wvOASIS

Welcome, Robert M Ross

Solicitation Response(SR) Dept: 0506 ID: ESR03142200000005607 Ver.: 1 Function: New Phase: Final | Modified by batch , 03/15/2022

Header 1

List View

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

Procurement Folder: 1002137	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0506
Vendor ID: VS0000008187	SO Doc ID: WIC2200000001
Legal Name: ImageSoft, Inc.	Published Date: 3/8/22
Alias/DBA:	Close Date: 3/15/22
Total Bid: $488,000.00	Close Time: 13:30
Response Date: 03/15/2022	Status: Closed
Response Time: 12:24	Solicitation Description: DIGITAL TRANSACTION MANAGEMENT AND
Responded By User ID: ISIJDM3	Total of Header Attachments: 1
First Name: CJ	Total of All Attachments: 1
Last Name: Walby	
Email: cwalby@imagesoftinc.co	
Phone: 248-948-8100	

	Department of Administration	**State of West Virginia**
	Purchasing Division	**Solicitation Response**
	2019 Washington Street East	
	Post Office Box 50130	
	Charleston, WV 25305-0130	

Proc Folder:	1002137
Solicitation Description:	DIGITAL TRANSACTION MANAGEMENT AND ESIGNATURE SUBSCRIPTION
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-03-15 13:30	SR 0506 ESR03142200000005607	1

VENDOR
VS0000008187
ImageSoft, Inc.

Solicitation Number:	CRFQ 0506 WIC2200000001				
Total Bid:	488000	**Response Date:**	2022-03-15	**Response Time:**	12:24:06
Comments:					

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor
Signature X   **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	Licenses Subscription (30,000 Annual Transactions)	1.00000	EA	120000.000000	120000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 30,000 envelopes at $4.00 per envelope.

Extended Description:

30,000 Annual Transactions or below

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	License Subscription (per ea.500 Transactions >30,000)	1.00000	EA	2000.000000	2000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 500 envelopes at $4.00 per envelope.

Extended Description:

License Subscription (per ea.500 Transactions >30,000)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Developing Templates, Workflow, Integration	20.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: Included in envelope rate, up to 50 templates, including workflow. Support for API integration provided.

Extended Description:

Developing Templates, Workflow, Integration

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	General User Class - Online/instructor led (Unlimited)	50.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: Included in envelope rate.

Extended Description:

General User Class - Online/instructor led (Unlimited)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Administrator Class - Online/ instructor led (Unlimited)	30.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: Included in envelope rate.

Extended Description:

Administrator Class - Online/ instructor led (Unlimited)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Licenses Subscription (30,000 Annual Transactions) - Year 2	1.00000	EA	120000.000000	120000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 30,000 envelopes at $4.00 per envelope.

Extended Description:

30,000 Annual Transactions or below

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Licenses Subscription (30,000 Annual Transactions) - Year 3	1.00000	EA	120000.000000	120000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 30,000 envelopes at $4.00 per envelope.

Extended Description:

30,000 Annual Transactions or below

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Licenses Subscription (30,000 Annual Transactions) - Year 4	1.00000	EA	120000.000000	120000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 30,000 envelopes at $4.00 per envelope.

Extended Description:

30,000 Annual Transactions or below

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	License Subscription (per ea.500 Transactions >30,000) -YR2	1.00000	EA	2000.000000	2000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 500 envelopes at $4.00 per envelope.

Extended Description:

License Subscription (per ea.500 Transactions >30,000) -YR2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	License Subscription (per ea.500 Transactions >30,000) - YR3	1.00000	EA	2000.000000	2000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 500 envelopes at $4.00 per envelope.

Extended Description:

License Subscription (per ea.500 Transactions >30,000) - YR3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	License Subscription (per ea.500 Transactions >30,000) - YR4	1.00000	EA	2000.000000	2000.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: 500 envelopes at $4.00 per envelope.

Extended Description:

License Subscription (per ea.500 Transactions >30,000) - YR4

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Developing Templates, Workflow, Integration - YR 2	20.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: Included in envelope rate.

Extended Description:

Developing Templates, Workflow, Integration - YR 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Developing Templates, Workflow, Integration - YR3	20.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: Included in envelope rate.

Extended Description:

Developing Templates, Workflow, Integration - YR3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Developing Templates, Workflow, Integration - YR4	20.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112217			

Commodity Line Comments: Included in envelope rate.

Extended Description:

Developing Templates, Workflow, Integration - YR4

State of West Virginia – Department of Health and Human Resources

Digital Transaction Management & eSignature Subscription

Response to Solicitation No. CRFQ WIC2200000001

Contact:
Tim Zarzycki
Senior Account Executive
(248) 948-8100, x-226
tzarzycki@imagesoftinc.com

i3-ImageSoft, LLC
200 W. 2nd Street, #582
Royal Oak, MI 48068
www.imagesoftinc.com

ImageSoft

March 15, 2022

Ms. Crystal Hustead
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Electronic Submission: www.wvoasis.gov

Dear Ms. Hustead:

ImageSoft welcomes the opportunity to respond to the West Virginia Department of Health and Human Resources (DHHR) Request for Proposal (RFP) for a Digital Transaction Management and eSignature Subscription. We recognize that you have multiple options in securing a partner for this initiative and are confident that, through our response, DHHR will recognize the unique ability of ImageSoft to meet your future Digital Transaction Management and eSignature needs.

ImageSoft is ideally suited to be your strategic partner for this initiative. ImageSoft is the developer of TrueSign®, an easy-to-use electronic signature application that creates legally compliant electronic signatures. Users can sign freehand using an electronic signature pad or apply an "on file" rendition of their true signature. TrueSign applies an image overlay of the signature onto a document in a non-alterable form. The signed document is then stored as a revision of the original, preserving the original document while keeping an audit trail of all who signed it. TrueSign can be readily configured to DHHR's digital transaction ad eSignature needs, without the delay and expense of custom coding.

On behalf of everyone at ImageSoft, we thank the West Virginia Department of Health and Human Resources (DHHR) for the opportunity to provide you with information about our solution and credentials in response to your Digital Transaction Management and eSignature Subscription RFP. We look forward to reaching the presentation stage, which will allow us the opportunity to further demonstrate the power of TrueSign, so that you can see for yourself how TrueSign will fulfill your requirements. ImageSoft looks forward to becoming your electronic signature provider and a trusted partner for achieving your goals and objectives.

Sincerely,

Scott Bade
Chief Executive Officer
i3-ImageSoft, LLC

Tim Zarzycki
Senior Account Executive
i3-ImageSoft, LLC

Table of Contents

General Requirements

3.1. Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items shall meet or exceed the mandatory requirements as shown below.

Contract Items & Mandatory Requirements		Comply? (Y/N)	ImageSoft Response
3.1.1 GENERAL			
3.1.1.1	Shall provide a Digital Transaction Management (DTM) environment that enables ONS to digitally manage document-based transactions.	Y	
3.1.1.2	Shall provide for implementation of Digital Signature, eSignature and Workflow technology that can be implemented as needed for the appropriate business processes.	Y	
3.1.1.3	Shall adhere to the West Virginia legal guidelines for digital signature and shall meet or exceed the requirements in the following mandates:	Y	
3.1.2	**FORMS Form elements shall include:**		
3.1.2.1	The ability to use formula fields to make calculations that can be automated based on conditions.	Y	TrueSign supports PDF files that have formula fields, but it does not have the ability to create formula fields
3.1.2.2	Signature and Optional Signatures	Y	
3.1.2.3	Initials and Optional Initials	Y	
3.1.2.4	Data Fields	Y	
3.1.2.5	Radio Buttons	N	TrueSign uses checkboxes, but not Radio Buttons or Drop-Down Lists.
3.1.2.6	Drop-Down Lists	N	TrueSign uses checkboxes, but not Radio Buttons or Drop-Down Lists.
3.1.3	**MOBILITY -Web, Mobile Applications, and Integrations**		
3.1.3.1	Supported Mobile Operating Systems shall include:		
3.1.3.1.1 Apple iOS 7.0 and above		Y	
3.1.3.1.2 Android 4.0 and above		Y	
3.1.3.1.3 Microsoft Windows 10 and above		Y	

