



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
**Contract**

Order Date: 09-06-2024

CORRECT ORDER NUMBER MUST APPEAR  
 ON ALL PACKAGES, INVOICES, AND  
 SHIPPING PAPERS. QUESTIONS  
 CONCERNING THIS ORDER SHOULD BE  
 DIRECTED TO THE DEPARTMENT  
 CONTACT.

<b>Order Number:</b>	CCT 1400 1400 AGR2100000003 12	<b>Procurement Folder:</b>	883157
<b>Document Name:</b>	USAFOODSAFETY Software Maintenance & Support	<b>Reason for Modification:</b>	Change Order No. 4 To Renew Contract
<b>Document Description:</b>	Change Order No 4 USAFOODSAFETY Maintenance & Support		
<b>Procurement Type:</b>	Central Contract - Fixed Amt		
<b>Buyer Name:</b>	Larry D McDonnell		
<b>Telephone:</b>	304-558-2063		
<b>Email:</b>	larry.d.mcdonnell@wv.gov		
<b>Shipping Method:</b>	Best Way	<b>Effective Start Date:</b>	2021-07-01
<b>Free on Board:</b>	FOB Dest, Freight Prepaid	<b>Effective End Date:</b>	2025-06-30

VENDOR		DEPARTMENT CONTACT	
<b>Vendor Customer Code:</b>	VS0000017785	<b>Requestor Name:</b>	Jonathan P Adkins
PRECISE SOFTWARE SOLUTIONS INC 1445 RESEARCH BLVD STE 500		<b>Requestor Phone:</b>	(304) 558-2202
ROCKVILLE MD 20850-6109 US		<b>Requestor Email:</b>	jadkins@wvda.us
<b>Vendor Contact Phone:</b>	301-340-1418	<div style="font-size: 48px; font-weight: bold;">2025</div> <div style="font-size: 24px; font-weight: bold;">FILE LOCATION</div>	
<b>Extension:</b>			
<b>Discount Details:</b>			
<b>#1</b>	No 0.0000 0		
<b>#2</b>	Not Entered		
<b>#3</b>	Not Entered		
<b>#4</b>	Not Entered		

INVOICE TO	SHIP TO
PROCUREMENT OFFICER 304-558-2221 AGRICULTURE DEPARTMENT OF ADMINISTRATIVE SERVICES 1900 KANAWHA BLVD E CHARLESTON WV 25305-0173 US	AUTHORIZED RECEIVER 304-558-2202 AGRICULTURE DEPARTMENT OF INFORMATION TECHNOLOGY DIVISION 163 GUS R DOUGLAS LN, BLDG 1 CHARLESTON WV 25312 US

9-9-24 66

<b>Total Order Amount:</b>	\$133,894.32
----------------------------	--------------

Purchasing Division's File Copy

MKP 09/06/2024

<b>PURCHASING DIVISION AUTHORIZATION</b> DATE: <i>Tanya 9/6/2024</i> ELECTRONIC SIGNATURE ON FILE	<b>ATTORNEY GENERAL APPROVAL AS TO FORM</b> DATE: <i>John L. Gray</i> ELECTRONIC SIGNATURE ON FILE	<b>ENCUMBRANCE CERTIFICATION</b> DATE: <i>9-9-24</i> ELECTRONIC SIGNATURE ON FILE
---	--	---

**Extended Description:**

Change Order No 4

Issued to renew the current contract according to all specifications, terms and conditions, and renewal pricing contained in the original contract including all authorized change orders.

Effective Dates: 07/01/2024 - 06/30/2025

0 Renewals Remaining

All provisions of the original contract and subsequent change order not modified herein shall remain in full force and effect.

No other changes.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81112200	0.00000		0.000000	\$31,862.64
<b>Service From</b>	<b>Service To</b>	<b>Manufacturer</b>		<b>Model No</b>	
2021-07-01	2022-06-30				

**Commodity Line Description:** USAFOODSAFETY Maintenance & Support Year One

**Extended Description:**

USAFOODSAFETY Maintenance & Support Year One

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	81112200	0.00000		0.000000	\$5,647.19
<b>Service From</b>	<b>Service To</b>	<b>Manufacturer</b>		<b>Model No</b>	
2022-03-14	2022-04-08				

**Commodity Line Description:** Support Hours

**Extended Description:**

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
3	81112200	0.00000		0.000000	\$31,862.64
<b>Service From</b>	<b>Service To</b>	<b>Manufacturer</b>		<b>Model No</b>	
2022-07-01	2023-06-30				

**Commodity Line Description:** USAFOODSAFETY Maintenance & Support Year Two

**Extended Description:**

USAFOODSAFETY Maintenance & Support Year Two

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
4	81112200	0.00000		0.000000	\$31,862.64
<b>Service From</b>	<b>Service To</b>	<b>Manufacturer</b>		<b>Model No</b>	
2023-07-01	2024-06-30				

