



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

State of West Virginia
Contract

Order Date: 07-27-2026

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

Order Number:	CCT 0513 2752 OIG2700000001 1	Procurement Folder:	2007802
Document Name:	FRAUD CASE MANAGEMENT SYSTEM	Reason for Modification:	
Document Description:	FRAUD CASE MANAGEMENT SYSTEM		
Procurement Type:	Central Sole Source		
Buyer Name:	Crystal G Hustead		
Telephone:	(304) 558-2402		
Email:	crystal.g.hustead@wv.gov		
Shipping Method:	Best Way	Effective Start Date:	2026-07-24
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2027-07-23

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: VS0000053104 IGNYTE GROUPCA 12130 MILLENNIUM DR STE 300 LOS ANGELES CA 90094 US Vendor Contact Phone: 4436992557 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>Not Entered</td><td></td><td></td></tr><tr><td>#3</td><td>Not Entered</td><td></td><td></td></tr><tr><td>#4</td><td>Not Entered</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	Not Entered			#3	Not Entered			#4	Not Entered			Requestor Name: Sandra K Bailey Requestor Phone: 304-352-0812 Requestor Email: sandra.k.bailey@wv.gov 2027 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	Not Entered																				
#3	Not Entered																				
#4	Not Entered																				

INVOICE TO	SHIP TO
OFFICE OF INSPECTOR GENERAL 1900 KANAWHA BLVD EAST BLDG 6, SUITE 817 CHARLESTON WV 25305 US	OFFICE OF INSPECTOR GENERAL 1900 KANAWHA BLVD EAST BLDG 6, SUITE 817 CHARLESTON WV 25305 US

CR 7-31-26

Total Order Amount: \$309,380.00

Purchasing Division's File Copy

CA 7/27/26

PURCHASING DIVISION AUTHORIZATION DATE: 7/3/26 ELECTRONIC SIGNATURE ON FILE	ATTORNEY GENERAL APPROVAL AS TO FORM DATE: 8-6-26 ELECTRONIC SIGNATURE ON FILE	ENCUMBRANCE CERTIFICATION DATE: 8-6-26 ELECTRONIC SIGNATURE ON FILE
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Extended Description:

The vendor, Ignyte GroupCA (GSA MAS Contract GS-35F-488DA) agrees to enter with the West Virginia Office of Inspector General, into a contract for the purchase of a fraud management system per the attached documentation.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	43231500	0.00000		0.000000	\$309,380.00
Service From	Service To	Manufacturer		Model No	
2026-07-24	2027-07-23				

Commodity Line Description: Business function specific software

Extended Description:

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 this Contract made 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. 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.

2.1. "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.

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

2.3. "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.

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

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

2.6. "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.

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

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

2.9. "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.

3. 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 one (1) year. 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 ^{one (1)} 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 ^{three (3)} page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

4. 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.

5. 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.

6. 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 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.

7. 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.

8. 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 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☒ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \$1,000,000 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 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.

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9. 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.

10. 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.

11. 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:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. 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.

13. 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.

14. 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.

15. 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.)

16. 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.

17. 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.

18. 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.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied 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.

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

21. 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.

22. 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, 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, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. 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.

24. 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.

25. 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.

26. 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.

27. 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.

28. 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.

29. 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.

30. 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.

31. 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.

32. 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.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a 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.

34. 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.

35. 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.

36. 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.

37. 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.

38. CONFLICT OF INTEREST: Vendor, its officers or 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.

39. 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.

☐ 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.

40. 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.

41. 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. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

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.

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.

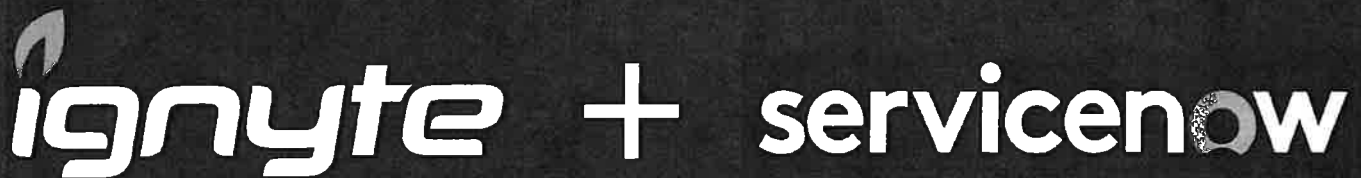
(Printed Name and Title) Aria Shariati
(Address) 12130 Millennium Dr., No. 300, Los Angeles, California 90094
(Phone Number) / (Fax Number) (213) 271-5433
(email address) Aria@ignytegrou.com and Legal@ignytegrou.com