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
3.1.3.2 Supported Internet browser environments shall include:		
3.1.3.2.1 Internet Explorer (Windows) 11 and above	N	TrueSign does not support IE 11, since Microsoft has decided to stop supporting IE 11 after June 2022.
3.1.3.2.2 Google Chrome (Windows, iOS and Android) 90 and above	Y	
3.1.3.2.3 FireFox	Y	
3.1.3.2.4 Safari	Y	
3.1.3.2.5 Windows Edge	Y	Assumes "Windows Edge" is "Microsoft Edge"
3.1.3.2.6 Microsoft Edge	Y	
3.1.3.3 Signing application shall be available free and available for download.	N	TrueSign is a web application that only requires a compatible browser to operate. No need to download an application.
3.1.3.4 Signing application shall include the following mobile functionality:		
3.1.3.4.1 Create Documents	Y	
3.1.3.4.2 Tag Documents	Y	Assumes that "Tag Documents" means to place a marker in a document for the location of a signature.
3.1.3.4.3 Send Documents	Y	
3.1.3.4.4 Sign Documents	Y	
3.1.3.4.5 Shall enable the use of mobile digital signatures from a mobile device.	Y	
3.1.3.4.6 Shall include the ability to work both online and offline.	Y	
3.1.4 DEPLOYMENT Installation needs and available deployment options.		
3.1.4.1 Shall not require the local installation of Adobe Reader or Adobe Acrobat or other PDF reader to complete signing.	Y	
3.1.5 SIGNATURE		
3.1.5.1 Shall offer digital signatures and support digital certificates from multiple certificate authorities in the cloud.	N	Digital certificates are issued and verified by TrueSign only. Users cannot upload their own certificates.
3.1.5.2 Shall have the ability to decline signing a document with explanation.	Y	

Contract Items & Mandatory Requirements		Comply? (Y/N)	ImageSoft Response
3.1.5.3	Shall include the ability to accept disclosure language before completing document.	Y	
3.1.5.4	Shall have the ability to issue digital certificates for signers.	N	TrueSign digital certificates apply at the application level.
3.1.5.5	Shall have the ability to sign using a digital certificate in the cloud without having to download the document to the local machine.	Y	
3.1.5.6	Shall have the ability to retain documents within the existing IT domain.	Y	Users can download documents for retention, and TrueSign offers API integration with content management systems for retention.
3.1.5.7	Shall supply proof of signer identity, signer intent and document integrity.	Y	
3.1.5.8	Shall create legally compliant digital records that guarantee transparency, auditability and accountability based on signature validation for signers using PDF readers.	Y	
3.1.5.9	Shall not require local installation to be used or needed to verify signed files.	Y	
3.1.5.10	Shall have the ability to include a graphical signature from a local file.	Y	
3.1.6	**LICENSE SUBSCRIPTION, TRANSACTIONS AND TEMPLATES**		
3.1.6.1	License subscriptions shall be configured to allow a minimum of 30,000 transactions annually per year. With an additional charge per every 500 transactions in excess of 30,000 per year.	Y	
3.1.6.2	The license will include unlimited users.	Y	
3.1.6.3	Transaction volumes shall be shared among the unlimited user accounts and pooled at the account level for the effective life of the contract. For example: if one account utilizes 20,000 transactions, the other accounts can employ the remaining balance between the unlimited accounts.	Y	
3.1.6.4	Each transaction shall be capable of including an unlimited number of documents.	Y	
3.1.6.5	Shall be able to send documents from the following cloud repositories: Box, Drop Box, One Drive, and Google Drive.	N	TrueSign does not provide direct integration with these repositories, but TrueSign does offer RESTful APIs which organizations can use to integrate with other systems.

Contract Items & Mandatory Requirements		Comply? (Y/N)	ImageSoft Response
			Users can download files from these repositories and upload them into TrueSign using a drag-and-drop upload feature.
3.1.6.6	Shall have the ability to create reusable templates that save tags and field placement, workflow routing and other standard fields.	Y	
3.1.6.7	Templates shall save the name and email of all signers/approvers in the workflow.	Y	
3.1.7	**WORKFLOW**		
3.1.7.1	Shall be able to sequence workflow to signers in serial, parallel, and mixed (hybrid) routing throughout the user experience.	Y	Currently, TrueSign supports serial routing. Parallel routing is on the roadmap for Q4 2022.
3.1.7.2	Shall be able to format fields that allow recipients to make changes in documents during the signing process.	Y	
3.1.7.3	Shall be able to make changes to workflow recipients after the transaction is initiated.	Y	
3.1.7.4	Shall be able to send the same document(s) to a list of recipients simultaneously (parallel workflow).	Y	Currently, TrueSign supports serial routing. Parallel routing is on the roadmap for Q4 2022.
3.1.7.5	Shall be able to send a package of documents through a workflow to multiple recipients and control which users can see which documents within the package.	N	TrueSign limits viewing at a per envelope level.
3.1.7.6	Shall be able to allow signers and senders to comment to each other within the solution before the signing is complete.	Y	Sender can enter a comment with the envelope. Signers can enter a comment upon rejecting the envelope for signature. Managing the document preparation process is best left to content management systems outside of eSignature solutions.
3.1.7.7	Shall allow senders to make changes to the document or workflow after it has been sent out without having to cancel the transaction and start over.	N	Signers can add annotations to a document after it has been received and before completing the envelope. To change the text of a document, the envelope sender would have to recall the envelope, or the signer would have to reject the envelope and resend after the changes have been made to the document. Managing the document preparation process is best left to content management systems outside of eSignature solutions.

Contract Items & Mandatory Requirements		Comply? (Y/N)	ImageSoft Response
3.1.7.8	Shall include the ability to create automated notifications and reminders that are customizable.	Y	
3.1.7.9	Shall have a method to handle multiple signers that are using digital certificates.	N	
3.1.7.10	Sender shall have the ability to determine which type of digital certificate the signer is required to sign with.	N	
3.1.8	**AUTHENTICATION**		
3.1.8.1	Shall have an authentication method available to confirm signer identity.	Y	TrueSign offers authentication through validation answers provided by signers, the values of which are configurable by the sender.
3.1.8.2	Methods of user account authentication shall include:		
3.1.8.2.1	Phone	N	
3.1.8.2.2	SMS	N	
3.1.8.2.3	Knowledge Based Authentication (KBA)	N	
3.1.9	**RETENTION**		
3.1.9.1	Shall have a document security option that allows the administrator to set the number of days that completed, declined, and voided documents are retrained.	Y	
3.1.9.2	Documents and Audit trail information shall by default have an indefinite retention period.	N	Users can download documents to be retained.
3.1.10	**PLATFORM**		
3.1.10.1	Average system availability shall be more than 99.5%.	Y	
3.1.10.2	Shall have redundant and geo-dispersed data centers.	Y	
3.1.10.3	ONS shall be able to choose where their data and transactions are located and stored.	N	Service and documents are stored in Microsoft Azure Government Cloud storage in Virginia.
3.1.10.4	Vendor shall maintain a written business continuity and disaster recovery plan that addresses the availability of the DTM system.	Y	
3.1.10.5	Shall be capable of functioning across heterogenous computing platforms.	Y	