**Commodity Line Description:** USAFOODSAFETY Maintenance & Support Year Three

**Extended Description:**

USAFOODSAFETY Maintenance & Support Year Three

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
5	81112200	0.00000		0.000000	\$32,659.21
Service From	Service To	Manufacturer	Model No		
2024-07-01	2025-06-30				

**Commodity Line Description:** USAFOODSAFETY Maintenance & Support Year Four

**Extended Description:**

USAFOODSAFETY Maintenance & Support Year Three

# West Virginia Department of Agriculture

Kent A. Leonhardt, Commissioner  
Joseph L. Hatton, Deputy Commissioner



22 May 2024

Precise Software Solutions, Inc  
Attn: Drew Polulak  
1445 Research Blvd., Ste. 500  
Rockville, MD 20850-6109

## RE: CCT 1400 AGR210000003 – USAFOODSAFETY Maintenance & Support

The West Virginia Department of Agriculture is offering to renew the above-referenced contract under the same terms and conditions, pricing, and specifications as the current contract and all subsequent change orders, if applicable. The renewal dates are July 1, 2024, through June 30, 2025. If your company agrees to this renewal, please fill out and sign the renewal letter and return to my attention no later than June 3, 2024.

Please let me know if you have any questions.

Sincerely

*Alan Clemans*

Alan Clemans, CFO / Director  
Administrative Services Division

*We agree to new the contract for the period as stated above under the same terms and conditions and pricing as the original contract and any change orders thereto.*

DocuSigned by:

*Jacira Boggon*

ABFAB2E804B74FD...

6/13/2024

Name/Signature

Date

Jacira Boggon

Senior Contracts Manager

Title

February 9, 2021  
**Updated: 4/13/2021**

RE: West Virginia Department of Agriculture

Jonathan Adkins  
Director – Information Technology  
West Virginia Department of Agriculture  
163 Gus R. Douglass Lane  
Charleston, WV 25312

Jonathan Adkins,

Please accept this quotation from Precise Software Solutions (Precise), UBI: UF001064111001, for the maintenance, support, and hosting services for the 7/1/2021 until and 6/30/2022. We are presenting this statement of work based on the services provided by the Association of Food and Drug Officials (AFDO) Full Applications Lifecycle Management Support, System Integration Service, and Organizational Assessment Services for USA Food Safety (AFDO-19-001) contract associated terms and conditions as well as the State's terms and conditions. As outlined in this Maintenance and Support, we propose providing the West Virginia Department of Agriculture (WVDA) a baseline block of hours for State Maintenance Support Baseline and Help Desk Support Baseline support that is currently needed by every state.

Please review the information provided below and let me know if you have any questions or need any additional information.

Thank you for the opportunity to present our services to the West Virginia Department of Agriculture.

Precise is very pleased to provide these services to WVDA. If you have any questions, please contact:

Drew Polulak  
1445 Research Blvd. Suite #500  
Rockville, MD 20850  
Office: 717-723-3359  
Drew.Polulak@AFDO-Support.com  
StateContracts@precise-soft.com

## Maintenance and Support

The US Food and Drug Administration (FDA) provided funding through a cooperative agreement with the AFDO to support the underlying infrastructure of the USAFoodSafety (USFS) with one vendor, to develop master contracts, and to facilitate collaboration between states. FDA funding provides support to AFDO for the costs of the procurement and support of the underlying systems. WVDA would be responsible for funding the state specific support for the USAFoodSafety application that includes: WVDA configuration, enhancements, and help desk support.

The number of supported users significantly varies from state to state. The contractual mechanism to successfully support state-specific programs contained within USFS must be scalable to the size of the user community within each participating state. The amount of support that each state will require is dependent on several factors. Some of these include unique configurations of the environment, any additional security requirements required by the state, system integrations, integration with different credit card providers, and the size of the user base needing support.

To align with the AFDO contract, we will be providing a baseline block of hours for maintenance and help desk support needed by WVDA. In the event WVDA is needing additional support above the baseline maintenance and help desk level, funding can be procured by the process described and at rates indicated in the AFDO contract.

**Service Period: 7/1/2021- 6/30/2022**

**State Maintenance Support Baseline:**

Our maintenance release schedule will include agreed upon change requests in a structured methodology and process. We will provide a major release during the period of performance (POP) and provide emergency releases for any critical production issues. These emergency releases will be tested and deployed as needed.