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

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

IgnyteGroupCA

(Company) Aria Shariati
(Signature of Authorized Representative)
Aria Shariati CFO/CLO May 6th 2026
(Printed Name and Title of Authorized Representative) (Date)
(213) 271-5433
(Phone Number) (Fax Number)
Aria@ignytegrou.com and Legal@ignytegrou.com
(Email Address)



STATEMENT OF WORK FOR

West Virginia Office of the Inspector General – Investigative Case Management Solution

IgnyteGroupCA

Date Prepared: May 11, 2026



PREPARED FOR
Michael Taylor

Office of Inspector General
Investigations & Fraud Management
Division

State Capitol Complex
Building 6, Suite 817
Charleston, WV 25305518-474-5407
michael.w.taylor@wv.gov

SUBMITTED BY

IgnyteGroupCA

12130 Millennium Dr. No. 300
Los Angeles, CA 90094

GSA Schedule Contracts

GS-35F-488DA

UEI: TZ5JY14NKUK6

CAGE Code: 7HQ68

Tax ID: 47-1950073

Points of Contact

Lucy Breidenbach

(Primary Contact)

Account Executive

(443) 699-2557

lucy@ignitegroup.com

Cover Letter

May 11, 2026

Attention:

Michael Taylor

Dear Mr. Taylor,

On behalf of IgnyteGroupCA, we are pleased to submit this Statement of Work (SOW) for the implementation of an Investigative Case Management (ICM) solution for the West Virginia Office of Inspector General (WV OIG), Investigations and Fraud Management Division.

Ignyte is a ServiceNow Elite Partner and trusted provider of cloud-based, mission-critical solutions for federal, state, and local government agencies. We were the first firm to deploy Generative AI on ServiceNow in the public sector and are the recipient of ServiceNow's 2026 Americas Partner Award for US State and Local Government; distinctions that reflect our deep commitment to delivering impactful, compliant technology solutions for agencies like yours.

We understand that WV OIG's IFM Division manages over 4,100 referrals annually across SNAP, TANF, Medicaid eligibility, and other social services programs, relying on disparate, manual processes that create risk, inefficiency, and gaps in oversight. Our pre-built ICM solution, built on the ServiceNow Government Community Cloud (GCC) platform with an active FedRAMP High Authorization to Operate (ATO), is purpose-built to address exactly these challenges. It will provide your investigators, supervisors, and leadership with a secure, unified platform for case intake, evidence management, workflow automation, AI-assisted reporting, and full audit trail capabilities.

This SOW reflects the scope, pricing, timeline, and terms discussed with your team. We have structured it to be straightforward and ready for execution, and we welcome any questions or revisions you may have prior to signature.

We are committed to making this implementation a success for OIG and are ready to move quickly to meet your procurement timeline. Please don't hesitate to contact me directly at any time.

Sincerely,

A handwritten signature in black ink, appearing to be 'J. Taylor', is written below the 'Sincerely,' text.

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Section 1 – Background and Purpose

The West Virginia Office of Inspector General (WV OIG), Investigations and Fraud Management (IFM) Division, requires a secure, cloud-based Investigative Case Management (ICM) system to replace current manual and disparate processes. The Agency received over 4,100 referrals during State Fiscal Year 2025 and requires a modern platform to support fraud detection, investigation tracking, evidence management, and full case lifecycle management.

IgnyteGroupCA. ("Ignyte") will implement the ICM solution on the ServiceNow Government Community Cloud (GCC) platform, which holds an active FedRAMP High Authorization to Operate (ATO). The solution will comply with CJIS Security Policy, FedRAMP High, HITECH, and HIPAA requirements as specified in the original solicitation (CRFP OIG2600000001).

Section 2 – Scope of Work

Ignyte will deliver the ICM solution in five phases over an estimated 16-week engagement with an estimated project kickoff on *June 1, 2026*.