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
3.1.11 INTEGRATION		
3.1.11.1 Shall have an open published API that is easily accessible to ONS developers to integrate into ONS applications.	Y	
3.1.11.2 APIs shall be available in both REST and SOAP	N	TrueSign APIs are RESTful API. SOAP API not supported.
3.1.11.3 Tools available to support APIs shall:		
3.1.11.3.1 Have a developer center/forum	Y	
3.1.11.3.2 Offer certificate-based API security access for integrated applications	N	TrueSign API follows OAUTH 2.0 standards.
3.1.11.3.3 Allow third party systems to retrieve data, documents and audit information from the solution	Y	
3.1.11.3.4 Be able to provide real times status/event updates to third-party applications	Y	TrueSign can provide an event-driven message upon completion of an envelope.
3.1.11.3.5 Offer a dedicated SDK for IOS mobile development	N	Not applicable. TrueSign is a Web application.
3.1.11.3.6 Offer a dedicated SDK for Android mobile development	N	Not applicable. TrueSign is a Web application.
3.1.11.3.7 Support embedded features for use directly in third-party applications for web and mobile	Y	Ability to embed the TrueSign web application in a third-party website is on the roadmap for Q3 2022
3.1.11.3.8 Offer a testing environment for development and testing of applications	N	Not applicable. TrueSign is a Web application. Test envelopes are available for testing.
3.1.11.3.9 Include at a minimum the following integrations/pre-built connectors/drivers that are out-of-the box:		
3.1.11.3.9.1 BlueBeam	N	TrueSign RESTful API are available for application connectors and system integration. ImageSoft will provide guidance on the use of TrueSign APIs to set up the integration. See the TrueSign API Integration section for more information.
3.1.11.3.9.2 Adobe Reader and Adobe Acrobat	N	TrueSign RESTful API are available for application connectors and system integration. ImageSoft will provide guidance on the use of TrueSign APIs to set up the integration. See the TrueSign API Integration section for more information.
3.1.11.3.9.3 Microsoft Office 2016 applications	N	TrueSign RESTful API are available for application connectors and system integration.

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
		ImageSoft will provide guidance on the use of TrueSign APIs to set up the integration. See the TrueSign API Integration section for more information.
3.1.11.3.9.4 Microsoft 365 applications	N	TrueSign RESTful API are available for application connectors and system integration. ImageSoft will provide guidance on the use of TrueSign APIs to set up the integration. See the TrueSign API Integration section for more information.
3.1.11.3.9.5 Nuance PDF	N	TrueSign RESTful API are available for application connectors and system integration. ImageSoft will provide guidance on the use of TrueSign APIs to set up the integration. See the TrueSign API Integration section for more information.
3.1.12 ADDITIONAL REQUIREMENTS		
3.1.12.1 Shall include an option for document storage	N	Users can download documents to be retained.
3.1.13 SCALABILITY AND LICENSING		
3.1.13.1 Shall have the ability to support growing transaction volumes.	Y	
3.1.13.2 Shall have the ability to support multiple locations.	Y	Senders and signers can connect to TrueSign from any location that has internet access.
3.1.13.3 ONS shall have the ability to pool the total number of transactions so that they are available to all licensed users.	Y	
3.1.13.4 Unused transactions will roll over and be available for use for the life of the contract.	Y	
3.1.13.5 ONS shall have the ability to procure additional transactions for the license pool.	Y	
3.1.14 SECURITY		

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
3.1.14.1 Solution shall be able to ensure sensitive customer data is encrypted at rest and in motion. Solution should follow the Health Insurance Portability and Accountability Act (HIPAA) of 1996 collectively with the Standards for Privacy of Individually Identifiable Health Information, 45 C.F.R. Part 160 and Part 164, Subpart E, and the HIPAA Security Standards, 45 C.F.R. Part 160 and Part 164, Subpart C, as amended by the Health Information Technology for Economic and Clinical Health Act and regulations promulgated thereunder.	Y	Data is encrypted at rest (Azure blob storage encryption keys) and in transit (using HTTPS). See Appendix B for a description of the Microsoft Azure Government Cloud platform for TrueSign.
3.1.1.14.2 Vendor data centers shall be firewall protected with border routers configured to defend against network attacks like Distributed Denial of Service (DDoS).	Y	
3.1.1.14.3 ONS shall have the option of storing and managing encryptions keys on premises or in a private cloud for advanced security.	N	Encryption keys are managed by ImageSoft for the TrueSign environment.
3.1.1.14.4 Vendor shall provide documentation that they conduct periodic penetration testing by qualified third parties. Documentation shall include but not be limited to reports, invoice copies, certified and notarized letters.	Y	
3.1.15 MONITORING AND INCIDENT RESPONSE		
3.1.15.1 Shall have in place a process for monitoring for fraud and malicious activities.	Y	
3.1.15.2 Shall offer a Trust Center that will work with WVDHHR, Office of Nutrition Services to remediate reported data and security issues.	Y	
3.1.16 COMPLIANCE		
3.1.16.1 Solution shall be ISO (International Organization for Standardization) 27001:2013 and SSAB (Statement of Standards for Attestation Engagements) 16 SOC (Service Order Controls) 1 and 2 certified as an information security management system. These certifications signify that the vendor is operating a secure infrastructure and resilient environment.	Y	TrueSign is hosted in the Microsoft Azure Government Cloud. Azure Government services handle data that is subject to certain government regulations and requirements, such as HIPAA, FedRAMP, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS. See Appendix B: ImageSoft Azure Government Cloud Hosting Services for more information.
3.1.16.2 Shall be FedRamp authorized.	N	TrueSign is hosted in the Microsoft Azure Government Cloud. Azure Government services handle data that is subject to certain government regulations and requirements,

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
		such as HIPAA, FedRAMP, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS. See [Appendix B: ImageSoft Azure Government Cloud Hosting Services](#) for more information.
3.1.17 ENFORCIBILITY		
3.1.17.1 Solution shall include an audit trail that includes message origin, author, content, and time of transmission for each transaction.	Y	
3.1.17.2 Audit trail shall contain verifiable chain of custody that includes document/transaction, meta data and history.	Y	
3.1.17.3 Solution shall provide an exportable log of transaction activities.	Y	
3.1.17.4 It shall be possible to validate the integrity of signed documents and the transaction history without needing to consult the electronic signature provider.	Y	
3.1.17.5 Shall comply with the following laws and regulations: • U.S. ESIGN Act https://uscode.house.gov/view.xhtml?path=/prelim@title 15/chapter96&edition=prelim • State Laws modeled after the 1999 UETA https://www.wvlegislature.gov/wvcode/code.cfm?ch a p=39A& art=1 • eIDAS Regulation https://eur-lex.euro pa.eu/legalcontent/EN?TXT /HTML ??uri=CELEX320 l 4R09 l O&from=EN • EU Directive on eSignature 1999/93/EC https://eur- lex.europa.eu/legalcontent/EN/TXT /HTML/?uri=CELEX:3l999L0093&from=EN • UK Electronic Communication Act (2000) https://www.legislation.gov.uk/ukpga/2000/7/enac ted/data.xht?view=sni ppet&wrap=true	N	TrueSign complies with U.S. ESIGN Act. The others will have to be assessed for compliance.
3.1.17.6 Vendor shall be able to warrant compliance with the above laws and be available to testify in court to the validity of transactions created with the proposed solution.	N	TrueSign complies with U.S. ESIGN Act. The others will have to be assessed for compliance.
3.1.18 QUALIFICATION: Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:		

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
3.1.18.1 Experience: Vendor, or Vendor's supervisory staff assigned to this project, must have successfully completed at least two projects that involved work similar to that described in these specifications or the Project Plans. Compliance with this experience requirement will be determined prior to contract award by the State through references provided by the Vendor upon request, through knowledge or documentation of the Vendor's past projects, through confirmation of experience requirements from the architect assisting the State in this project, or some other method that the State determines to be acceptable. Vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirement may be requested after bid opening and prior to contract award.	Y	
3.1.18.2 System shall be currently in use in situations that involve high volume transaction and multi-location environments. Agency may request list of uses prior to award.	Y	
3.1.18.3 Vendor shall have a dedicated security team.	Y	
3.1.19 SERVICES AND SUPPORT		
3.1.19.1 Professional services shall be available to assist ONS in developing templates, workflows, integration, user support, and help with other features offered with the product.	Y	
3.1.19.2 Support shall be available Monday through Friday, 8:00am to 5:00pm Eastern Standard Time excluding West Virginia State holidays.	Y	Based on the number of transactions, ImageSoft will work with DHHR to determine a cost-effective approach to end user support. Depending on the number of anticipated support calls per month, ImageSoft may recommend the approach of providing support to an assigned DHHR TrueSign System Administrator who will be the TrueSign end user first point of contact.
3.1.20 TRAINING AND EDUCATION		
3.1.20.1 Online Self-Paced Classes and Training shall be included.	Y	
3.1.20.2 Online self-paced General User instruction shall be available for all ONS and Outside Users that	Y	

