be migrated seamlessly into the State’s preferred cloud tenant without requiring re-architecture, code changes, or service interruptions. This ensures long-term sustainability, security, and ownership aligned with the State’s strategic cloud objectives.

4.2.2.12 Vendor must make the project management interface available and accessible to the State's implementation team at no additional cost

Delasoft will provide the State's implementation team with full access to our project management interface at **no additional cost**. We believe transparency, collaborative oversight, and shared visibility are essential for successful multi-agency projects—an approach we have consistently applied in statewide permitting implementations for partners such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT.

Key Commitments to West Virginia

- **No-Cost Access:** All State-designated team members will receive licenses or access credentials for Delasoft's project management platform at no charge.
- **Real-Time Visibility:** The State will have continuous access to schedules, milestones, risks, deliverables, design assets, decisions, and issue tracking.
- **Shared Dashboards:** WVOT and agency leads can monitor progress through dashboards showing status, dependencies, and upcoming activities.
- **Collaboration Tools:** The platform includes features for document sharing, meeting artifacts, change requests, and sprint reviews to support clear communication.
- **Role-Based Permissions:** Access levels can be configured to match State roles while ensuring secure handling of all project information.
- **Audit Trail:** All project updates, changes, and communications are logged and available for State review at any time.

Outcome for West Virginia

This no-cost, full-access project management interface ensures the State maintains complete visibility and control over project progress, enabling collaborative decision-making, rapid issue resolution, and alignment across all seven participating agencies.

4.2.2.13 Vendor's solution must provide a real-time data exchange.

Delasoft's solution provides a fully real-time, bidirectional data exchange framework that enables seamless communication between the One-Stop Shop Permitting Portal and all participating agency systems. Our integration approach—successfully implemented across statewide permitting and workflow modernization projects for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—ensures that data flows securely, instantly, and reliably across multiple platforms without disrupting existing agency operations.

Key Capabilities of Delasoft's Real-Time Data Exchange Framework

- **API-First Architecture:** The platform is built with RESTful APIs and web services that support real-time reads, writes, updates, and acknowledgments across external systems.
- **Event-Driven Integrations:** Real-time triggers and notification services allow the system to push status updates, workflow changes, assignments, and alerts instantly to connected agency systems.
- **Bidirectional Data Sync:** The One-Stop portal can both receive information (e.g., statuses, documents, payment confirmations) and send updates (e.g., new applications, workflow actions) without delays.
- **Secure Transmission:** All data exchanges are encrypted with FIPS 140-3 validated modules and adhere to NIST 800-53 secure interface standards.
- **Support for Legacy and Modern Systems:** Connectors support APIs, secure file transfers, message queues, and integration adapters for agencies using older or specialized systems.
- **Unified Status Tracking:** Even when a permit is processed in an existing agency system, the One-Stop platform displays real-time progress, tasks, and agency decisions to applicants.
- **Scalable Integration Layer:** New agencies, permit types, or systems can be added without re-architecting the platform.
- **Error Handling & Retry Logic:** Automated monitoring ensures reliable delivery and provides audit logs for all data exchanges.

Outcome for West Virginia

The State receives a One-Stop Shop Permitting Portal that remains fully synchronized with agency systems at all times. Applicants see accurate, up-to-the-minute status information, and agencies benefit from streamlined workflows, reduced duplication, and immediate access to shared data—all supported by a secure, modern, and extensible integration framework.

4.2.2.14 Vendor's solution must be ADA compliant and meet the updated federal requirements.

Delasoft's solution is fully ADA compliant and designed to meet all updated federal accessibility requirements, including **WCAG 2.2 AA** and Section 508 standards. Our permitting platform incorporates accessibility best practices throughout design, development, and testing—ensuring that citizens of all abilities can access, understand, and complete permit applications through the One-Stop Shop portal. Delasoft has implemented accessibility-compliant interfaces in multiple statewide permitting deployments for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, and we apply the same rigorous standards for West Virginia.

Key Accessibility Features in Delasoft's Solution

- **WCAG 2.2 AA Compliance:** All screens, forms, dashboards, and interactions meet the latest Web Content Accessibility Guidelines.
- **Keyboard-Only Navigation:** Users can navigate all core functions without the need for a mouse, supporting mobility- and vision-impaired users.
- **Screen Reader Compatibility:** Full ARIA labeling ensures clear interpretation by screen readers such as JAWS and NVDA.
- **High-Contrast & Color-Safe Design:** Compliant color ratios and non-color indicators make content readable for users with visual impairments.
- **Text Resizing & Responsive Layouts:** Interfaces adjust cleanly at various zoom levels and on different devices without loss of functionality.
- **Accessible Forms & Inputs:** Properly labeled fields, error messages, and instructions support assistive technologies and cognitive accessibility.
- **Timed Interaction Flexibility:** Sessions and form interactions respect accessibility timing requirements, allowing additional time where needed.
- **Multimedia Alternatives:** Captions, transcripts, and accessible alternatives are provided for content requiring them.
- **Automated & Manual ADA Testing:** The system is tested using both ADA-compliance tools and manual reviews to validate accessibility across all use cases.

Outcome for West Virginia

By adhering to ADA, WCAG 2.2 AA, Section 508, and the latest federal accessibility mandates, Delasoft ensures the One-Stop Shop Permitting Portal is inclusive, equitable, and accessible for all residents and businesses—supporting the State's commitment to universal access and digital equity.

4.2.2.15 Vendor must provide 3-tier outage reporting.

Delasoft provides a structured **three-tier outage reporting framework** designed to ensure rapid notification, transparent communication, and full alignment with the State's Service Level Agreement (SLA) expectations. Our approach has been successfully implemented in statewide permitting and workflow platforms for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT, where clear and timely outage communication is essential to multi-agency operations. West Virginia will receive the same disciplined, well-defined reporting process.

Delasoft's Three-Tier Outage Reporting Structure

- **Tier 1 – Critical Outage (Full System Unavailability):**
Immediate notification to WVOT and designated agency contacts, followed by continuous updates throughout the incident. Root cause analysis and corrective action reports are provided after service restoration.
- **Tier 2 – Major Degradation (Partial Functionality Impact):**
Prompt reporting to WVOT with details on the affected components, estimated restoration timelines, and mitigation actions. Status updates are sent at scheduled intervals until the issue is resolved.
- **Tier 3 – Minor Incident (Non-Critical or Localized Issue):**
Logged and communicated within agreed-upon SLA windows. Updates are provided as the issue progresses, and a summary is included in routine operational reports.