Phase 1: Project Initiation & Discovery (Weeks 1–2)

- Project kickoff meeting with OIG stakeholders and Ignyte delivery team
- Environment setup and provisioning of ServiceNow GCC instance
- Requirements workshops with OIG to confirm workflows, roles, data structures, and configuration priorities
- RBAC role matrix development and approval by OIG
- Review and finalization of project plan, communication plan, and change control process
- Confirmation of integration scope (Google Workspace, MMIS, state financial systems, law enforcement databases as applicable)
- CJIS Security Awareness Training completion for all Ignyte personnel with system access

Deliverables: Project plan, requirements documentation, approved RBAC role matrix, confirmed integration scope

Phase 2: Configuration & Build (Weeks 3–10)

Ignyte will configure and build the following capabilities on the ServiceNow GCC platform:

Platform Foundation & Security

- ServiceNow GCC instance configuration (FedRAMP High, CJIS, HITECH compliant)
- Role-Based Access Control (RBAC) based on least privilege principles
- Multi-factor authentication (MFA) and session timeout controls
- FIPS 140-3 encryption at rest and in transit
- Immutable audit trail and on-demand log export
- Incident Response Plan (IRP) aligned to CJIS §5.10 and NIST

- Admin self-service table management (fields, labels, validation rules, picklists, alerts)

Case Lifecycle Management

- Case intake portal; structured intake for complaints, referrals, and leads.
- Unique case identifier (auto-assigned upon case creation)
- Case assignment, status monitoring, and investigator workload management
- Case notes with immutable timestamped entries
- Approval workflows for case status changes, memos, and reports
- Ad hoc memo and report generation with OIG-configurable templates (exportable as PDF and DOCX)
- Subpoena, subject, and witness management within case records
- Advanced search across structured and unstructured case data with auditable export
- File management and data retention controls

Evidence Management

- Evidence records with chain-of-custody tracking (collector, date/time, transfer log, current custodian)
- Virtual evidence locker with check-in/check-out functionality
- Document, image, video, and audio evidence storage (PDF, DOCX, XLSX, PPTX, TXT, JPG, PNG, TIFF, MP3, MP4, WAV)
- Thumbnail/first-page preview for documents; open-only for audio/video files

Entity Management

- Entity and subject tracking within case records -- persons, organizations, and related entities linked directly to individual cases
- Cross-case entity linkage and connection detection for fraud pattern identification

Analytics, Reporting & AI

- Role-based dashboards (investigator, supervisor, administrator)
- Caseload and assignment tracking by investigator, team, and division
- Standardized federal and state compliance reports (fraud statistics, investigative results, audit-ready documentation)
- AI-assisted investigation memo and case summary generation (Now Assist on GCC)
- Automated task and assignment alerts and notifications

Document Management

- Document upload, storage, search, and retrieval for all required file formats
- Bulk download and export with access controls and audit logging
- Spell check and word processor functions throughout all narrative fields

- Original file metadata preservation and chain-of-custody integrity

System Integrations *(scope to be confirmed with OIG during Phase 1)*

- Google Workspace (Gmail, Docs) integration
- RESTful API / HL7 / FHIR / XML data exchange framework
- Medicaid Management Information System (MMIS) and state financial systems integration
- Law enforcement database integration (NCIC / Nlets) — as applicable; subject to CJIS compliance controls

Deliverables: Fully configured non-production (development/test) environment, integration build, configuration documentation

Phase 3: Testing (Weeks 11–12)

- System Integration Testing (SIT) — Ignyte-led; validates all configured functionality
- User Acceptance Testing (UAT) — OIG-led; Ignyte available to answer questions and resolve issues within scope
- UAT issue tracking, prioritization, and defect remediation
- Breach notification procedure testing
- Disaster Recovery Plan (DRP) validation (RTO ≤24 hours, RPO ≤1 hour)
- UAT sign-off by OIG prior to production migration

Deliverables: SIT results, UAT execution support, defect resolution log, UAT sign-off document

Phase 4: Training, Go-Live & Stabilization (Weeks 13–16)

Ignyte will deliver tailored training to OIG staff using the ADDIE methodology (Analyze, Design, Develop, Implement, Evaluate), followed by production deployment and a post go-live stabilization period:

