



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 3

List View

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

Procurement Folder: 446008

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 1600

Vendor ID: VS0000016283 

SO Doc ID: SOS1800000007

Legal Name: Eduloka, Ltd.


Published Date: 7/13/18

Alias/DBA: inLumon

Close Date: 7/16/18

Total Bid: \$36,000.00

Close Time: 13:30

Response Date: 07/13/2018 

Status: Closed

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 : 446008

Solicitation Description : Addendum No. 4-Enterprise Registration and Licensing System

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-07-16 13:30:00	SR 1600 ESR07131800000000231	1

VENDOR

VS0000016283

Eduloka, Ltd.

inLumon

Solicitation Number: CRFQ 1600 SOS1800000007

Total Bid : \$36,000.00

Response Date: 2018-07-13

Response Time: 10:54:12

Comments: inLumon is offering to implement our COTS solution as the new Secretary of State ERLS system without initial lump sum payment. Initial implementation, hosting and ongoing support / warranty included in fee of \$1.20 per transaction, minimum charge to be based on 30,000 annual transactions.

FOR INFORMATION CONTACT THE BUYER

Tara Lyle
 (304) 558-2544
 tara.l.lyle@wv.gov

Signature on File	FEIN #	DATE
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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	Enterprise Registration and Licensing System (ERLS)	0.00000			\$36,000.00

Comm Code	Manufacturer	Specification	Model #
81112300			

Extended Description : Pricing Page-Exhibit A-provided under separate addendum

Comments: Bid amount based on Bid of \$1.20 per transaction, minimum of 30,000 annual transactions. See Bid for additional pricing information, software licensing agreement, terms and conditions.



ATTN:

Tara Lyle
Department of Administration
Purchasing Division
2019 Washington St. E
Charleston, WV 25305
tara.l.lyay@wv.gov

inLumon response to:

CRFQ SOS1800000007
West Virginia's Secretary of State's Office
Enterprise Registration and Licensing System

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COVER LETTER

5375 Kietzke Lane, Suite 150
Reno, NV 89511

July 10, 2018

Tara Lyle
Department of Administration
Purchasing Division
2019 Washington St. E
Charleston, WV 25305

Dear Ms. Lyle,

On behalf of inLumon, I am pleased to provide you our response to the CRFQ for a new Enterprise Registration and Licensing System. The CFRQ provided inLumon a thorough understanding of the West Virginia Secretary of State's project, requirements, processes and information system needs to manage applications, payments, licensee information, etc. and for providing improved services to constituents and the public.

As the West Virginia Secretary of State (SOS) is seeking a new, user friendly, secure and dynamic licensing system, it is vitally important that it partners with an experienced vendor like inLumon that has the capability and capacity to ensure that the purpose and objectives of the eventual system replacement project are achieved. inLumon is confident our solution and approach will meet or exceed the goals for a replacement system by leveraging our relevant knowledge and offerings.

"We have experienced up to 75% in workflow reduction...maybe more."

Noni Johnson, former Executive Director, NV Board of Professional Engineers and Land Surveyors

inLumon's easy to use, integrated, scalable and customizable Licensing Framework system with our proven implementation approach provides an efficient, proven solution enabling the SOS to quickly replace and consolidate current databases, improve customer service, increase efficiencies and reduce overall costs. Our clients include a growing number of State Licensing Boards, Commissions and Agencies, including several in Nevada, Wyoming and California.

"Once educators establish an account, they will apply, update their name and contact information as needed, renew, remove provisions, and or add endorsements all online. Educators will no longer need to do a paper application through the NDE offices in Las Vegas and Carson City. The majority of licensure related business can now be done from anywhere, at any time."