Additional Commitments

- **Real-time monitoring and automated alerts** ensure early detection of issues across the application, database, and integration layers.
- **Documented incident reports** include event timelines, root cause identification, impact assessment, and permanent remediation steps.
- **WVOT visibility** into outage logs, system health dashboards, and monitoring tools for full transparency.
- **Post-incident review sessions** to evaluate trends, strengthen controls, and enhance system resiliency.

Outcome for West Virginia

This three-tier outage reporting framework ensures consistent, predictable, and transparent communication with WVOT and participating agencies. Delasoft's mature incident management process minimizes downtime, strengthens accountability, and ensures the One-Stop Shop Permitting Portal remains reliable and available to all users.

4.2.2.16 Vendor must provide the State's team with access to a sandbox and production environment early on in the development stage.

Delasoft will provide the State's implementation team with early, full-access availability to both the **sandbox** and **production** environments at no additional cost. This approach promotes transparency, accelerates agency alignment, and enables hands-on validation throughout the development lifecycle. Our methodology—used successfully in statewide permitting deployments for partners such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—ensures the State can observe progress, test functionality, and provide feedback from the earliest stages.

How Delasoft Provides Early Environment Access

- **Early Sandbox Provisioning:** A fully functional sandbox environment will be made available at the beginning of the project, allowing WVOT and agency teams to view prototypes, test early configurations, and collaborate with Delasoft throughout development.
- **Dedicated Production Environment Setup:** The production environment will be established early in the project to support configuration, integration testing, and readiness preparation well before go-live.
- **Continuous Access for State Teams:** WVOT, agency SMEs, and technical staff can log in at any time to monitor progress, review workflows, validate interfaces, and confirm requirements.
- **Role-Based Access Controls:** Access permissions will match user roles (e.g., reviewer, admin, tester) to ensure secure, controlled interaction with the environments.
- **Support for UAT, Integration, and Performance Testing:** The sandbox environment will be used to support structured user acceptance testing, API integration validation, and mock scenarios.
- **Clear Separation of Environments:** Sandbox and production environments will remain isolated to ensure data integrity, security, and adherence to WVOT policies.

- **Environment Documentation:** Delasoft will provide instructions, access guides, environment URLs, and ongoing support for State users.

Outcome for West Virginia

By providing early and continuous access to both sandbox and production environments, Delasoft ensures that the State’s technical and business teams remain fully engaged, informed, and empowered throughout development. This collaborative approach strengthens alignment, accelerates decision-making, and reduces risks leading up to statewide implementation.

4.2.2.17 Vendor must provide a disentanglement plan to the State within 6 months of contract award and maintain compliance with the requirements of ATTACHMENT A.

Delasoft will provide the State of West Virginia with a comprehensive **Disentanglement Plan** within six (6) months of contract award and will ensure ongoing compliance with all requirements outlined in **ATTACHMENT A**. Our approach is based on the disciplined transition strategies we have implemented for statewide permitting and workflow solutions for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT. The plan will enable the State to transition operations—whether to internal teams or to a future vendor—without service disruption, data loss, or degradation of system performance.

Components of Delasoft’s Disentanglement Plan

- **Clear Transition Framework:** A structured roadmap detailing roles, responsibilities, timelines, and activities required to transfer system operations smoothly.
- **Data Extraction & Portability:** Secure export of all State-owned data, including permit records, documents, configuration assets, audit logs, and metadata, in a complete and interoperable format.
- **Source Code & Documentation Access (as applicable):** Delivery of technical documentation, architecture diagrams, deployment scripts, configuration guides, and API specifications to support future management.
- **Knowledge Transfer Sessions:** Hands-on training for WVOT and designated agency teams to ensure they understand system architecture, workflows, integrations, and operational procedures.
- **Third-Party Coordination:** Support for transitioning integrations, APIs, authentication services, and data exchange routines to new platforms or service providers.

- **Minimal Service Disruption:** Policies ensuring uninterrupted service to the public and agencies throughout the transition, with clear SLAs for response and issue resolution.
- **Compliance with ATTACHMENT A:** Full adherence to all disentanglement requirements, including timelines, deliverables, security mandates, and transfer obligations.
- **Final Transition Report:** A closing summary documenting completed tasks, delivered materials, risks addressed, and recommendations for post-transition stability.

Outcome for West Virginia

Delasoft's disentanglement plan ensures that the State retains complete ownership and control of its permitting data, configurations, and operational knowledge. Whether transitioning to internal teams or another service provider, West Virginia receives a structured, secure, and transparent process that protects continuity of service, honors all contractual obligations, and maintains alignment with ATTACHMENT A throughout the lifecycle of the contract.

4.2.2.18 Vendor's solution must include and provide ongoing support and maintenance of the proposed solution for the duration of this contract including updates, bug fixes, etc.

Delasoft's solution includes full **ongoing support, maintenance, updates, enhancements, and bug fixes** for the entire duration of the contract. Our approach is designed to ensure continuous system stability, rapid issue resolution, and alignment with evolving State requirements. We have successfully delivered long-term support and maintenance for statewide permitting platforms for agencies such as WisDOT, ODOT, Louisiana DOTD, SCDOT, and NMDOT—experience that directly informs our support model for West Virginia's One-Stop Shop Permitting Portal.

Core Components of Delasoft's Support & Maintenance Program

- **Help Desk & Ticketing:** Dedicated support channels for WVOT and agency teams, including issue logging, prioritization, tracking, and escalation procedures.
- **Bug Fixes & Hot Patches:** Prompt resolution of defects based on severity, with critical issues addressed immediately and validated through regression testing.

- **Regular System Updates:** Ongoing releases to improve usability, performance, accessibility, workflow flexibility, and compliance with updated requirements.
- **Security Updates & Patch Management:** Continuous application of security patches, vulnerability fixes, and hardening updates in alignment with NIST, FIPS 140-3, and WVOT security expectations.
- **Performance Monitoring:** Automated monitoring of system health, response times, errors, and resource utilization to ensure optimal performance.
- **Annual & Quarterly Enhancements:** Scheduled enhancement cycles to incorporate requested improvements, optimize workflows, or add new features.
- **Integration Maintenance:** Ongoing monitoring and updating of all API connections, data exchanges, and third-party system integrations.
- **Documentation Maintenance:** Continuous updates to technical, user, and administrative documentation as the system evolves.
- **24/7 Incident Response (as required):** Coverage for critical system issues outside normal business hours.
- **State Collaboration:** Regular maintenance planning meetings, operational reviews, and release coordination with WVOT.

