



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

## Header 2

List View


### General Information | Contact | Default Values | Discount | Document Information

Procurement Folder: 536470

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0313

Vendor ID:  

SO Doc ID: DEP1900000019

Legal Name: RASIA INC

Published Date: 2/11/19

Alias/DBA:

Close Date: 2/26/19

Total Bid: \$2,747,100.00

Close Time: 13:30

Response Date:  

Status: Closed

Response Time:

Solicitation Description:

Total of Header Attachments: 2

Apply Default Values to Commodity Lines

View Procurement Folder



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

State of West Virginia  
 Solicitation Response

Proc Folder : 536470  
 Solicitation Description : Lucee Software Support  
 Proc Type : Central Contract - Fixed Amt

| Date issued | Solicitation Closes    | Solicitation Response        | Version |
|-------------|------------------------|------------------------------|---------|
|             | 2019-02-26<br>13:30:00 | SR 0313 ESR02211900000003842 | 1       |

| VENDOR                    |
|---------------------------|
| VS0000017430<br>RASIA INC |

Solicitation Number: CRFQ 0313 DEP1900000019

Total Bid : \$2,747,100.00      Response Date: 2019-02-22      Response Time: 02:05:54

Comments:

**FOR INFORMATION CONTACT THE BUYER**  
 Jessica S Chambers  
 (304) 558-0246  
 jessica.s.chambers@wv.gov

|                   |        |      |
|-------------------|--------|------|
| Signature on File | FEIN # | DATE |
|-------------------|--------|------|

All offers subject to all terms and conditions contained in this solicitation

| Line | Comm Ln Desc           | Qty       | Unit Issue | Unit Price      | Ln Total Or Contract Amount |
|------|------------------------|-----------|------------|-----------------|-----------------------------|
| 1    | Lucee or Equal Support | 110.00000 | HOUR       | \$24,750.000000 | \$2,722,500.00              |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111811  |              |               |         |

**Extended Description :** Lucee or Equal Server Support, Application Development Support, and CFML Conversion from Adobe Cold Fusion to Lucee Support for one (1) year. Up to 110 hours total for all listed support. This will be paid by our hourly rate.

| Line | Comm Ln Desc            | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|-------------------------|-----|------------|------------|-----------------------------|
| 2    | Lucee or Equal Training |     |            |            | \$24,600.00                 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 86132201  |              |               |         |

**Extended Description :** Lucee or Equal Training - two (2) day, eight (8) hours per day online instructor guided training. Approximately twenty-one (21) attendees.

**RASIA:**  
**LUCEE OR EQUAL SERVER SUPPORT**

PREPARED FOR

**WEST VIRGINIA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION**

## Overview

West Virginia Department of Environmental Protection (Customer) is or will be using Lucee Server for various programmatic and web-based projects, and has requested training and technical support services.

Rasia, Inc. is a US-based corporation, and offers Lucee-centered support and professional services. This quote includes scope of work and fees for Lucee or Equal Server Support.

## Lucee and CFML Support

### Lucee or Equal Server Support Contract

With the purchase of this Support Contract, the Customer is entitled to the following products and services:

|                        |                 |
|------------------------|-----------------|
| Support tickets        | 110             |
| Priority Level         | 2               |
| Maximum response times | 48 hours        |
| Lucee Bug fixes        | ✓               |
| Deployment Advice      | ✓               |
| How-To Instruction     | ✓               |
| Best Practice Advice   | ✓               |
| Code reviews           | ✓               |
| <b>Annual fee</b>      | <b>\$24,750</b> |

Any Lucee-related support request from Customer is covered by this Support Contract. This can include (but is not limited to) setup and configuration, Lucee operation and best practice guidance, code examples, and Lucee bug tracking and correction.

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### **Using support tickets**

With this Support Plan Customer has purchased a specific amount of support tickets - each support ticket covers up to 1 hour support time from Rasia. Every unique support request, once completed, will cost at least one support ticket. Rasia will continue to offer paid, direct support until Customer has used up all of their support tickets, at which time Customer is free to purchase more support tickets or let their support agreement lapse. There is no association between the time needed to complete a ticket and the number of support tickets.

### **Calculating support tickets**

Tickets are charged for each support request. Each support request costs at least one support ticket. Additional tickets are charged when Rasia's support staff spend 15 minutes over the base hour. See examples below:

- **1 Support ticket:** A support request that takes less than one hour to complete
- **2 Support tickets:** A support request that takes longer than one hour, but less than 2 hours to complete.

For support requests that will take more than 8 hours to complete, Customer will receive an estimate of time necessary to complete the request and work will begin only upon Customer's approval and acceptance of the written estimate.

### **Support request logging and tracking**

Customers can request support via email, telephone or via their web-based support portal (provided by Rasia). Each support request will get listed in the Customer's web-based support portal, with answers provided via phone, email and/or web-based support portal. A regularly updated total of available support tickets will be available in each client's support portal.

### **Support request response time**

Customers who log a support request will get a response acknowledging the request within 1 business day (not including holidays or weekends). Work on the response will commence within 1 business days.

### **Support Contract Fees**

This Support Contract costs \$24,750.

### **Support Ticket Lifecycle**

Support tickets included in the Support Plans are redeemable for one calendar year from receipt of the signed Support Contract. Any unredeemed support tickets at the end of this calendar year are non-refundable and non-transferable.