Contract Items & Mandatory Requirements	Comply? (Y/N)	ImageSoft Response
are included in the transaction process. This can be through videos or online content.		
3.1.20.3 This training shall be available during the life of the contract.	Y	
3.1.20.4 Online Instructor Lead Training may be available.	Y	
3.1.20.5 Online Instructor Lead Training shall be optional at the Agency's discretion if offered.	Y	
3.1.21 COST		
3.1.21.1 Vendor shall provide monthly pricing as indicated on Pricing Page for all services that are to be provided under this contract. All costs shall be included in pricing.	Y	
3.1.21.2 Vendor shall include the price for all software products necessary to meet the requirements included in this solicitation. All costs shall be included.	Y	

Solution Overview

TrueSign is a stand-alone product hosted by ImageSoft in the highly secure Microsoft Azure Government Cloud, allowing users to upload documents directly from their desktops, or simply email them directly to their TrueSign account.

1 Creating Envelopes

TrueSign starts with the creation of an envelope. Envelopes can be created by authorized users or programmatically using the available API. After envelope creation, one or more documents can then be added to the envelope for signing. A user with envelope creation rights will see a (+) **Create New** button on the lower-right position of the page. Once clicked, the following options are presented:
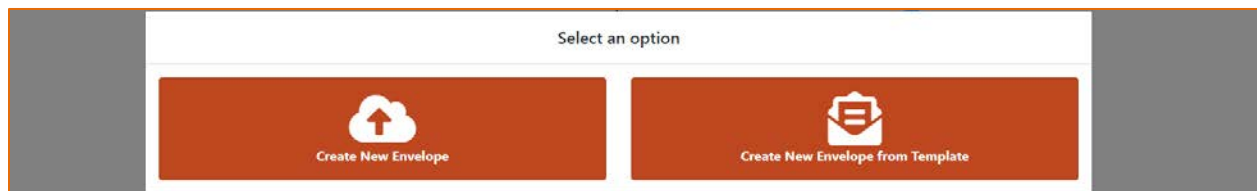
2 Create New Envelope

This control will allow you to upload up to 10 PDF/Word/Tiff documents at a time into a new envelope:
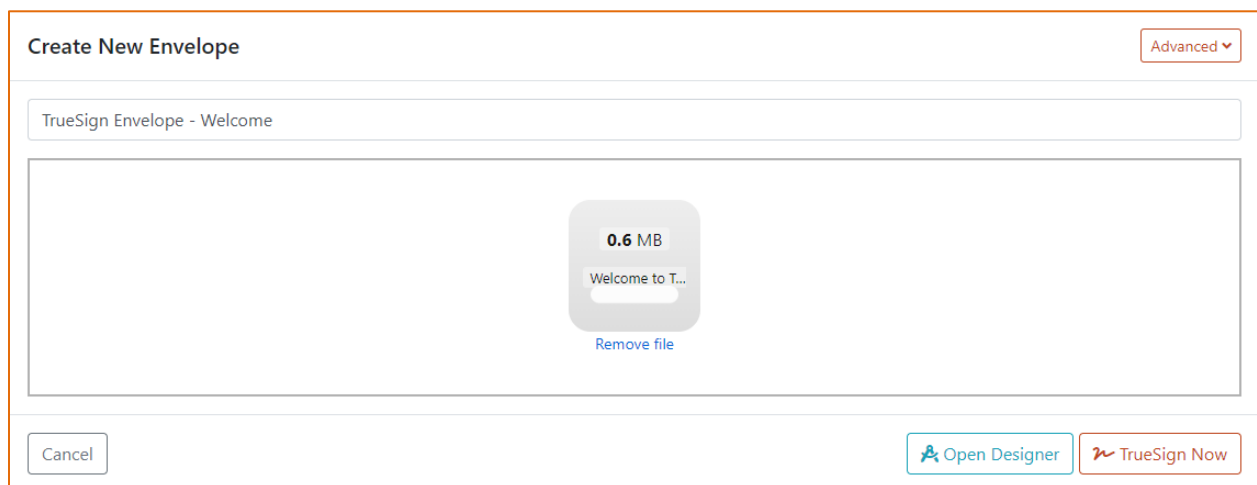
Once you have uploaded all the PDF/Word/Tiff documents, select if you want to **Open Designer** or **TrueSign Now**:

- **Open Designer**: if this option is selected, the new envelope will open in the TrueSign Designer for you to prepare it for signing. This option will allow you to add more documents to the envelope, add signers, add anchors, et al. Read more about the TrueSign Designer here.

- **TrueSign Now**: if this option is selected, the new envelope will open in the signing interface for you to sign. Read more about the TrueSign signing interface here.

3 Create New Envelope from Template

If you have created a template or someone has shared a template with you, you can create a new envelope based on that template. Select a template from the list and TrueSign will automatically list the configured signers:

New Envelope from Template

Select a template:
Welcome Template ▾

Select an envelope type:
[default] ⌄

Signer #1: Yourself, the creator of the envelope. 🗑

Signer #2: Static Internal (dkramer@imagesoftinc.com) 🗑

Signer #3: Please select: External ⌄ 🗑

Email | First Name | Last Name

Cancel   👤 Open Designer   ✈ Send to Sign

Once you have edited the signers for this envelope, select if you want to **Open Designer** or **Send to Sign**:

- **Open Designer**: if this option is selected, the new envelope will open in the TrueSign Designer for you to prepare it for signing. This option will allow you to add more documents to the envelope, add signers, add anchors, et al. Read more about the TrueSign Designer here.

- **Send to Sign**: if this option is selected, the new envelope will be sent to all the configured signers for their signature.

4   Email to Sign@TrueSign.com

Another way to create envelopes is via email. You can send or forward an email containing PDF attachments you intend to sign to **sign@truesign.com**, where the subject of the email will be the new envelope's title. If you have been given the right to use this feature by your TrueSign admins and your email contains valid PDF documents, then you will receive a reply from TrueSign:

⚡ TrueSign®

A new envelope with title **Updated Contract to Sign** has been created in TrueSign. You may choose to sign it yourself or design it for other signers.

Sign →   **Design →**

Please note: If you click **Design** at least once, the "Sign" link no longer will take you to the envelope for signing. You must send the envelope from the design interface instead.

TrueSign ® is an ImageSoft Inc. product
2020 © all rights reserved

Find out more at TrueSign.com

The email contains two links to the new envelope:

- **Sign**: Click this link if you intend to sign the new envelope yourself.

- **Design**: Click this link if you intend to open the new envelope in the TrueSign Designer and prepare it for other people to sign it.