Outcome for West Virginia

Delasoft's comprehensive support and maintenance program ensures that the One-Stop Shop Permitting Portal remains secure, reliable, up-to-date, and responsive to the needs of all seven participating agencies. Throughout the contract, West Virginia will receive a continuously improving platform backed by a proven, dependable support team.

4.3.1 GOALS AND OBJECTIVES - THE PROJECT GOALS AND OBJECTIVES ARE LISTED BELOW.

4.3.1. Qualification and Experience Information

Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.1. Proven track record designing, deploying, or supporting permitting platforms for state or local agencies.

Delasoft has over two decades of experience delivering enterprise-grade permitting, licensing, and compliance management systems for state Departments of Transportation, environmental agencies, and public-sector regulatory bodies. Our Permit & Licensing Management solutions are currently in production across multiple U.S. states, supporting high-volume workflows, configurable approval processes, and complex regulatory rulesets. Delasoft's systems consistently achieve high adoption rates, uptime reliability, and measurable process efficiencies for government clients.

4.3.1.2. Experience integrating with legacy systems, portals, and third-party tools using APIs, middleware, and secure data exchange protocols.

We have been integrating and migrating legacy mainframe system for over 20 years. Delasoft routinely integrates new permitting portals with legacy mainframe systems, existing document repositories, GIS platforms, financial systems (e.g., payment gateways), and external regulatory tools. We leverage REST APIs, SOAP services, secure ETL pipelines, and middleware such as MuleSoft and Azure Integration Services to ensure stable and secure communication. Our teams are highly experienced in bi-directional data exchange, real-time synchronization, and phased integration strategies for legacy modernization.

4.3.1.3. Familiarity with scalable, secure cloud platforms (Azure, AWS, Google Cloud) and disaster recovery best practices.

Delasoft solutions are architected to run on Azure, AWS, or hybrid cloud environments with auto-scaling, redundancy, and hardened security configurations. We implement best-practice disaster recovery measures, including geo-redundant storage, automated backups, RTO/RPO alignment with state requirements, and routine failover testing. Our cloud deployments comply with state cybersecurity directives and follow CIS and NIST-aligned security hardening practices. We prefer to use AWS GovCloud for security, instant scalability and disaster recovery on multiple servers around the US.

4.3.1.4. Experience managing sensitive data with encryption, access controls, and audit trails.

Delasoft platforms employ end-to-end encryption (TLS 1.2+ in transit, AES-256 at rest), role-based access controls, and multi-factor authentication. All user interactions and system events are logged with full audit trail capabilities to support compliance, traceability, and

internal/external auditing requirements. Delasoft's secure data handling processes follow industry-standard protocols and align with federal and state cybersecurity regulations.

4.3.1.5. Experience in training in NIST, CIS, FedRAMP, and state-specific security standards, including vulnerability scanning and incident response.

Delasoft's security and engineering teams are trained in NIST 800-53, CIS benchmarks, FedRAMP frameworks, and state cybersecurity policies. Our SDLC includes routine vulnerability scanning, penetration testing, secure code reviews, and incident-response procedures aligned with state-specific reporting protocols. Delasoft maintains a continuous security improvement program with annual training and third-party assessments. We are currently SOC 2 compliant and we're finalizing out SOC 2 certification.

4.3.1.6. Ability to tailor project management approach to agency needs, with tools like Jira, Smartsheet, or Microsoft Project.

Delasoft applies a flexible project management methodology, blending Agile and PMI-based practices to meet agency expectations. We actively use Jira for sprint management, Smartsheet for collaborative tracking, and Microsoft Project for detailed schedule planning and reporting. Our approach allows for transparent progress reporting, risk management, and adaptive planning based on agency feedback.

4.3.1.7. History of successful "train-the-trainer" programs and on-demand training portals for public and internal users.

Delasoft regularly delivers train-the-trainer programs for state agencies, empowering internal staff to lead training sessions across departments. We also provide on-demand video tutorials, searchable knowledge bases, in-application guidance, and public-facing training portals to support continuous learning. Our training model reduces long-term dependency on vendor support and ensures smooth user adoption.

4.3.1.8. Familiarity with uptime guarantees, RTO/RPO metrics, and service-level reporting.

Delasoft adheres to strict SLAs for uptime—typically 99.5% or higher depending on client requirements. Our cloud architectures support defined RTO/RPO targets, and we provide automated system health reporting, performance metrics, and monthly SLA compliance

reports. We collaborate closely with agency IT teams to tailor uptime guarantees and monitoring dashboards.

4.3.1.9. Experience working with multi-agency teams, gathering requirements, and managing change.

It is common for our customers to realize needed changes in forms or process once they see the product in testing. Knowing this we allocate time to make these adjustments in our work schedule. Delasoft has extensive experience leading multi-agency initiatives where diverse stakeholders must align on processes, data sharing standards, and regulatory requirements. Our structured requirements-gathering framework includes workshops, interviews, process mapping, and collaborative validation sessions. We also implement change-management strategies—including communication plans, impact assessments, and phased rollout approaches—to ensure broad stakeholder adoption and minimize disruption.

4.3.2. Mandatory Qualification/Experience Requirements – The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1. Vendor's employees must have security training and Vendor must provide records of such training upon request.

Delasoft meets and exceeds this requirement through a formalized, annually updated security training program mandatory for all employees. Training includes secure coding, data handling, phishing prevention, cloud security, and incident-response procedures aligned with NIST and CIS standards. Delasoft maintains detailed training logs and can provide documentation upon request for audit or compliance verification. Additionally, Delasoft maintains **SOC 2-compliant** security controls as part of our organizational commitment to safeguarding state data.

4.3.2.2. Vendor must highlight training in WCAG 2.1 and Section 508 compliance for public-facing digital services.

Delasoft's UX, development, and QA teams are trained in **WCAG 2.1 AA** and **Section 508** accessibility standards. We apply accessibility best practices throughout the SDLC, including semantic HTML, ARIA roles, color-contrast compliance, keyboard-only navigation, and screen-reader optimization. Our QA process includes automated accessibility scans and manual assistive-technology testing to ensure all public-facing components meet state and federal accessibility mandates. As part of our quality assurance workflow, we perform both **automated accessibility scans** and **manual testing** using assistive technologies. We also leverage the **WAVE (Web Accessibility Evaluation) tool** to identify, verify, and remediate accessibility issues in all public-facing components. This ensures every delivered application meets or exceeds **state and federal accessibility mandates**, providing an inclusive experience for all users.