Training & Knowledge Transfer

- Role-based instructor-led training for investigators, supervisors, and administrators
- Administrator training — embedded knowledge transfer throughout implementation; OIG admins trained to make system changes (dashboards, workflows, reports, user management) independently post go-live
- Train-the-trainer session — OIG designated trainer(s) equipped to onboard future staff
- Computer-based training modules — self-paced, role-specific, reusable
- User manuals and administrator guides — stored within or linked from the platform; updated with system changes

- No limit on number of designated admin users — Ignyte will train all individuals OIG designates

Go-Live & Stabilization

- Production migration and go-live
- Post go-live hypercare support — Ignyte team remains actively engaged following go-live to triage issues, answer questions, and ensure smooth adoption
- Weekly status reporting throughout engagement

Deliverables: Training materials, recorded training sessions, user manuals, administrator guide, knowledge base documentation, production system, go-live sign-off, hypercare support, project closeout documentation

Section 3 – Pricing and Payment Schedule

Pricing assumes OIG will issue a purchase order against Carahsoft's GSA contract for ServiceNow platform licenses and against Ignyte's GSA contract (GS-35F-488DA) for implementation services.

Year 1 – Base Year

Line Item	Type	Amount
ServiceNow GCC Platform Licenses — 30 users, FedRAMP High	Annual (recurring)	\$84,981.36
Ignyte ICM Implementation & Configuration	One-time, fixed fee	\$309,380.00
Year 1 Total		\$394,361.36

Payment Schedule

ServiceNow Platform Licenses – via Carahsoft GSA

Milestone	Trigger	Amount
Year 1 License Invoice	Purchase Order Executed with Carahsoft	\$84,981.36

License invoice issued by Carahsoft upon PO execution. Payment due within 30 days of invoice. Out-year license renewals invoiced annually on contract anniversary date.

Ignyte Implementation Services – Fixed Price

Deliverable	Activity	Invoice Date	%	Amount
Deliverable 1 - Project Kickoff	Executed SOW and purchase order received Kickoff meeting completed with all OIG stakeholders; roles, responsibilities, and timeline confirmed Project plan and communication plan delivered Requirements workshops scheduled; OIG subject matter experts identified and available CJIS Security Awareness Training completed for all Ignyte personnel requiring system access	07/24/2026	5%	\$15,469.00
Deliverable 2 - Configuration Complete (Partial)	Dev/test environment provisioned on ServiceNow GCC (FedRAMP High) Case intake portal built and functional in non-production environment Investigative workflows, case routing, and assignment logic configured Role-based access control (RBAC) and MFA configured per approved role matrix Dashboards and reports built for investigator, supervisor, and administrator roles Evidence management and virtual evidence locker configured with chain-of-custody tracking Data migration from CSV source files completed Configuration documentation delivered	08/01/2026	15%	\$46,407.00
Configuration Complete (Post-UAT Acceptance)	OIG completes review of configured dev/test environment	08/15/2026	15%	\$46,407.00

All UAT feedback incorporated and resolved

Written acceptance of non-production environment issued by OIG

Deliverable 3 - Integration Build Complete (Partial)	All confirmed integrations built and functional in non-production environment (Google Workspace, MMIS, state financial systems, law enforcement databases as applicable) SIT results delivered and all defects resolved Defect resolution log closed and delivered to OIG	08/01/2026	15%	\$46,407.00
Integration Build Complete (Post-UAT Acceptance)	OIG executes written UAT sign-off confirming all integrations function as required SIT results delivered and all defects resolved Defect resolution log closed and delivered to OIG	08/29/2026	15%	\$46,407.00
Deliverable 4 - Training & Go-Live	Production deployment complete; all users provisioned and active Role-based instructor-led training delivered to all investigator, supervisor, and administrator user groups Administrator knowledge transfer complete; OIG admins trained to manage dashboards, workflows, and users independently Train-the-trainer session completed with designated OIG trainer(s) User manuals, administrator guide, and training materials delivered and uploaded to system Go-live sign-off executed by OIG	09/06/2026	15%	\$46,407.00
Deliverable 5 - Hypercare Stabilization	Ignyte team actively engaged post go-live; all reported issues triaged and resolved	09/20/2026	20%	\$61,876.00

System confirmed stable in
production environment

Post go-live status report
delivered documenting system
performance and resolved issues

Project closeout documentation
delivered; final sign-off by OIG

Total

100% \$309,380.00

All Ignyte invoices will reference GSA contract number GS-35F-488DA and the applicable task order number. Invoices issued to finance@ignytegroup.com. Payment terms are Net 30 from receipt of invoice.