Using this approach, our dedicated team will carefully coordinate with the AFDO Project Manager, User Group Governing Council, and WVDA Point of Contact (POC) to prioritize and complete the requested work items within the allocated hours. These hours will be used for any state touch points from our team to plan/discuss the state specific deployments and configuration, state specific monthly meetings, and state backlog grooming/break fix/enhancements. We will provide utilization reports of State backlog grooming/Break Fix/Enhancements to AFDO and WVDA on a monthly basis to ensure that the hours are properly planned for and consumed within the annual period of performance. Any unallocated unused hours will expire at the end of the annual POP.

State Maintenance Support Baseline	Annual Number of Hours
State Specific Deployments and Configuration	100 hours
State Specific Monthly Meetings	35 Hours
State backlog grooming/Break Fix/Enhancements	65 hours
<b>Total State Maintenance Support Baseline</b>	<b>200 hours</b>

For workload planning purposes, within the first 120 days of the period of performance, the state will need to request the Precise PM to review the request item(s) for inclusion of the item(s) to be completed within the current POP.

**State Help Desk Support Baseline:**

Precise will establish and maintain a help desk ticket tracking system to record and manage incident tickets and monitor SLA goals. The cloud-based JIRA Service Desk is leveraged based on its rich features, flexibility, integration capabilities, and cost. The State Help Desk Support Baseline will be used to support the help desk needs for the state. This includes any item that is reported and researched for the specific state. To clarify, help desk hours may not be used for maintenance work items. Any unused hours will expire at the end of the annual POP.

Help Desk Support Baseline	Included Number of Hours
State Help Desk Support Baseline	50 hours

The Help Desk will provide a single POC for issue tracking and resolution for support requests. Our Help Desk team will work in conjunction with our subject matter experts (SMEs) to identify solutions and ensure a timely incident response and resolution to any issues or needs identified. All problem calls will be logged and tracked by the help desk representative through resolution. Our Tier-1 support service will be available from 8:00 a.m. to 5:00 p.m. EST on business workdays.

**Additional Support/Enhancements**

Precise will provide additional support and/or software enhancements at the rate outlined in the *Pricing & Deliverables* section. For specific enhancements, we will provide an estimate, confirm the scope with WVDA, and invoice it as a fixed-price statement of work (SOW). Any changes to this SOW will be mutually agreeable and made via Change Order first approved by the Agency and AFDO. Unused enhancement hours will carry over from year-to-year.

## Service Level Agreement (SLA)

Precise will follow our ITIL-based problem management process to provide responsive and proactive operations support and meet SLAs defined in the AFDO contract. The below outlines the SLAs and our proposed resolution plan.

Level of Severity	Description	Initial Response	Resolution plan
<b>Severity Level 1 (Critical)</b>	Incident (a) renders the Contractor provided application un-Available, substantially un-Available or seriously impacts normal business operations, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.	1 hour	Resolution within 4 hours for fixes without code changes. Incidents that extend for multiple days, update notification intervals with the AFDO PM and State POC will be mutually agreed upon. Resolution with emergency release upon AFDO PM prioritization and approval for fixes requiring code changes
<b>Severity Level 2 (High)</b>	Incident that is characterized by the following attributes: the Incident (a) does not render the Contractor provided application un-Available or substantially unavailable, but a function or functions are not Available, substantially Available or functioning as they should, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.	1 hour	Resolution within 1 business day for fixes without code changes. Incidents that extend for multiple days, update notification intervals with the AFDO PM and State POC will be mutually agreed upon. Resolution with emergency release upon AFDO PM prioritization and approval for fixes requiring code changes
<b>Severity Level 3 (Medium)</b>	Incident that is characterized by the following attributes: the Incident causes a group or individual to experience an Incident with accessing the Contractor provided application or a key feature thereof and a reasonable workaround is not available, but does not prohibit the execution of productive work.	2 hours	Resolution with maintenance release upon AFDO PM prioritization and approval for fixes requiring code changes
<b>Severity Level 4 (Low)</b>	Incident that is characterized by the following attributes: the Incident reflects that a group or individual requires guidance in the proper use of the system.	4 hours	Resolution with maintenance release upon AFDO PM prioritization and approval for fixes requiring code changes

If AFDO or WVDA needs to escalate an incident for which a resolution has not been provided and/or has not been addressed in a timely or appropriate manner, the below describes our escalation path of communication. The AFDO PM will also be notified and kept up to date and we will assign a lead support and/or technical resource to coordinate and oversee resolution of such defect or request. In this scenario, resolution efforts will be communicated through daily emails and/or calls. If these escalation procedures fail to produce a satisfactory resolution, the executive advisor will discuss a corrective action plan to resolve the timeliness of correcting defects or requests.