4.3.2.3. Vendor must show experience aligning solutions with state IT policies, privacy laws, and accessibility mandates.

Delasoft has over 20 years of experience delivering solutions that comply with state IT governance standards, data-privacy regulations, accessibility mandates, and cybersecurity directives. Our permits and licensing platforms support state-specific retention schedules, ADA/Section 508 mandates, NIST-aligned security standards, and compliance with privacy laws such as applicable state data-protection rules. Delasoft routinely collaborates with state CIO offices, cybersecurity teams, and enterprise architects to ensure full alignment with internal policy frameworks.

4.3.2.4. Vendor must demonstrate experience with Vulnerability scanning and reporting, Disaster recovery planning and drills, Encryption standards (e.g., AES-256), Role-based access control (RBAC).

Delasoft conducts continuous vulnerability scanning, including static and dynamic application testing, infrastructure scans, and routine third-party penetration testing. We maintain a structured vulnerability management program with defined SLAs for mitigation and reporting. Our disaster recovery strategy includes documented DR plans, annual failover drills, RTO/RPO alignment, and geo-redundant cloud deployments. All systems use **AES-256 encryption at rest**, **TLS 1.2+ encryption in transit**, and fully configurable **RBAC** to enforce least-privilege access. These controls are reinforced under our **SOC 2-compliant** security framework.

F. REFERENCES

Wisconsin DOT - Robert C. Fasick, P.E. – Statewide Right-of-Way Permits Engineer
Phone Number: (608) 266-3438 | Email: robert.fasick@dot.wi.gov

G. CLOSING STATEMENT

Delasoft Proposed Permitting Solution for the State of West Virginia

The Delasoft platform proposed for the State of West Virginia is designed to seamlessly guide the public to the appropriate starting point for their permitting needs and provide complete end-to-end visibility as each permit progresses through its lifecycle. Delasoft has been building, modernizing, and supporting enterprise permitting systems for state governments for more than 20 years, giving us deep expertise in the complexities of multi-agency workflows, regulatory requirements, and legacy modernization initiatives.

Our solution is fully integrated with ESRI GIS, enabling spatially driven permit initiation, location validation, and map-based tracking for both public users and internal staff. The platform also includes robust mobile capabilities, allowing field staff to continue working even when cellular connectivity is unavailable—ensuring uninterrupted inspections, data collection, and field operations.

Over the past year, Delasoft has completed an internal evaluation of how our permitting framework can support a wide range of State Departments, including Commerce, Environmental, Health, Forestry, Revenue, and Tourism. The platform's flexible configuration model allows it to be tailored to each agency's requirements while maintaining a unified, statewide permitting architecture.

For Transportation-related needs, Delasoft provides a fully developed suite of permitting products, including modules supporting Outdoor Advertising, Right-of-Way, Utility, Driveways and Oversize/Overweight operations. All permit data is accessible through a secure SQL database as well as within integrated ESRI GIS maps, providing a unified and transparent view of active and historical permits.

Delasoft also brings extensive experience in modernizing legacy and mainframe applications, having successfully migrated numerous systems for state agencies over the past two decades. For existing permitting applications that West Virginia intends to retain, we can enhance those systems by integrating missing capabilities such as mobile functionality, ESRI mapping, workflow improvements, and modern user interfaces.

Our goal is to provide West Virginia with a modern, scalable, and highly configurable statewide permitting platform—supported by proven technology, decades of public-sector experience, and a commitment to helping agencies streamline operations while improving service delivery to citizens and businesses.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP SEC26*001

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)

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

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DOLASOFT INC
Company

[Signature]
Authorized Signature

12/3/25
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012

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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.

DDA Soft Inc.
Company

[Signature]
Authorized Signature

12/3/25
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012

ADDITIONAL INFORMATION**REQUEST FOR PROPOSAL**

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code 5A-3-10b, for the West Virginia Department of Administration, Office of the Cabinet Secretary, (hereinafter referred to as the "Agency") to provide a One-Stop-Shop Permitting Portal for the State of West Virginia, per the attached documentation.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time plus three (3) convenience copies of each to the Purchasing Division. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

INVOICE TO	SHIP TO
SECRETARYS OFFICE BLDG 1 RM E119 1900 KANAWHA BLVD E CHARLESTON WV 25305 US	DEPARTMENT OF ADMINISTRATION OFFICE OF THE SECRETARY 1900 KANAWHA BLVD E, BLDG 1 RM E119 CHARLESTON WV 25305-0120 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	One-Stop-Shop Permitting Portal -State of West Virginia				

Comm Code	Manufacturer	Specification	Model #
43232408			

Extended Description:

See attached Cost Sheet - Attachment A.

Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

**** Online responses have been prohibited for this solicitation. See Section 6, BID SUBMISSION in the CRFP for more information. *****

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical questions due by 3:00 pm	2025-11-03

REQUEST FOR PROPOSAL

CRFP SEC2600000001 - One-Stop-Shop Portal

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SECTION 1: GENERAL INFORMATION

1.1. Introduction:

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code §5A-3-10b, for the WV Department of Administration – Office of Technology, (hereinafter referred to as the "Agency") to provide a One-Stop-Shop Permitting Portal for the State of West Virginia.

The RFP is a procurement method in which vendors submit proposals in response to the request for proposal published by the Purchasing Division. It requires an award to the highest scoring vendor, rather than the lowest cost vendor, based upon a technical evaluation of the vendor's technical proposal and a cost evaluation. This is referred to as a best value procurement. Through their proposals, vendors offer a solution to the objectives, problem, or need specified in the RFP, and define how they intend to meet (or exceed) the RFP requirements.

REQUEST FOR PROPOSAL
CRFP SEC2600000001 - One-Stop-Shop Portal

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING BIDS

Instructions begin on next page.

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain **mandatory** provisions identified by the use of the words "**must**," "**will**," and "**shall**." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PRE-BID MEETING:** The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the **mandatory** pre-bid meeting. Failure to attend the **mandatory** pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions **must be submitted on or before the date listed below and to the address listed below to be considered.** A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Submitted emails should have the solicitation number in the subject line. Question

Submission Deadline: Monday, November 3, 2025 by 3:00 p.m. EST

Submit Questions to: Tara Lyle, Buyer Supervisor
2019 Washington Street, East Charleston, WV 25305
Fax: (304) 558-3970
Email: Tara.L.Lyle@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wvOASIS*, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wvOASIS* at its sole discretion. Such a prohibition will be contained and communicated in the *wvOASIS* system resulting in the Vendor's inability to submit bids through *wvOASIS*. The Purchasing Division will not accept bids or modification of bids via email. Bids submitted by facsimile will be time-stamped as received after all pages have been fully printed. Please ensure facsimiles are started early enough to be delivered in full by the time and date deadline or they will be marked late and will not be evaluated.