Jason Dietrich, Director of Educator Licensure, Nevada Department of Education (NDE)

inLumon has heard from a number of clients and other agencies who tell a similar story—how they invested a great deal of time and money into working with vendors that focused on process more than on outcomes. Common terms like 'Best Practices' and 'Structured Approach' have been tossed around, all the while agency staff are tasked with documenting their system by detailing step-by-step what the system needs to do. And making decisions and signing deliverable documents about a system that they have never worked with. Continuing to hear these stories, inLumon learned that project after project, these vendors failed—failed to deliver a working system, failed to deliver a system that met client needs, and failed to meet agreed upon deadlines. Yet vendors didn't fail to bill their clients—and these "non-systems" were not cheap. At inLumon, we vowed to be different and demonstrate that by:

- Building upon a proven licensing system framework while constantly developing new functionality requested by our clients. This provides a stable, base system that can be replicated quickly— functionality is added when requested from the licensing user community. Many of our clients begin verifying their migrated data in their new inLumon system within 2 to 4 weeks after contract execution and seeing/testing their applications shortly thereafter.
- Collaborating and communicating with our clients throughout the entire implementation process— meeting frequently to assess progress and coordinate activities. A key to successful project management is to repeat what works and avoid what doesn't. To that end, we work closely with our clients to ensure all requirements are met without adding workload to them or the unnecessary formalities of hard-to-follow, rigid processes. At inLumon, we share a common, secure work area with our clients to identify / track all requirements and business rules necessary to meet their needs. We then use this list of requirements to plan and manage our work, giving both the client and inLumon requirements traceability throughout the implementation in a collaborative environment.
- Using our Licensing Framework, inLumon is able to provide a User Acceptance Testing (UAT) area for our clients almost immediately following project 'kick-off,' allowing our clients to begin working in their new system, using their own data and identifying where changes to the system are needed. This approach not only helps our clients to build a system that meets their needs, it also teaches our client every aspect of how the system works. Our clients get to understand their new system in detail, become comfortable with the system, and train their staff prior to Go Live - thereby reducing the need for expensive training sessions at the last minute.
- Working with our clients during requirements definition, assisting in the preparation for and testing of the new system, providing hands-on virtual or on-site training and tools. This helps our clients feel better prepared and knowledgeable about the system they will be using. Users feel invested in their new systems because inLumon ensures they are included in every step of the implementation process. 'Pride of Ownership' results from this level of client involvement in the process.

With our deep understanding of and hands-on experience with Licensing, Permitting and Enforcement Systems, we are confident that inLumon is a low risk and qualified vendor. We deliver technology that enables our clients to succeed. After all, experience and industry knowledge make a difference in interpreting and meeting requirements, and inLumon always focuses on your business first and assesses the long-term implications of the technology we design, develop, and implement. inLumon has a long-standing commitment to the regulatory boards we serve and has significant, relevant knowledge that we can bring to the West Virginia Secretary of State to improve service, increase efficiencies, and reduce costs and risk.

In addition to all the required completed forms within the CRFQ, addendum, and requested software terms, conditions and contract exceptions, inLumon is submitting the Pricing Page as a separate Excel file as per CRFQ instructions.

inLumon is available to further discuss, demonstrate our solution and address any questions or clarification needs. Contact me to discuss appropriate next steps.

Thank you for your time and consideration!

Nick Aliberti
Business Development Sales Manager
(775) 400-1351
nick.aliberti@inlumon.com

inLumon's Support and Service Level Agreement

The inLumon Service Level Agreement (SLA), Support Plan Guide, Terms and Conditions detail the parameters of the Support Plans inLumon offers and what the West Virginia Secretary of State (WVSOS) should expect in terms of product and support services.

Support Services

- * As per the needs and requirements of our clients, both on-site and off-site support service is provided
- * The off-site support is carried on through remote login, telephone, e-mail, messenger, letters, etc. On-site support is provided by inLumon's technical staff by visiting WVSOS's office
- * During the initial implementation phase, face-to-face meeting(s) are a must! This is to make sure we understand your requirement to make your system operational and ready for use. These meetings can take place at WVSOS's office or at inLumon's headquarters in Reno, NV
- * To ease out the implementation process, training sessions are provided
- * inLumon will specifically support initially signed off requirement for the first 6 months as part of the initial acceptance. Additional functional programming requests may be subject to additional costs as determined at the time of the upgrade request(s).

inLumon Support Desk Hours

The inLumon Support Desk operates from 7:00 AM to 6:00 PM Pacific Time, Monday through Friday except for federal holidays. Customers may use the inLumon Support Desk as a single point of contact for all support inquiries regarding inLumon products. The inLumon Support Desk provides first and second level diagnostic support including analysis of the issue, problem solving and resolution.