Escalation Level	Contact
Level 1	State Outreach Coordinator, Katie Gaughan
Level 2	Project Manager, Ashley Wright
Level 3	Executive Advisor, Drew Polulak
Level 4	Precise President & CEO, Zhensen Huang



## Pricing & Deliverables

Description	Amount	Acceptance Criteria
<b>State Maintenance Support Baseline</b>	\$31,862.64	Start of the period of performance.
Period of Performance 7/1/2021- 6/30/2022		
<b>Total Amount</b>	\$31,862.64	

### Assumptions:

- a. Precise will provide additional support and/or software enhancements at the rate of \$131.33 per hour.
- b. The production release schedule will be dependent on state and current vendor availability.
- c. To align the out-year costs with the AFDO contract this will include a yearly 2.5% escalation on Maintenance Support Baseline, hosting, and enhancement rates.

### STATEMENT OF WORK APPROVAL

The signature below acknowledges and confirms WVDA's agreement/approval to proceed with the statement of work.

WVDA

By

Jonathan Adkins

Name

Chief Information Officer

Title

06/23/2021

Date

You are viewing this page over a secure connection. Click here for more information.

## West Virginia Secretary of State — Online Data Services

### Business and Licensing

Online Data Services Help

### Business Organization Detail

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

### PRECISE SOFTWARE SOLUTIONS, INC.

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C   Corporation	4/3/2020		4/3/2020	Foreign	Profit			

Organization Information		
<b>Business Purpose</b>	5182 - Information - Data Processing, Hosting, and Related Services - Data Processing, Hosting and Related Services	
<b>Charter County</b>	<b>Capital Stock</b>	
<b>Charter State</b>	MD	<b>Control Number</b>
<b>At Will Term</b>	<b>Excess Acres</b>	
<b>At Will Term Years</b>	<b>Member Managed</b>	
<b>Authorized Shares</b>	<b>Par Value</b>	
	<b>Young Entrepreneur</b>	No

<b>Addresses</b>	
<b>Type</b>	<b>Address</b>
<b>Local Office Address</b>	1455 RESEARCH BLVD SUITE 500 ROCKVILLE, MD, 20855
<b>Mailing Address</b>	1455 RESEARCH BLVD SUITE 500 ROCKVILLE, MD, 20854 USA
<b>Notice of Process Address</b>	REGISTERED AGENT SOLUTIONS, INC. 200 CAPITAL STREET CHARLESTON, NY, 25301
<b>Principal Office Address</b>	1445 RESEARCH BLVDD SUITE 500 ROCKVILLE, MD, 20850 USA
<b>Type</b>	<b>Address</b>

<b>Officers</b>	
<b>Type</b>	<b>Name/Address</b>
<b>President</b>	ZHENSEN HUANG 11505 BIG PINEY WAY POTOMAC, MD, 20854
<b>Type</b>	<b>Name/Address</b>

<b>Annual Reports</b>	
<b>Filed For</b>	
2024	
2023	
2022	
2021	
<b>Date filed</b>	

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

Friday, September 6, 2024 — 1:30 PM

© 2024 State of West Virginia

## Keyword Search

For more information on how to use our keyword search, visit our help guide

Simple Search

Search Editor

Any Words i

All Words i

Exact Phrase i

e.g. 123456789, Smith Corp

"precise software solutions inc" ×

Entity ∨

Location ∨

Status ∧

Active

Inactive

Reset ↻



## No matches found

Your search did not return any results for active records.

Would you like to include inactive records in your search results?

Search inactive

Go back

# COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

<i>Purchasing Division Use:</i> Buyer: <u>TR</u> Date: <u>9/6/24</u>  Solicitation No. <u>CO#4 renew</u> # Backdate - agency/PO made document back into DRAFT due to Friend. Agency forgot to resubmit. TR	Agency: WV Dept of Agriculture  Procurement Officer Submitting Requisition: Laryssa Hoskins  Requisition No. CCT AGR21*3  PF No.: 883157
--	--

This checklist **MUST** be completed by a state agency's designated procurement officer and submitted with the Purchase Requisition to the Purchasing Division. The purpose of the checklist is to verify that an agency procurement officer has obtained and included required documentation necessary for the Purchasing Division to process the requisition without future processing disruptions. At the agency's preference, the agency **MUST** either submit the checklist by attaching it to the requisition's Header **OR** by placing it in the requisition's Procurement Folder.

## FOR ALL SOLICITATION TYPES:

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
1	Specifications and Pricing Page included	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Use of correct specification template	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Use of correct requisition type [CRQS → CCT or CPO] or [CRQM → CMA]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Use of most current terms and conditions ( <a href="http://www.state.wv.us/admin/purchase/TCP.pdf">www.state.wv.us/admin/purchase/TCP.pdf</a> )	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Maximum budgeted amount in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Suggested vendors in wvOASIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Capitol Building Commission pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financing (Governor's Office) pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Fleet Management Division pre-approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**FOR CHANGE ORDERS/RENEWALS:**

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

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

*For Purchasing Division Use Only:*

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

Signature: Tara