Bids submitted in paper, facsimile, or via wvOASIS must contain a signature. Failure to submit a bid in any form without a signature will result in rejection of your bid.

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Tara Lyle, Buyer Supervisor

SOLICITATION NO.: CRFP SEC2600000001

BID OPENING DATE: November 20, 2025

BID OPENING TIME: 1:30 p.m.

FAX NUMBER: 304-558-3970

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division 2019 Washington Street East
Charleston, WV 25305-0130

Fax: 304-558-3970

For Request for Proposal (“RFP”) Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus three (3) convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery or via delivery by mail).

Bid Opening Date and Time: November 20, at 1:30 p.m. EST

Bid Opening Location:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. **ALTERNATE MODEL OR BRAND:** Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand **shall** clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items **may** be grounds for rejection of a Vendor's bid.

This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6.2, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

12. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor **must** be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

13. **UNIT PRICE:** Unit prices **shall** prevail in cases of a discrepancy in the Vendor's bid.

14. **PREFERENCE:** Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.7.

16. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

17. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.

18. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.6. and § 148-1-6.3.

19. **WITH THE BID REQUIREMENTS:** In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.7. This authority does not apply to instances where state law mandates receipt with the bid.

20. **EMAIL NOTIFICATION OF AWARD:** The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wvOASIS* or the Purchasing Division's website to determine when a contract has been awarded.

21. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that **shall** form the basis of a contractual agreement. **Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid.** Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation *may result* in bid disqualification.

REQUEST FOR PROPOSAL
CRFP SEC2600000001 - One-Stop-Shop Portal

SECTION 3: GENERAL TERMS AND CONDITIONS

Terms and conditions begin on next page.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of the Vendor's Offer, creating a Contract by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. ORDER OF PRECEDENCE: This Contract is made up of the following documents, to be construed in the following Order:

- 2.1. The State's General Terms and Conditions, First Priority
- 2.2. Any State Addenda or Attachments, Second Priority
- 2.3. The State's Request for Proposal Document, Third Priority
- 2.4. Vendor's Bid Response, Fourth Priority
- 2.5. Any Additional Vendor Documents or Addenda, Fifth Priority

3. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

3.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

3.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

3.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

3.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

3.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

3.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

3.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

3.8. “State” means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

3.9. “Vendor” or “Vendors” means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

4. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of Three (3) Years. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

the contract will continue for _____ years;

the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

One-Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Construction/Project Oversight: This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

Other: Contract Term specified in _____

5. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

6. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One-Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

Construction: This Contract is for construction activity more fully defined in the specifications.

7. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

8. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

9. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

Commercial General Liability Insurance in at least an amount of: \$1,000,000.00 per occurrence.

Automobile Liability Insurance in at least an amount of: \$1,000,000.00 per occurrence.

Professional/Malpractice/Errors and Omission Insurance in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

Commercial Crime and Third Party Fidelity Insurance in an amount of: _____ per occurrence.

Cyber Liability Insurance in an amount of: \$5,000,000.00 per occurrence.

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.

Pollution Insurance in an amount of: _____ per occurrence.

Aircraft Liability in an amount of: _____ per occurrence.

10. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

11. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

12. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

\$10,000 per day _____ for each day the portal fails to be live after Jan. 1, 2027.

Liquidated Damages Contained in the Specifications.

Liquidated Damages Are Not Included in this Contract.

13. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

14. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

15. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

16. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

17. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

18. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract and will lead to payment delays and rejection of payment documents. Invoices provided must provide charges and pricing that is consistent with the final Contract.

19. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

20. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials, workmanship, or services provided do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b, and as set forth in West Virginia Code § 5A-3-62.

21. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

22. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

23. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, Office of Technology Policies, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, Office of Technology Policies, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

24. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

25. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

26. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

27. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon, this includes, but is not limited to electronic "click-through" acceptance of Vendor's forms or a third-party's forms.

28. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

29. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

30. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

31. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

32. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

33. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

34. ANTITRUST: In submitting a bid to, signing a contract with, or accepting an Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

35. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

36. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

37. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

38. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

39. CONFLICT OF INTEREST: Vendor, its officers, members, or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members, and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc. Any reports identified in the specifications.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

41. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

47. DISENTANGLEMENT CLAUSE: The purpose of this provision is to ensure an orderly, efficient, and secure transition of services, data, and responsibilities from the Contractor to the State or a successor service provider at the expiration or termination of this Agreement, without disruption to State operations. Upon notice of termination or expiration of this Agreement, the Contractor shall fully cooperate with the State and any successor contractor to ensure a smooth transition. The Contractor shall provide all reasonable assistance requested by the State, including but not limited to:

- Transition planning and coordination meetings;
- Delivery of current documentation, system configurations, inventories, and as-built diagrams in a format mutually agreed to between the State and the Contractor;
- Continuation of services during the transition period; and
- Transfer of operational knowledge and best practices.

The Contractor shall continue providing services, at the same level of quality and responsiveness, for a transition period designated by the State, if necessary, not to exceed 6 months following termination or expiration, unless otherwise agreed to in writing. The State shall compensate the Contractor for such continued services at the rates specified in this Agreement. Within 30 days of contract termination or expiration, the Contractor shall return to the State all State data, including backups, metadata, and configurations, in a mutually agreed, machine-readable format. The Contractor shall certify in writing that all State data has been permanently deleted from Contractor and subcontractor systems in accordance with State-approved data destruction policies.

All deliverables, configurations, system documentation, runbooks, and other materials developed or used to perform the contracted services that are necessary for the continued operation of the system shall be delivered to the State. The Contractor shall not withhold or restrict access to such materials for any reason, including the existence of disputes or unpaid invoices. The Contractor shall provide the State and any successor contractor with reasonable access to personnel, systems, facilities, and documentation as needed to perform transition activities. The Contractor shall ensure that all subcontractors comply with these same requirements.

The Contractor shall ensure that there is no degradation or interruption of services during the transition period. Any failure to maintain service levels during the transition shall be considered a material breach of contract.