5 Signing a Document

Signing in TrueSign is easy. Once you have opened an envelope that requires your signature in the TrueSign Viewer, you will see the following interface:
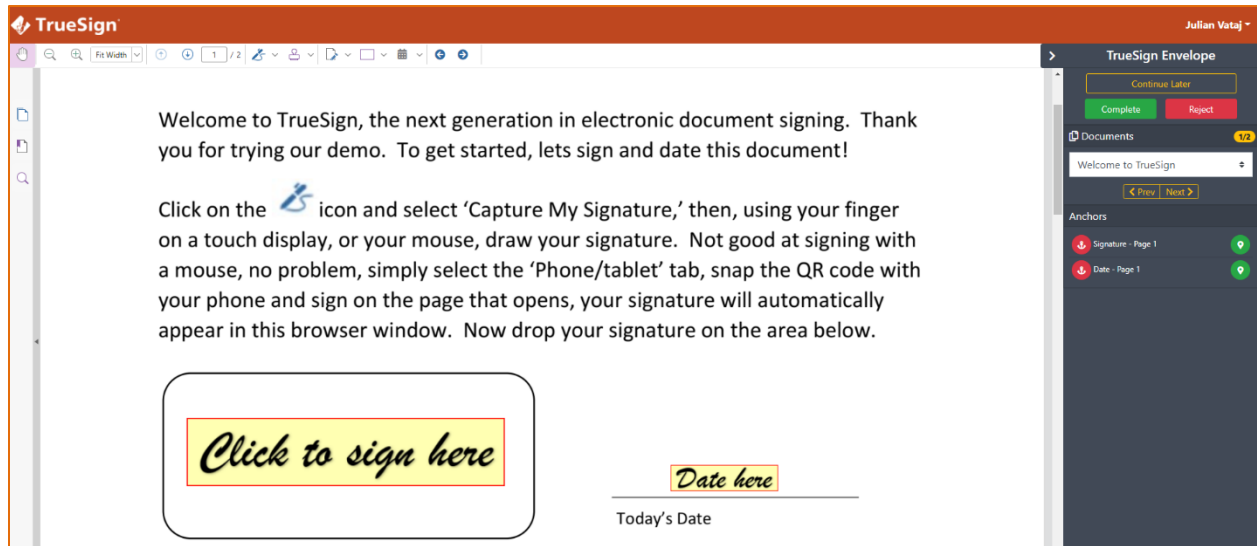
6 The toolbar

The viewer's toolbar contains controls to help you navigate through the document and make the necessary editing to the opened document.

Here is a table explaining each icon on the toolbar:

Icon	Description
🖐	**Hand** – when selected, allows you to scroll through the active document. It also serves as an action canceling, for example when you are done drawing shapes.
🔍	**Zoom out** – zoom out on the active document, making the view smaller.
🔍	**Zoom in** – zoom in on the active document, making the view larger.
100% ⌄	**Zoom level** – static zoom options. Also contains fit width and fit page options.
⊕	**Page up** – move one page up from the active page.
⊕	**Page down** – move one page down from the active page.
1 / 1	**Page jump** – type in a page number to bring it up on the viewer.
✍ ⌄	**Signatures** – a dropdown control containing signature options.
🖋 ⌄	**Stamps** – a dropdown control containing a list of stamps the user has access to.
📝 ⌄	**Markups** – a dropdown control containing markup options.
▢ ⌄	**Shapes** – a dropdown control containing shape options for drawing.
📅 ⌄	**Dates** – a dropdown control containing date options.

Signatures

The signatures dropdown control contains a list of your signatures, a list of signatures of the users that you can proxy sign for and the option to create a temporary signature. The temporary signature can be used to sign the current envelope and it is not saved for future envelopes. To apply a signature on the active document, click the name of the signature from the dropdown menu and place it to the desired position on the document. Here is a sample signature list:
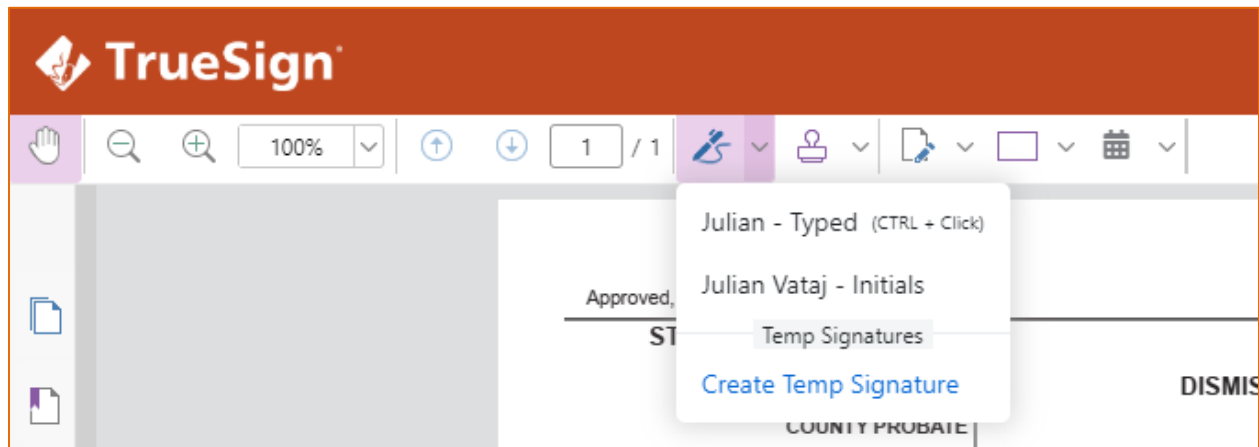
Stamps

The stamps dropdown control contains a list of stamps the current user has access to. To apply a stamp on the active document, click the name of the stamp from the dropdown menu and place it to the desired position on the document. Here is a sample stamp list:
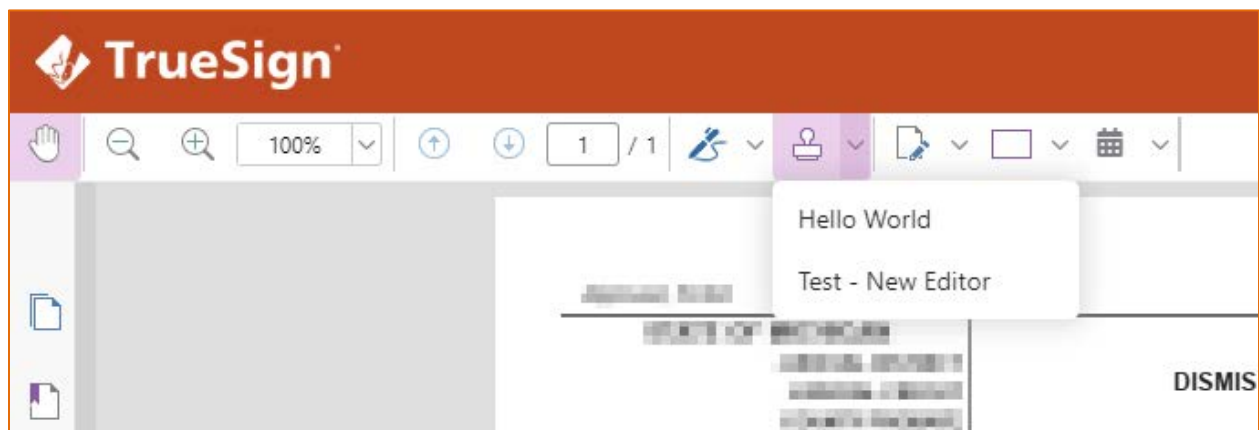
Dates

The date dropdown control contains a list of redefined date stamps. To apply a date on the active document, click the date format from the dropdown menu and place it to the desired position on the document. This dropdown also contains an option for internal users called "Custom Date". This option allows the user to change the date value from today's date.
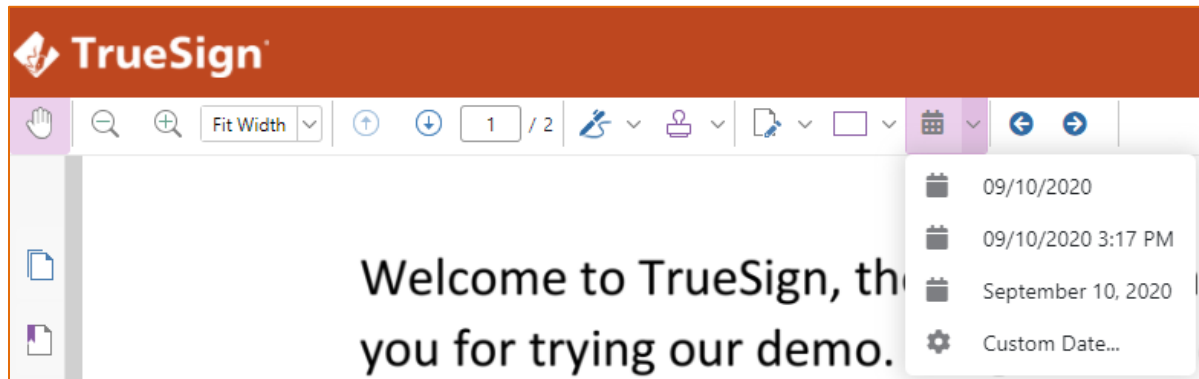
Proxy Signing

Our solution does allow for "Proxy Signing" or using someone else's signature, with permission, on their behalf. Once you give permission to someone to allow "Proxy Signing" on your behalf, you are not required to manually sign or review yourself. This can be customized based on security rights/privileges.