Out-Years (Years 2-4)

Out-year pricing will be developed in collaboration with ServiceNow and presented separately. Option years will reflect annual licensing renewal costs.

Section 4 – Assumptions & Dependencies

- ServiceNow GCC licenses are available and provisioned prior to the start of Phase 2 configuration work.
- Ignyte assumes light data migration — source data is limited to structured records from CSV files. Complex migration from legacy databases requires a Change Order.
- OIG will provide Ignyte with timely written access (admin role) to all non-production ServiceNow instances and production instance as required for go-live.
- OIG will designate a Project Sponsor and core project team — including a primary point of contact, subject matter experts, and designated admin users — and ensure their availability throughout the engagement.
- OIG is responsible for planning, developing test cases, and executing UAT. Ignyte will support UAT with issue resolution within scope.
- OIG is responsible for all end-user business communications (e.g., go-live announcements).
- OIG will provide timely access to required security personnel, existing system documentation, and agency procedures to support ATO-related activities.
- Integration scope (MMIS, NCIC/Nlets, state financial systems) will be confirmed during Phase 1 discovery. Any integration complexity beyond what is scoped in this SOW will require a Change Order.
- Delivery is fully remote. If OIG requests onsite visits, travel will be scheduled in advance and billed as Other Direct Costs at cost.
- All work will be performed during normal business hours, Monday–Friday, 8AM–5PM ET, excluding federal holidays.

- If Phase 1 discovery determines that the Phase 2 level of effort is materially greater than estimated in this SOW, a Change Order will be required.
- OIG sign-off on deliverables is required within five (5) business days of notification by Ignyte that a deliverable has been completed. Failure to respond within five business days will be considered acceptance.
- Ignyte may utilize subcontractors to perform work under this SOW as necessary.

Section 5 – Team Structure

This engagement is structured as a fixed-price delivery under Ignyte's GSA Multiple Award Schedule contract (GS-35F-488DA, SIN 54151S). The total fixed price of \$309,380 covers all labor, resources, and activities required to deliver the scope defined in Section 2 of this SOW for Ignyte services. Ignyte certifies that all labor rates applicable to this engagement are at or below Ignyte's current GSA schedule ceiling rates.

Ignyte will assign the following key personnel to this engagement:

- Project Manager: PMP certified
- Technical Lead: CISSP or CISM certified; NIST SP 800-53 / CJIS experience; FedRAMP GCC environment experience
- ServiceNow Developer 1: ServiceNow certified
- ServiceNow Developer 2: ServiceNow certified
- UI/UX Design Lead: Government technology implementation experience

Staffing mix and utilization will be confirmed during Phase 1 discovery. Copies of certifications available upon request by OIG.

Section 6 – Change Order Process

Any changes to the scope, timeline, or cost of this SOW must be documented in a written Change Order signed by both Ignyte and OIG prior to commencement of any additional work. Changes may include, but are not limited to, integrations not confirmed during Phase 1, data migration complexity beyond CSV files, additional user licenses, or new requirements identified after Phase 1 discovery. Ignyte will provide a written estimate of the impact to schedule and cost for OIG review before any Change Order is executed.

This process also provides a flexible path for future expansion. For example, if OIG wishes to expand the solution to additional users or parts of the agency, adding licenses is straightforward and any additional services can be scoped and priced at that time through a Change Order.

Section 7 – Terms and Conditions

IgnyteGroupCA accepts and agrees to the terms and conditions set forth by the West Virginia Office of Inspector General, including all applicable attachments and addenda previously

executed between the parties.

By signing below, both parties agree to the terms and conditions set forth in this Statement of Work.

IgnyteGroupCA

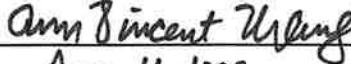
Signature: 

Printed Name: Alex Johnson

Title: Chief Revenue Officer

Date: July 9, 2026

West Virginia Office of Inspector General

Signature: 

Printed Name: Ann Urling

Title: Inspector General

Date: 7/9/2026