Within 90 days of contract execution, the Contractor shall provide a draft Disentanglement and Transition Plan for State approval. The plan shall describe processes, timelines, roles, and resources necessary to transition services with minimal disruption.

The Contractor shall bear all costs associated with meeting its disentanglement obligations unless otherwise specified. Costs for optional transition support beyond the defined scope may be negotiated at the State's discretion.

The Contractor shall coordinate with the State to maintain continuity of operations throughout the transition, including compliance with all security, privacy, and regulatory requirements until all State data and operations are fully transitioned.

The Contractor shall provide data export utilities, schema documentation, and API access to facilitate migration to another provider. All data formats and interfaces must remain accessible and documented through the end of the transition period.

48. SUBCONTRACTOR LIST SUBMISSION: For the purposes of Information Technology Contracts, the Vendor must provide a list of Subcontractors that the Vendor intends to utilize in order to fulfill this Contract. Any Subcontractor or entity outside of the Vendor who will be performing work under this Contract or will have access to any State data, information, or the State network during the performance of this Contract must be submitted prior to Contract Award. This list will be provided to the West Virginia Office of Technology for review and approval prior to Contract execution to confirm the State's security needs. The Office of Technology reserves the right to reject any proposed Subcontractors on this list, and to provide a cancellation request to the Purchasing Division and the Agency regarding any cybersecurity, privacy, or other Office of Technology policy concerns that are unable to be addressed by the Vendor.

a. Required Information. The subcontractor list must contain the following information:

- i. Bidder's name
- ii. Name of each subcontractor
- iii. Identification of the work each subcontractor will provide toward the project and/or access they will be granted during this project.
- iv. Any additional information which would assist the WV Office of Technology in evaluating the Subcontractor

b. Subcontractor List Submission Form: The subcontractor list may be submitted in any form, including the attached form, as long as the required information noted above is included. If any information is missing from the bidder's subcontractor list submission, it may be obtained from other documents such as bids, emails, letters, etc. that accompany the subcontractor list submission.

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) CHRIS OAM
(Address) 92 RADS WAY NEW CASTLE DE 1972
(Phone Number) / (Fax Number) 608 628 1617 SUITE 200
(email address) CHRIS.OAM@DDASOFT.COM

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 a binding 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.

DDASOFT INC
(Company)
Jay West
(Signature of Authorized Representative)
JAY WEST, VP
(Printed Name and Title of Authorized Representative) (Date)
386-214-5164
(Phone Number) (Fax Number)
JAY.WEST@DDASOFT.COM
(Email Address)

REQUEST FOR PROPOSAL

CRFP SEC2600000001 - One-Stop-Shop Portal

SECTION 4: PROJECT SPECIFICATIONS

4.1. Background and Current Operating Environment: This project will create a portal for West Virginia's One Stop Shop Permitting Program, as described in House Bill 2002, passed during the 2025 Legislative Session. This portal should provide a public-facing dashboard where those wishing to do business in the State can go to identify and apply for the necessary permits, licenses, and other approvals needed to start and maintain business opportunities within the State. Per the Enacting Statute, WV Code §5A-13-1 et seq., this program must incorporate and include the permitting, licensing, and approvals of the following agencies currently:

- The Department of Commerce;
- The Department of Environmental Protection;
- The Office of Environmental Health Services;
- The Department of Revenue, except the Lottery, Lottery Commission, and the Division of Financial Institutions;
- The Department of Tourism, The Department of Transportation, except the Division of Motor Vehicles; and
- The Secretary of State.

4.2. Project Goals and Mandatory Requirements: The intent of this program is to revolutionize and streamline West Virginia's permitting system by creating an online dashboard for processing and tracking permits for construction, economic development, infrastructure, and natural resource projects. The goal of this solicitation is to acquire a contract for the development, creation, and implementation of a permitting portal system, that will facilitate the intent of the program through effective workflows and user-friendly access to permitting information, applications, and tracking.

The State requires a solution that can be adjusted to meet the growing and changing needs of the State. The State anticipates additional agencies may desire to participate in the solution in the future, the solution must be flexible and scalable to adapt to increased requirements in future years.

West Virginia needs a solution in this area that is dynamic, capable of managing the permitting process and streamlining workflows, but also flexible, customizable, and expandable to encompass additional agencies and permits as necessary in the future. Vendor should describe its approach and methodology to provide the service or solve the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

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4.2.1. Goals and Objectives – The project goals and objectives are listed below.

4.2.1.1 Vendors should provide a methodology and explain in detail how they would develop and create a user-friendly dashboard interface with public-facing, and internal agency components as a One-Stop-Shop Permitting Portal.

4.2.1.2 Vendors should describe how they would implement a flexible and secure Role-Based Access Control system.

4.2.1.3 Vendors should explain how they will design a user-friendly, and responsive interface that tracks applications through the approval process and the ability to apply for additional permits or other licenses as needed.

4.2.1.4 Vendors should describe how the solution assists public users through the application process, the vendor should implement an intelligent, interactive assistant (AI) or automated tool embedded within the public dashboard.

4.2.1.5 Vendors should explain how the solution would implement a dynamic and transparent tracking system within the public dashboard that would provide public users with up-to-date visibility into the status and progress of their applications throughout the approval workflow.

4.2.1.6 Vendors should explain how the solution will implement a robust session management and draft-saving system for mid-process applications.

4.2.1.7 Vendors should describe how the solution implements a transparent and dynamic time-tracking module within the public dashboard.

4.2.1.8 Vendors should explain how the proposed solution implements a mobile-friendly, offline-capable inspection module that allows field inspectors to work seamlessly without network connectivity, then queue those for automatic upload once connected to a network.

4.2.1.9 Vendors should explain how the solution is accessible with mobile devices for both public and agency users, the system should be designed with an approach that ensures full functionality, usability, and performance across mobile devices such as smartphones and tablets.

4.2.1.10 Vendors should describe how the solution implements a flexible and user-controlled notification system. The system should allow users to be able to sign up for and receive workflow notifications throughout the process through email, mobile phone, or both as the individual chooses.

4.2.1.11 Vendors should explain how the solution includes a flexible, secure, and user-friendly form and document management module with the ability to upload documents or create fillable forms for certain permits as needed.