Technical Support Options

Customer's Named Support Contacts have access to the following options:

- **inLumon Support Portal** - This allows Customers to log and track incident requests and for certain products, new feature requests, 24 hours a day, 365 days a year. The portal can only be accessed by inLumon Customers with valid User IDs and passwords.
- **Email** - support@inlumon.com Email is the best way to contact the inLumon Support Desk. Every email is assigned a ticket number.
- **Telephone** - Toll free.

Reporting Support Incidents

Support Incident: A support incident is defined as a single, reproducible issue displaying specific symptoms relating to one specific feature, function, action, or facet of the product, or one aspect of its operation or performance. Each Support Incident is a problem that inLumon cannot divide into separate, subordinate issues. If a problem can be broken down into subordinate issues, inLumon will consider each a separate incident. inLumon may expand the definition of a Support Incident to include accompanying occurrences or events that arise because of, or are dependent on it.

What is not a Support Incident?

- * A problem with consulting deliverables not covered under contract
- * Post implementation changes not covered under contract and scope
- * Request for functionality outside the scope
- * A problem caused by a Customer's unsupported alteration of an inLumon product

Incident Resolution: Once the inLumon Support Desk reviews an incident, inLumon in discussion with the customer will define resolution of the incident as accomplishing any one of the following:

- * Provides a reasonable solution to the incident
- * Provides a reasonable Workaround to the incident until the issue is resolved
- * Determines the incident is related to an action that does not follow a published guideline or specification
- * Determines the incident is an enhancement request

Support Ticket Creation

Upon receiving the support call or email, the inLumon Support Desk will log an incident and provide an incident number to the Customer. This number signifies that the issue has been received, logged and will be assigned to the appropriate work group.

Support Ticket Prioritization

inLumon will prioritize Support tickets based on:

- * The severity of the issue
- * The urgency of the issue
- * The effort involved in resolution

inLumon will work with WVSOS to determine the appropriate Severity and priority.

Support Ticket Severity and Response Times: The table below describes the severity inLumon will associate with each support ticket. The table also list the standard response time for each level of severity.

Severity	Description	Response Time
P1	<ul style="list-style-type: none"> • System crash, major system portion unusable and no reasonable workaround within application, irretrievable data loss • Requires immediate resolution and should be fixed in the next release or patch 	30 mins to 4 hours
P2	<ul style="list-style-type: none"> • Some portions of the system not working as intended/planned, resulting in noticeable deficiency or difficulty with allowing system use • Application is usable with functional restrictions and impacted operations • Workarounds should be provided and plan for next available patch release is created 	4 hours to 12 hours
P3	<ul style="list-style-type: none"> • Superficial defect and minor imperfection bug does not impede system functionality • Should be fixed in the next major release 	Within 48 hours
P4	<ul style="list-style-type: none"> • No impact on performance or usability and does not impede functionality • Should be reviewed for a future release 	48 hours to 96 hours

Customer Notification: For all Severity levels, inLumon will update the Customer on the Support Ticket status as agreed upon at the time inLumon contacts the Customer with the initial response. inLumon will always attempt to resolve the incident on the first contact, but at times, additional contacts may be necessary.

Customer Escalation: The inLumon Support Desk is the single point of contact for all support issues. Please contact the inLumon Support Desk to escalate a Support Ticket. Additionally, Customers may contact their Account Manager for any questions about support procedures, escalation, or any other business needs.