To setup your signature, and subsequently give "Proxy Signing" rights to another individual, start by heading to the "My Signatures" page within your account settings.

My Signatures

The My Signatures page is the place where you will create your different signatures and capture your initials. It is also the place where you can control which user in your organization can sign on your behalf - also known as proxy signing.

To create a new signature, click "Create New Signature." A signature editor page will be displayed:
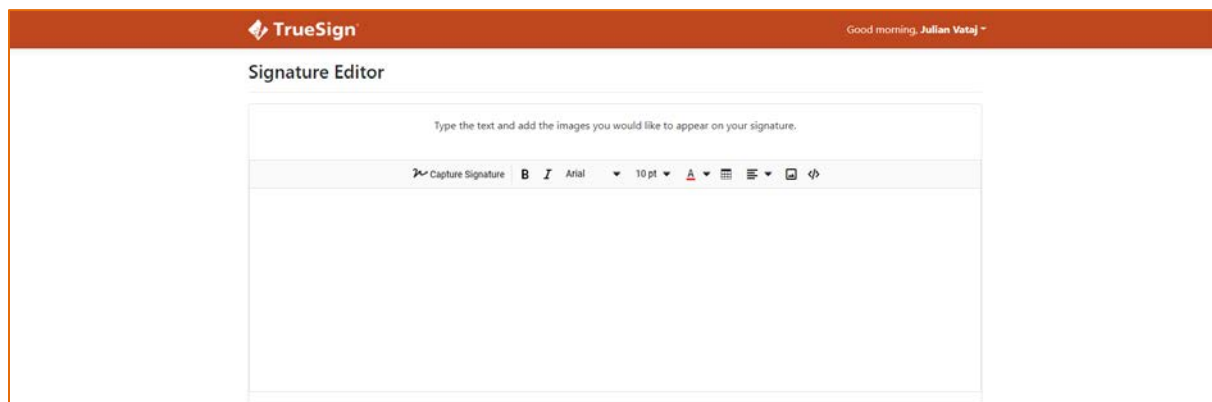
In the editor, you can build your signature by having a mix of text and images. You can capture your signature by clicking the "Capture Signature" button on the editor's toolbar. A new window will show up and there you can either capture your signature using your finger (in a touch screen device) or using your mouse. Another option is to capture your signature via a mobile device if the editor page is being accessed via a desktop computer. This option allows you to scan a QR code with your phone's camera and capture your signature on the page that opens, using a stylus pen or your finger.
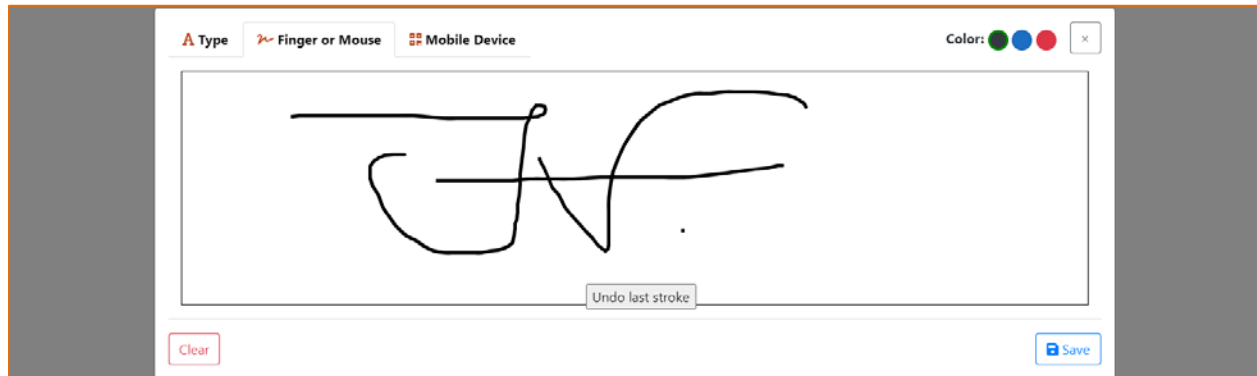
Once your actual signature has been captured, you may add extra text, like the full name, title. etc.

Once you have completed the signature design, click the "Preview" button to see a preview of how your signature will look like. You may go back and make more changes to it, or you can select a unique **Nickname** for it and save it.

Once a signature is saved, you can decide which users from your organization can use it. In the "My Signatures" page, locate the signature you would like to assign a proxy signer for. Once the signature has been located, click the "**Manage**" button to the right. You will now see a new page with a list of users in your account.

Note: You will see a section for each envelope type your admin has configured and allowed you to assign proxy signers for.

To allow a user to use this signature on your behalf, click the "**Add**" button to the right of their name. You can also search for a user using the search box. If a user already has access to this signature, a "**Remove**" button will appear next to their name.
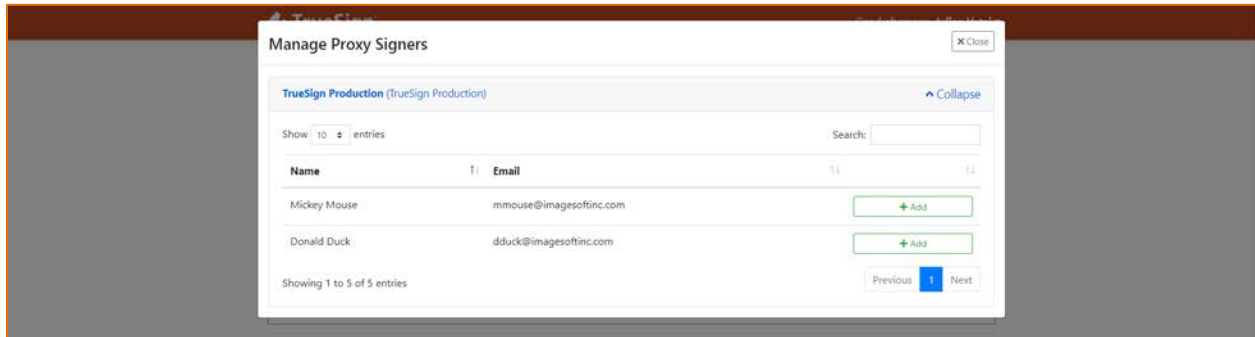
A signature can be edited by clicking the gray pencil icon on the top-right of the signature. It can also be deleted by clicking the red trash can icon.

When signing documents in TrueSign, there are certain processes that use a "default" signature, like automatically switching to signing mode by clicking CTRL and the left click of your mouse. In these scenarios, TrueSign will use the first listed signature in the My Signatures page. You can re-order your signatures by clicking the up and down arrows on the top-right of the signature. Changes are saved automatically as you click up/down.

Audit Trail and Status Tracking

Each envelope that is created in our system has a full "History" log associated with it. This log tracks things such as: When an envelope is completed, when a user signs, when a user views the envelope, the status of related email notifications, and more.