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- 4.2.1.12** Vendors should demonstrate strategic implementation of the tool for both agencies and public users, vendors should showcase their ability to seamlessly integrate with existing portals and permitting systems while enhancing functionality, accessibility, and user experience.
- 4.2.1.13** Vendors should demonstrate how their solution would provide effective data security and protection, alongside ongoing support, maintenance, and adjustment of the program and dashboard to meet changing needs.
- 4.2.1.14** Vendors should demonstrate a comprehensive, flexible, and secure approach that supports interoperability, minimizes disruption, and enhances operational efficiency.
- 4.2.1.15** Vendors should provide a clear, strategic recommendation regarding integration vs. replacement of existing agency systems, along with a realistic implementation timeline that aligns with the statutory deadline outlined in W.Va. Code §5A-13-1 et seq., which mandates full implementation of the One-Stop-Shop Permitting Program by **January 1, 2027**.
- 4.2.1.16** Vendors should describe their approach on how to implement a “train-the-trainer” model, the vendor should deliver a structured, scalable training program that equips key agency users with the knowledge, tools, and confidence to train others effectively.
- 4.2.1.17** Vendors should describe how the solution provides a comprehensive, accessible, and self-paced learning platform like on-demand that supports both agency users and constituents after implementation.
- 4.2.1.18** The State currently uses Google and Microsoft products for core functions like email, calendar, and meetings, vendors should ensure their solution is compatible and interoperable with these platforms to streamline adoption and maximize productivity.
- 4.2.1.19** Vendors should explain how the solution can be adjusted to meet the growing and changing needs of the State. The State anticipates additional agencies may desire to participate in the solution in the future, the platform should be able to evolve alongside the State’s operational, technical, and organizational growth, flexible and scalable to adapt to increased requirements in future years.
- 4.2.1.20** Vendors should demonstrate commitment to high system availability, transparent maintenance practices, and rapid recovery protocols with downtime and planned maintenance windows being outside of business hours.
- 4.2.1.21** Vendors’ solution must include a description of the project management approach and relevant tools to be utilized.

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4.2.1.22 Vendor should be able to integrate with the State's Single Sign-On Solution.

4.2.1.23 Vendor's pricing page should provide a total and complete implementation and build out cost, and should identify any milestone payment expectations. Vendor's pricing page should also provide proposed annual licensing costs, hosting costs, maintenance costs, and other cost breakdowns.

4.2.1.24 Vendor should guarantee that all work on this project will be performed in the United States. Use of technology to communicate with countries banned by the Federal Government is prohibited.

4.2.1.25 Vendor should provide constituents access to a digital wallet for payment, refund, and license/permit management.

4.2.2. Mandatory Project Requirements – The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor shall describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

4.2.2.1 Vendors must provide a solution for the development and creation of a one-stop shop permitting portal.

4.2.2.2 Vendors' solution must outline a structured, transparent, and collaborative methodology that ensures timely delivery, stakeholder alignment, and quality assurance throughout the implementation lifecycle.

4.2.2.3 Vendor must agree to and meet all data security requirements identified by the Office of Technology, for the entirety of the project, including initial meetings, information gathering, development, and other preliminary stages.

4.2.2.4 Vendor's proposed solution must meet FedRAMP requirements.

4.2.2.5 Vendor must ensure all state Data is encrypted at rest and during transit. Encryption must meet FIPS 140-3 standard.

4.2.2.6 Vendor is responsible for ensuring any subcontractors utilized in this project are identified and reported to the WV Office of Technology and that such subcontractors (if applicable) always maintain compliance with the State's data security requirements. The Contractor may not assign, transfer, or subcontract any portion of the contract without the State's prior written consent.

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- 4.2.2.7** Vendor's security controls must be in accordance with the NIST 800-53 standard. Vendor must provide evidence of this upon request
- 4.2.2.8** Vendor must demonstrate how the solution implements a proactive, transparent, and standards-based security program that ensures system integrity and compliance with state cybersecurity expectations. Solution must provide security vulnerability scanning and routine reports of such testing of the system to the Office of Technology at routine intervals and upon request.
- 4.2.2.9** Vendor must commit to a clearly defined time period for addressing critical vulnerabilities, aligned with industry standards and state cybersecurity expectations.
- 4.2.2.10** The vendor must implement a resilient, secure, and verifiable strategy that ensures business continuity and data integrity in alignment with the State's expectations and the Service Level Agreement (SLA) and implement and maintain a comprehensive backup and disaster recovery plan.
- 4.2.2.11** Vendor's solution must be able to be migrated into one of the State's existing cloud tenants after full development.
- 4.2.2.12** Vendor must make the project management interface available and accessible to the State's implementation team at no additional cost
- 4.2.2.13** Vendor's solution must provide a real-time data exchange.
- 4.2.2.14** Vendor's solution must be ADA compliant and meet the updated federal requirements.
- 4.2.2.15** Vendor must provide 3-tier outage reporting.
- 4.2.2.16** Vendor must provide the State's team with access to a sandbox and production environment early on in the development stage.
- 4.2.2.17** Vendor must provide a disentanglement plan to the State within 6 months of contract award and maintain compliance with the requirements of ATTACHMENT A.
- 4.2.2.18** Vendor's solution must include and provide ongoing support and maintenance of the proposed solution for the duration of this contract including updates, bug fixes, etc.

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4.3. Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

4.3.1. Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.1. Vendors should highlight a Proven track record designing, deploying, or supporting permitting platforms for state or local agencies.

4.3.1.2. Vendors should present experience integrating with legacy systems, portals, and third-party tools using APIs, middleware, and secure data exchange protocols.

4.3.1.3. Vendors should describe Familiarity with scalable, secure cloud platforms (e.g., Azure, AWS, Google Cloud) and disaster recovery best practices.

4.3.1.4. Vendors should explain their experience managing sensitive data with encryption, access controls, and audit trails.

4.3.1.5. Vendors should highlight experience in training in NIST, CIS, FedRAMP, and state-specific security standards, including vulnerability scanning and incident response.

4.3.1.6. Vendors should explain their Ability to tailor project management approach to agency needs, with tools like Jira, Smartsheet, or Microsoft Project for example.

4.3.1.7. Vendors should show a history of successful “train-the-trainer” programs and on-demand training portals for public and internal users.

4.3.1.8. Vendors should demonstrate familiarity with uptime guarantees, RTO/RPO metrics, and service-level reporting.

4.3.1.9. Vendors should explain experience working with multi-agency teams, gathering requirements, and managing change.

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4.3.2. Mandatory Qualification/Experience Requirements – The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1. Vendor’s employees must have security training and Vendor must provide records of such training upon request.