Additional Support-Related Policies

Planned System Outages: inLumon will work with the WVSOS to schedule any planned outages for maintenance. inLumon will notify Customers one week prior to the scheduled maintenance window with the details.

Unplanned System Outages: In the course of resolving support incidents and software bugs, it may become necessary to temporarily bring services offline, or to block users' access. The support team will work closely with WVSOS to schedule these outages to minimize any interruption of service.

Business Continuity Plan: inLumon maintains a Business Continuity Plan to ensure the continuity of its critical business functions.

Service Level Review: inLumon will review and/or renew SLA at least once per year or as required. WVSOS may request a review of SLA at any time by contacting their inLumon Account Manager.

inLumon Software Terms and Conditions

- * The tasks, steps, techniques and tools that are proposed are based on the current level of understanding and technology levels prevailing in the project domain. The proposed approach will be validated and may have to be refined and modified for the actual project requirement after discussing with WVSOS team.
- * inLumon will start the project within one week of acceptance of proposal or signing of the contract.
- * Acceptance criteria shall be mutually discussed and decided by WVSOS and inLumon's Project Manager during the project requirements phase.
- * inLumon and WVSOS will come into an agreement to fulfill the scope and whenever there is change in scope, mutually will agree and then document same in the agreement as and when it arises. Any other product or service required during implementation or at a later date shall be covered under a separate agreement.
- * Transactional cost associated with electronic payment (Credit Card, Debit Card, eCheck) if any, is the responsibility of WVSOS and must be discussed between WVSOS and their financial institution.
- * Training will be provided to the designated staff at client's end to use the application.
- * Implementation time may vary depending on WVSOS requirement(s) and other factors beyond inLumon and WVSOS.
- * If WVSOS and inLumon consider that, due to existing circumstances, the achievement of agreed upon objectives are no longer possible at all or not to a satisfactory degree, services may terminate with a written notice of not less than sixty (60) days.
- * Monthly rates are billed monthly at month end. Payment is required within 30 days from date of receipt of invoice; late invoices will be charged at 1.5% interest per month.
- * On an annual basis, the support and/or subscription amount can be adjusted by 3% with approval from both parties.
- * Force Majeure: inLumon shall be under no liability whatsoever on the occurrence of any Force Majeure event such as act of war, sabotage, strikes, fires, freight embargoes, floods, explosions, epidemics, orders of government or other duly constituted authority, any natural calamities or Act of God or other causes or events beyond the control and without the fault or negligence of Buyer (WVSOS) or Seller (inLumon).

DESIGNATED CONTACT, CERTIFICATION and SIGNATURE

From page 20 of CRFQ:

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.

Tuhin Verma

(Name, Title)

Tuhin Verma, CTO

(Printed Name and Title)

5375 Kietzke Lane, Suite 150, Reno, NV 89511

(Address)

(775)240-6317 / (800)246-0541

(Phone Number) / (Fax Number)

tuhinverma@inlumon.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation 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 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 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.

Eduloka Ltd. (dba inLumon)

(Company)

B. Kavithra Raj

(Authorized Signature) (Representative Name, Title)

Kavithraj Basavaraj, President

(Printed Name and Title of Authorized Representative)

July 10, 2018

(Date)

(800)246-0541 / (800)246-0541

(Phone Number) (Fax Number)

11. MISCELLANEOUS

From page 36 of CRFQ:

10. VENDOR DEFAULT:

- a. The following shall be considered a vendor default under this Contract.
 - i. Failure to perform Contract Services in accordance with the requirements contained herein.
 - ii. Failure to comply with other specifications and requirements contained herein.
 - iii. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
 - iv. Failure to remedy deficient performance upon request.
- b. The following remedies shall be available to Agency upon default.
 - i. Immediate cancellation of the Contract.
 - ii. Immediate cancellation of one or more release orders issued under this Contract.
 - iii. Any other remedies available in law or equity.