Here is an example of what a history log may look like:

TrueSign API Integration

To meet the integration requirements stated in the RFQ, ImageSoft has published RESTful APIs to provide organizations the ability to integrate TrueSign electronic signature functionality into their existing systems. Additionally, as part of TrueSign support, ImageSoft will provide DHHR guidance on the use of TrueSign APIs. ImageSoft TrueSign APIs are fully documented on the TrueSign API Docs website (https://api.truesign.com/docs/), covering many common integration functions, such as creating a new envelope, adding a signer, sending an envelope for signature, ingesting signed documents into an existing system, etc.
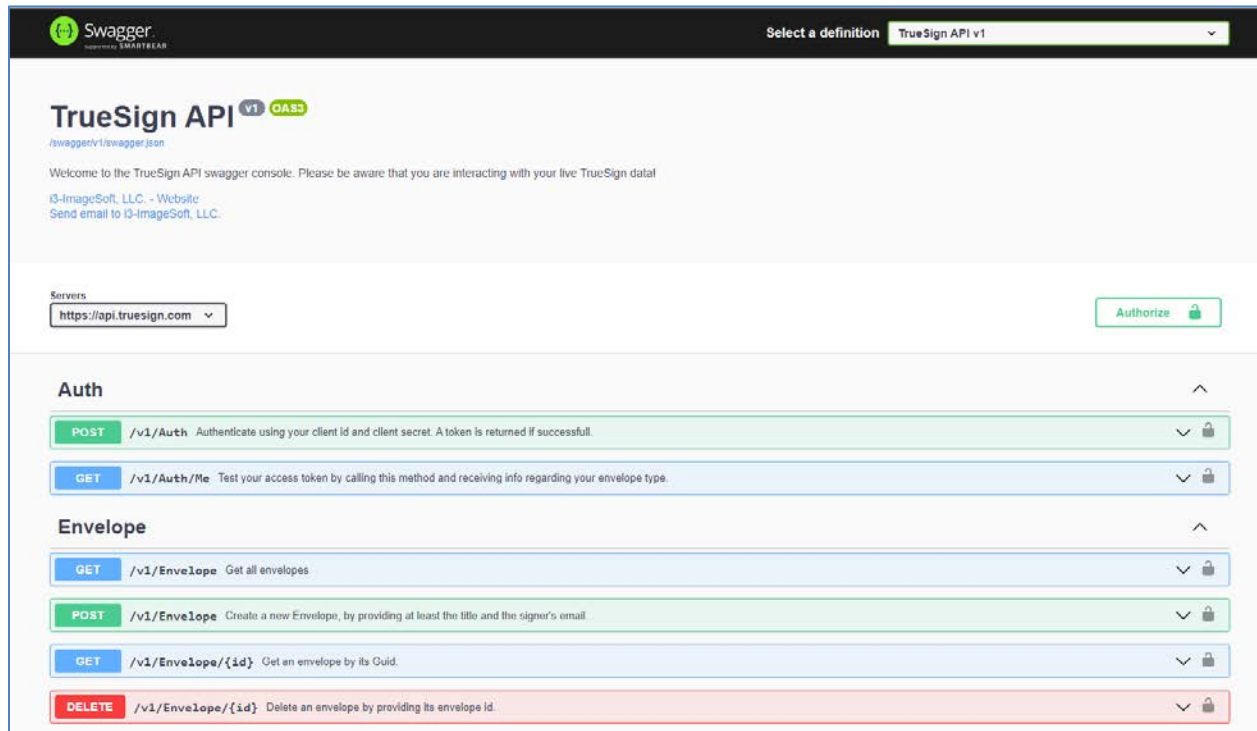
TrueSign APIs are also documented on Swagger UI, and, more importantly, Swagger UI allows organizations to interact directly with TrueSign APIs (requires a TrueSign subscription and Envelope Type with client ID and client secret). Additionally, ImageSoft has published a NuGet package, called TrueSign.Shared, that allows organizations to integrate quickly with TrueSign from a .Net Framework or C++ application. TrueSign.Shared contains a library with the core logic to communicate with the TrueSign API. Any application capable of web service calls can take advantage of TrueSign APIs.

TrueSign API Docs website provides full descriptions of TrueSign APIs

TrueSign APIs are available on Swagger UI for direct API interaction

NuGet Package TrueSign.Shared contains .Net Standard Library for TrueSign API

nuget   **Packages**   Upload   Statistics   Documentation   Downloads   Blog   Sign in

Search for packages...   🔍

TrueSign.Shared 1.0.8

| Package Manager | .NET CLI | PackageReference | Paket CLI | Script & Interactive | Cake |

PM> Install-Package TrueSign.Shared -Version 1.0.8

📄 README   🗐 Dependencies   ⑂ Used By   🕐 Versions

This NuGet package allows you to quickly integrate with TrueSign®. It contains a .Net Standard library with the core logic to communicate with the TrueSign API. This package will be updated as the API changes. You can use it to integrate from OnBase by Hyland, or any other document management back-end.

About TrueSign

TrueSign® is a web application that allows individuals and organizations to sign and stamp documents electronically. This public repository is meant to help organizations integrate TrueSign with their business applications. To learn more about TrueSign, click here. If you would like to try a live demo, please click here.

Support or Contact

Having trouble integrating with the TrueSign API? Check out our documentation or contact support and we'll help you sort it out.

Downloads   Full stats →

Total   **1.9K**

Current version   **203**

Per day average   **3**

About

🕐 Last updated 8/25/2020

🌐 Project website

⌣ Download package (24.29 KB)

🗗 Open in NuGet Package Explorer

⬡ Open in FuGet Package Explorer

⚑ Report package

Owners   Contact owners →

▶ ImageSoft

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Cost Proposal

Following the RFQ response requirements, ImageSoft has provided line-item pricing separately in wvOASIS.

Appendices

Appendix A: Signed RFP Forms

- Addendum Acknowledgement Form
- Purchasing Affidavit Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WIC2200000001

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)

[X] Addendum No. 1   [ ] Addendum No. 6
[ ] Addendum No. 2   [ ] Addendum No. 7
[ ] Addendum No. 3   [ ] Addendum No. 8
[ ] Addendum No. 4   [ ] Addendum No. 9
[ ] Addendum No. 5   [ ] 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 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.

___i3-ImageSoft, LLC_____
Company

_____ James Leneschmidt, CTO_____
Authorized Signature

___03/11/2022_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 02/08/2022

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 exceed 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: ___i3-ImageSoft, LLC___

Authorized Signature: _____ Date: ___03/11/2022___

State of ___Michigan___ James Leneschmidt, CTO

County of ___Oakland___, to-wit:

Taken, subscribed, and sworn to before me this _15_ day of ___MARCH___, 20_22_.

My Commission expires ___DECEMBER 29___, 20_25_.

AFFIX SEAL HERE   NOTARY PUBLIC ___Sharon Gail Pimlott___

Appendix B: ImageSoft Azure Government Cloud Hosting Services

Overview

TrueSign is hosted by ImageSoft in a Microsoft Azure Government Cloud environment. Azure Government delivers a dedicated cloud enabling government agencies and their partners to transform mission-critical workloads to the cloud. Azure Government services handle data that is subject to certain government regulations and requirements, such as HIPAA, FedRAMP, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS. In order to provide you with the highest level of security and compliance, Azure Government uses physically isolated datacenters and networks located in U.S. only.

Azure Data Centers

Azure organizes their datacenters into regions. A region is a set of datacenters deployed within a latency-defined perimeter and connected through a dedicated regional low-latency network. Azure has more global regions than other cloud provider does. Furthermore, Azure Government Regions are reserved only for US federal, state, local, and tribal governments, and their partners. These government-only datacenters are operated and controlled exclusively by screened US citizens.