4.3.2.2. Vendor must highlight training in WCAG 2.1 and Section 508 compliance for public-facing digital services.

4.3.2.3. Vendor must show Experience aligning solutions with state IT policies, privacy laws, and accessibility mandates.

4.3.2.4. Vendor must demonstrate experience with Vulnerability scanning and reporting, Disaster recovery planning and drills, Encryption standards (e.g., AES-256), Role-based access control (RBAC).

4.4. Oral Presentations (Agency Option): The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

Materials and Information Requested at Oral Presentation:

4.4.1. Virtual presentation to committee outlining proposal, methodology, and providing an informal project demo.

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SECTION 5: VENDOR PROPOSAL

- 5.1. Economy of Preparation:** Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.
- 5.2. Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3. Proposal Format:** Vendors should provide responses in the format listed below:
- 5.3.1. Two-Part Submission:** Vendors must submit proposals in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.
 - 5.3.2. Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.
 - 5.3.3. Table of Contents:** Clearly identify the material by section and page number.
 - 5.3.4. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.

Proposal Submission: All proposals (both technical and cost) must be submitted to the Purchasing Division **prior** to the date and time listed in Section 2, Instructions to Vendors Submitting Bids as the bid opening date and time.

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SECTION 6: EVALUATION AND AWARD

- 6.1. Evaluation Process:** Proposals will be evaluated in two parts by a committee of three (3) or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. The Vendor who demonstrates that it meets all of the mandatory specifications required, attains the minimum acceptable score and attains the highest overall point score of all Vendors shall be awarded the contract.
- 6.2. Evaluation Criteria:** Proposals will be evaluated based on criteria set forth in the solicitation and information contained in the proposals submitted in response to the solicitation. The technical evaluation will be based upon the point allocations designated below for a total of 70 of the 100 points. Cost represents 30 of the 100 total points.

Evaluation Point Allocation:

Project Goals and Proposed Approach (§ 4.2)	
- Approach & Methodology to Goals/Objectives (§ 4.2.1)	25 Points Possible
- Approach & Methodology to Compliance with Mandatory Project Requirements (§ 4.2.2)	15 Points Possible
Qualifications and experience (§ 4.3)	
- Qualifications and Experience Generally (§ 4.3.1)	10 Points Possible
- Exceeding Mandatory Qualification/Experience Requirements (§ 4.3.2)	5 Points Possible
<u>(Oral interview, if applicable) (§ 4.4)</u>	<u>15 Points Possible</u>
<u>Total Technical Score:</u>	<u>70 Points Possible</u>
<u>Total Cost Score:</u>	<u>30 Points Possible</u>
<u>Total Proposal Score: 100 Points Possible</u>	

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- 6.3. Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.
- 6.4. Technical Evaluation:** The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.
- 6.5. Proposal Disqualification:**
- 6.5.1. Minimum Acceptable Score (“MAS”):** Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.
 - 6.5.2. Failure to Meet Mandatory Requirement:** Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.
- 6.6. Cost Bid Opening:** The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

The Purchasing Division reserves the right to disqualify a proposal based upon deficiencies in the technical proposal even after the cost evaluation.

- 6.7. Cost Evaluation:** The Agency evaluation committee will review the cost proposals, assign points in accordance with the cost evaluation formula contained herein and make a final recommendation to the Purchasing Division.

Cost Evaluation Formula: Each cost proposal will have points assigned using the following formula for all Vendors not disqualified during the technical evaluation. The lowest cost of all proposals is divided by the cost of the proposal being evaluated to generate a cost score percentage. That percentage is then multiplied by the points attributable to the cost proposal to determine the number of points allocated to the cost proposal being evaluated.

Step 1: $\text{Lowest Cost of All Proposals} / \text{Cost of Proposal Being Evaluated} = \text{Cost Score Percentage}$

Step 2: $\text{Cost Score Percentage} \times \text{Points Allocated to Cost Proposal} = \text{Total Cost Score}$

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Example:

Proposal 1 Cost is \$1,000,000
Proposal 2 Cost is \$1,100,000
Points Allocated to Cost Proposal is 30

Proposal 1: Step 1 – $\$1,000,000 / \$1,000,000 =$ Cost Score Percentage of 1 (100%)
Step 2 – $1 \times 30 =$ Total Cost Score of 30

Proposal 2: Step 1 – $\$1,000,000 / \$1,100,000 =$ Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – $0.909091 \times 30 =$ Total Cost Score of 27.27273

- 6.8. Availability of Information:** Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

DOLASOFT INC.
(Company)

Jay West Owner
(Representative Name, Title)

386-214-5164
(Contact Phone/Fax Number)

12/3/21
(Date)

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Attachment A: Cost Sheet

Category	Description	Unit/Qty	Rate	Total Cost
Implementation Fee	One-time setup, configuration, onboarding, and training	1		
Annual License Fee	Recurring license for platform usage	1 year		
Maintenance	System updates, and ongoing maintenance	1 year		
Unlimited Users	Platform access for unlimited internal/external users	Included		
Customer Support	Email/chat support, knowledge base, ticketing system	1 year		
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year		
Internal Users	Staff/admin access across agencies	500	Included	
External Users	Public-facing portal for applicants, businesses, and citizens	Unlimited	Included	
Data Migration	Import of legacy digital data into new system		\$X.XX/GB	
Paper to Digital Migration	Scanning, digitization, and indexing of paper records		\$X.XX/unit	

At least one agency will require full digital transition

Optional Add-Ons

Add-On	Description	Rate	Total Cost
Agency Expansion	Support for onboarding additional agencies beyond initial 9	\$X.XX/agency	
Onboarding Additional Agencies	API connections to third-party systems (e.g., CRM, payment gateways)	\$X.XX/system	
Creating additional custom workflows	Automated alerts for users and admins	\$X.XX/year	
License/Permit Types	Configuration of multiple license/permit workflows in addition to initial setup	\$X.XX/type	
E-Signature Integration	Digital signatures for applications and approvals	\$X.XX/year	
Storage	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	\$X.XX/TB/year	

Suggested Payment Schedule

Milestone	% of Total	Due Upon
Contract Signing & Kickoff	10%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties
Completion of System Configuration	25%	After configuration and initial testing
Data Migration & Agency Onboarding	25%	After successful migration and agency setup
Go-Live & User Training	20%	Upon go-live and completion of training
Final Acceptance & Warranty Start	20%	30 days post go-live, after issue resolution

Vendor Name: DDAS/FT INC
 Authorized Signature: [Signature]
 Date: 12/2/25