11. MISCELLANEOUS:

- a. **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Tuhin Verma
Telephone Number: (775)240-6317
Fax Number: (800)246-0541
Email Address: tuhinverma@inlumon.com

PURCHASING AFFIDAVIT

From page 46 of CRFQ:

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) 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, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Eduloka Ltd. (dba inLumon)

Authorized Signature: B. Kowitha Raj

Date: 7/9/2018

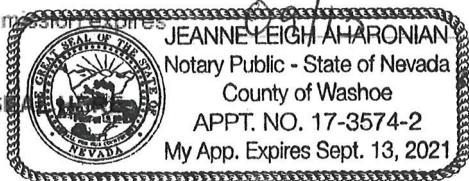
State of Nevada

County of Washoe, to-wit:

Taken, subscribed, and sworn to before me this 9th day of July, 2018.

My Commission Expires 2021.

AFFIX SIGNATURE


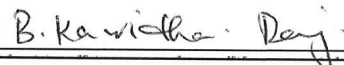


NOTARY PUBLIC


Jeanne Leigh Aharonian

Purchasing Affidavit (Revised 01/19/2018)


CRFQ FORM

	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation 21 – Info Technology	
Proc Folder: 446008 Doc Description: Commercial Off-the-Shelf (COTS) Enterprise Registration Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2018-06-08	2018-06-25 13:30:00	CRFQ 1600 SOS1800000007	1
BID RECEIVING LOCATION			
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US			
VENDOR			
Vendor Name, Address and Telephone Number: Eduloka Ltd. (dba inLumon) 5375 Kietzke Lane, Suite 150, Reno, NV 89511 (800)246-0541			
FOR INFORMATION CONTACT THE BUYER			
Tara Lyle (304) 558-2544 tara.l.lyle@wv.gov			
Signature <input checked="" type="checkbox"/>		FEIN #	DATE
		45-3361278	7/10/18

Addendum No. 1

	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation 21 – Info Technology	
Proc Folder: 446008 Doc Description: Addendum No. 1-Enterprise Registration and Licensing System Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2018-06-12	2018-06-28 13:30:00	CRFQ 1600 SOS1800000007	2
BID RECEIVING LOCATION			
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US			
VENDOR			
Vendor Name, Address and Telephone Number: Eduloka Ltd. (dba inLumon) 5375 Kietzke Lane, Suite 150, Reno, NV 89511 (800)246-0541			
FOR INFORMATION CONTACT THE BUYER			
Tara Lyle (304) 558-2544 tara.l.yle@wv.gov			
Signature <input checked="" type="checkbox"/>	<i>B. Kanitha - Ray</i>	FEIN #	45-3361278
		DATE	7/10/18

Addendum No. 2

	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation 21 — Info Technology
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Proc Folder: 446008			
Doc Description: Addendum No. 2-Enterprise Registration and Licensing System			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2018-06-22	2018-07-10 13:30:00	CRFQ 1600 SOS1800000007	3


BID RECEIVING LOCATION
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US

VENDOR
Vendor Name, Address and Telephone Number: Eduloka Ltd. (dba inLumon) 5375 Kietzke Lane, Suite 150, Reno, NV 89511 (800)246-0541

FOR INFORMATION CONTACT THE BUYER
Tara Lyle (304) 558-2544 tara.lyle@wv.gov

Signature: <input checked="" type="checkbox"/> <i>B. Kartha Regi</i>	FEIN # 45-3361278	DATE 7/10/18
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Addendum No. 3

	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation 21 — Info Technology	
Proc Folder: 446008 Doc Description: Addendum No. 3-Enterprise Registration and Licensing System Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2018-07-03	2018-07-13 13:30:00	CRFQ 1600 SOS1800000007	4
BID RECEIVING LOCATION			
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US			
VENDOR			
Vendor Name, Address and Telephone Number: Eduloka Ltd. (dba inLumon) 5375 Kietzke Lane, Suite 150, Reno, NV 89511 (800)246-0541			
FOR INFORMATION CONTACT THE BUYER			
Tara Lyle (304) 558-2544 tara.l.yyle@wv.gov			
Signature <input checked="" type="checkbox"/>	<i>B. Kevthra Raj</i>	FEIN # 45-3361278	DATE 7/10/18

Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ SOS1800000007

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Eduloka Ltd. (dba inLumon)

Company

B. Karthikeyan

Authorized Signature

July 10, 2018

Date

CONTRACT EXCEPTIONS

XX

Exhibit A - Pricing Page - Revised per Addendum No. 3 issued 7/3/18 - CRFQ SOS1800000007

WV Secretary of State - Enterprise Registration and Licensing System (ERLS)

Item No.	Item	Vendor Description	Unit of Measure	Quantity	Unit Price	Extended Cost	
1	Commercial Off-the-Shelf (COTS) Enterprise Registration and Licensing System (ERLS) including License, Software, Set-up, Configuration, Installation, Historical Data Migration and System Training, including Five Years of Maintenance and Support/Warranty <i>* Vendors should include an itemized breakdown of the charges below.</i>	inLumon is offering to implement our COTS solution as the new ERLS system without initial lump sum payment. Initial implementation, hosting and ongoing support / warranty included in Transactional Fee (Item #6).	Lump Sum	1	\$ -	\$ -	
2	Sixth Year (6th) Maintenance and Support/Warranty **	Technical support and hosting of ERLS	Year	1	\$ -	\$ -	
3	Seventh (7th) Year Maintenance and Support/Warranty **	Technical support and hosting of ERLS	Year	1	\$ -	\$ -	
4	Eighth (8th) Year Maintenance and Support/Warranty **	Technical support and hosting of ERLS	Year	1	\$ -	\$ -	
					Total for Item Nos. 1 through 4		\$ -

UNIT PRICES

Vendor should provide a unit price for custom programming. This unit price will only be used to execute formal Change Orders during the life of the contract, if required. Estimated Quantities are included for bid evaluation only; there is no guarantee that any quantity of the Item(s) will be purchased.

Item No.	Item	Vendor Description	Unit of Measure	Estimated Quantity	Unit Price	Extended Cost	
5	Customization Programming	This is highest rate based on inLumon staff role	Hour	80	\$ 145.00	\$ 11,600.00	
6	Transactional Fee	Pricing is for minimum of 30,000 annual transactions	Each	30,000	\$1.20	\$ 36,000.00	
					Total for Item Nos. 5 and 6		\$ 36,000.00

Lowest Overall Total Cost (Item Nos. 1+2+3+4+5+6) =	\$ 36,000.00
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The Contract is intended to provide Agency with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services (Item Nos. 1 through 6 above) meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. Renewal options for years 6, 7, and 8 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years. Customization Programming will only be used to execute change orders during the life of the contract, if required.

*** Breakdown of Costs for Item No. 1**

ERLS System	included
License and Software	included
Set-up, Configuration and Installation	included
Historical Data Migration	included
System Training	included
Maintenance and Support/Warranty Years 1 through 5	included
Unit Price for Customization Programming	\$145
Unit Price for Transactional Fee	\$1.20 / transaction / minimum 30,000 annually

** Years 6, 7 and 8 of annual maintenance and support/warranty will be added by subsequent change order upon mutual agreement between the vendor and the agency.

Vendor Name: Eduloka Ltd. (dba inLumon)

Authorized Signature: Kavitharaj Basavaraj, President (electronically signed)

Exhibit A - Pricing Page - Revised per Addendum No. 3 issued 7/3/18 - CRFQ SOS1800000007

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4	Eighth (8th) Year Maintenance and Support/Warranty **	Technical support and hosting of ERLS	Year	1	\$ -	\$ -
					Total for Item Nos. 1 through 4	\$ -

UNIT PRICES

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					Total for Item Nos. 5 and 6	\$ 36,000.00

Lowest Overall Total Cost (Item Nos. 1+2+3+4+5+6) =	\$ 36,000.00
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