## Rasia Team Qualifications

The Rasia team is perfectly matched to the needs of WV DEP. Our team includes contributors to the Lucee, Railo, and Apache Tomcat, and all members are deeply experienced at performance tuning and problem solving for clients including Apple, Scientific American, CSX, Helsana, NATO and many more.

The Rasia team has a cumulative total of over 30 years at both:

1. Developing applications using Lucee/Railo and conversions from Adobe Coldfusion to Railo, and
2. Developing changes to the Lucee/Railo server system.

All members of the team will be available for the duration of the project, and for at least one calendar year following the commencement of this project.

**Michael Offner:** Michael is the lead architect of Lucee Server, and was the primary creator of the Railo project, which officially launched in 2003. His combined experience at Railo/Lucee is over 15 years. He spends his days deep in both Java & CFML; building a compiler, interpreter and designing applications and languages are his areas of expertise.

Michael earned his Masters degree in I.T. as a Software Engineer at the Department of Engineering and Information Technology in Bern. He started Railo as a diploma project. In late 2014 Michael left the Railo project, and a few months later he started the Lucee project.

Michael puts his heart and soul into programming. He's been working with ColdFusion since version 3.0, and Java nearly as long.

**Gert Franz:** Gert is well-known for his involvement in the CFML community and has extensive experience leading projects focused on improving clients' applications and website performance. Gert is an in-demand speaker, appearing at conferences around the world, focused on Lucee and CFML performance tuning.

A founder of the original Railo project, Gert has been deeply involved in Railo/Lucee for over 15 years, and has worked for over 20 years as a Senior Programmer for several different companies. Gert leads Rasia as CTO. Gert enjoys consulting engagements related to Lucee, CFML, databases, and system architectures. He is a specialist in performance tuning, especially with MSSQL and Lucee.

**Igal Sapir:** Igal is a contributor to both the Lucee Server and Apache Tomcat projects, and has deep insight into the intersection of CFML and Java. Igal leads technical engagements for Rasia's North American clients, and works to improve Lucee Server's capabilities and overall performance. Igal has been a primary contributor to the Railo/Lucee projects since 2012.



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Igal's fascination with programming started in his early teens, over 30 years ago. Programming languages like Basic and Pascal were quickly replaced by Assembly and C, and later on with Java and C#. In the mid 1990's, Igal chose CFML as the language of choice for web application development, and has been a primary contributor to Railo, and now Lucee for years.

**Malcolm O'Keefe:** Malcolm provides project and account management for Rasia, and handles business management for Rasia's US operation.

Malcolm is the former CEO of BlueRiver, which he co-founded and led for 14 years. Malcolm oversaw dozens of Lucee-related projects and engagements while at BlueRiver.

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## Accepted and Agreed

The Customer has executed this Agreement below as acceptance of its terms.

**CUSTOMER**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Job Title

**Rasia, Inc.**

305 25th Street

Sacramento, CA 95816

[www.rasia.io](http://www.rasia.io)

Tax ID: 82-4392197

**Contact Info:**

Malcolm O'Keeffe, CEO

(916) 834-3370

malcolm@rasia.io

**RASIA:**  
**TRAINING: MIGRATING TO LUCEE**

PREPARED FOR

**WEST VIRGINIA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION**

## Overview

West Virginia Department of Environmental Protection (Customer) is or will be using Lucee Server for various programmatic and web-based projects, and has requested training and technical support services.

Rasia, Inc. is a US-based corporation, and offers Lucee-centered support and professional services. This quote includes scope of work and fees for the Two-Day Migrating to Lucee course we offer.

## Course Content

Our two-day Migrating to Lucee training course provides attendees with a solid understanding of how to setup, configure and administer Lucee Server, and how to efficiently and effectively migrate code from other CFML engines to run on Lucee Server.

**Day One** provides an general introduction to Lucee Server, then focuses on installing and configuring Lucee. We then give an overview on Lucee Administration, and finish with a deep dive into using Lucee-specific features, including the built-in application debugging features, as well as adding extensions to Lucee in order to add capabilities beyond Lucee's out-of-the-box feature set.

**Day Two** is focused on application migration to Lucee Server. We begin with a look at the general process for migrating an application from another CFML engine to Lucee, including best practices for code management and application development. We'll review different known incompatibilities, how to spot them, and how to mitigate any issues that come up via error reporting and log file review.

Once we've looked at the general process, we'll take a look some specific examples from the WV DEP codebase, and follow the process from discovery of an issue through to resolution. We'll also provide a general overview of best practices for refining a legacy codebase to enable easier maintenance and better performance, and then take another look at a specific example from the WV DEP codebase.

## Training Process

Rasia training staff will provide online access to an online collaboration platform, and will provide a unique Lucee instance for each attendee, along with electronic training materials. Attendees will be required to have a computer with a relatively modern web browser and audio/video capability.

Rasia training staff will lead attendees through the training material, taking time for questions along the way. In order to stay on track with each day's agenda, Question/Answer periods may be limited to specific time intervals as needed.

Rasia training staff will coordinate with WV DEP staff prior to the meeting to review curriculum, setup WV DEP code examples, and prepare WV DEP attendees for a successful training.

## Training Course Fees

This Training Course costs \$24,600, and will include online training for up to 25 attendees on each day.

## Rasia Team Qualifications

The Rasia team is perfectly matched to the needs of WV DEP. Our team includes contributors to the Lucee, Railo, and Apache Tomcat, and all members are deeply experienced at performance tuning and problem solving for clients including Apple, Scientific American, CSX, Helsana, NATO and many more.

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