Six Azure Government Regions (and two forthcoming Azure Government secret regions for classified workloads) allow ImageSoft to flexibly deploy our government solutions where they need to be and grant us the ability to quickly deploy these solutions in a timely fashion while simultaneously meeting customer needs for scalability, high availability, and disaster recovery, all in the cloud.


Azure Resiliency
Source - https://azurecomcdn.azureedge.net/cvt-f42cff19c122f7d42a7a981d918c766c19c3606c70868e33cab27f293a38363e/mediahandler/files/resourcefiles/azure-resiliency-infographic/Azure_resiliency_infographic.pdf

In addition to migrating dozens of systems to Azure, ImageSoft has deployed several solutions, including TrueSign, completely within the Azure platform making them 100% "cloud-native." We can help customers establish new solutions entirely in the cloud, migrate existing on-premises workloads, or create hybrid environments, if some data needs to remain on-site.

The diagram illustrates high availability (HA) via the use of Azure Traffic Manager, load balancers, multiple servers at each tier, and SQL Server Always On Availability Groups. Deploying to Multiple Regions with asynchronous replication offers disaster recovery protection from regional outages and Azure Traffic Manager can be leveraged here as well for failover. Various HA scenarios are supported including active/passive and active/active.
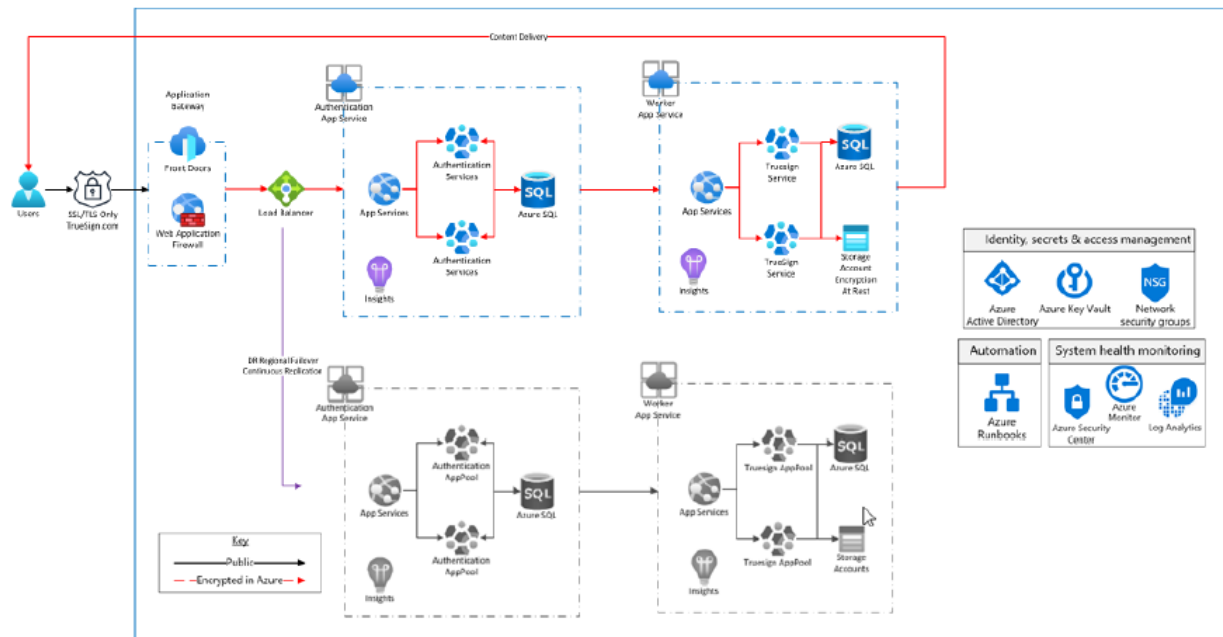
TrueSign Azure Services

To learn more about Azure Government, please visit https://azure.microsoft.com/en-us/global-infrastructure/government/.

Security and Compliance

ImageSoft maintains a robust and vigilant approach to security for every customer across all industry verticals. By leveraging Microsoft Azure Government, ImageSoft delivers enterprise security starting at the foundational physical layer, offering a holistic security management approach through the logical and application layers with options to match the strictest control.

Microsoft leads the industry in establishing clear security and privacy requirements and then consistently meeting these requirements. Azure meets a broad set of international and industry-specific compliance standards, such as General Data Protection Regulation (GDPR), ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2, as well as country-specific standards, including Australia IRAP, UK G-Cloud, and Singapore MTCS. Rigorous third-party audits, such as those done by the British Standards Institute, verify Azure's adherence to the strict security controls these standards mandate. Microsoft was the first cloud provider to adhere to the ISO code of practice for cloud privacy.

At least once a year, Microsoft Azure is audited for compliance with ISO/IEC 27001 and ISO/IEC 27018 by an accredited third-party certification body, providing independent validation that applicable security controls are in place and operating effectively. As part of this compliance verification process, the auditors validate in their statement of applicability that Microsoft in-scope cloud services and commercial technical support services have incorporated ISO/IEC 27018 controls for the protection of PII in Azure. To remain compliant, Microsoft cloud services must be subject to annual third-party reviews.

By following the standards of ISO/IEC 27001 and the code of practice embodied in ISO/IEC 27018, Microsoft—the first major cloud provider to incorporate this code of practice—demonstrates that its privacy policies and procedures are robust and in line with its high standards.

- **Customers of Microsoft cloud services know where their data is stored.** Because ISO/IEC 27018 requires certified CSPs to inform customers of the countries in which their data may be stored, Microsoft cloud service customers have the visibility they need to comply with any applicable information security rules.

- **Customer data won't be used for marketing or advertising without explicit consent.** Some CSPs use customer data for their own commercial ends, including for targeted advertising. Because Microsoft has adopted ISO/IEC 27018 for its in-scope enterprise cloud services, customers can rest assured that their data will never be used for such purposes without explicit consent, and that consent cannot be a condition for use of the cloud service.

- **Microsoft customers know what's happening with their PII.** ISO/IEC 27018 requires a policy that allows for the return, transfer, and secure disposal of personal information within a reasonable period of time. If Microsoft works with other companies that need access to your customer data, Microsoft proactively discloses the identities of those sub-processors.

- **Microsoft will comply only with legally binding requests for disclosure of customer data.** If Microsoft must comply with such a request—as in the case of a criminal investigation—it will always notify the customer unless it is prohibited by law from doing so.

All solution components are hosted in the Microsoft Azure Government Cloud, which is fully compliant with ISO 27001. By leveraging Azure Government Cloud, customers can also be assured that all of their data stays in the United States and is only accessible by US based personnel. In addition, all ImageSoft employees with access to customer data undergo formal CJIS training and certification, which is renewed bi-annually.

Business Continuity

Availability and Disaster Recovery

ImageSoft will provide a standard Disaster Recovery (DR) Plan for the TrueSign DHHR Digital Transaction Management and eSignature Subscription solution. ImageSoft will work with DHHR to customize the plan to include communications protocols for declaring a disaster, failing over to the DR site, and failing back to the primary site.

The standard DR plan includes one redundant site in a different geographical location (US based). More sites (US based) can be provided for additional cost.

Microsoft was the first hyper-scale cloud provider to achieve the ISO 22301 certification that ensures Azure applications are backed by the highest standard for business continuity and disaster preparedness. The ISO 22301 certification is applicable across both the Azure public and Azure Government clouds.

What does Azure achieving ISO 22301 provide? It provides assurance that customers can trust Microsoft Azure with their mission critical applications by providing an extensive independent 3rd party audit of all aspects of Azure's business continuity. This includes the following:

- how backups are validated
- how recovery is tested
- the competency/training of critical staff
- the level of resources available
- buy-in by senior management
- how risks are assessed/mitigated
- adherence to legal/regulatory requirements
- the process for response to incidents

- the process for learning from incidents

To learn more about Microsoft Azure's ISO 22301 certification and download a copy of the certification, please visit https://aka.ms/iso22301cert.