



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
- Clarification Request

Procurement Folder: 964749

Procurement Type: Central Master Agreement

Vendor ID: VS0000039541

Legal Name: Coastal Cloud Holdings LLC

Alias/DBA: Coastal Cloud Holdings, LLC

Total Bid: \$165,066.34

Response Date: 01/13/2022

Response Time: 12:29

Responded By User ID: CoastalCloud

First Name: Jennifer

Last Name: Hartshorne

Email: jennifer.hartshorne@coa

Phone: 8502941884

SO Doc Code: CRFQ

SO Dept: 0511

SO Doc ID: OIG2200000001

Published Date: 12/14/21

Close Date: 1/13/22

Close Time: 13:30

Status: Closed

Solicitation Description: STATEWIDE CASE MANAGEMENT SYSTEM

Total of Header Attachments: 3

Total of All Attachments: 3



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 964749
Solicitation Description: STATEWIDE CASE MANAGEMENT SYSTEM
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-01-13 13:30	SR 0511 ESR01132200000004225	1

VENDOR
 VS0000039541
 Coastal Cloud Holdings LLC

Solicitation Number: CRFQ 0511 OIG2200000001
Total Bid: 165066.3399999999965075403451 **Response Date:** 2022-01-13 **Response Time:** 12:29:38
Comments:

FOR INFORMATION CONTACT THE BUYER

Crystal G Husted
 (304) 558-2402
 crystal.g.husted@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	Data base management system software				61505.00

Comm Code	Manufacturer	Specification	Model #
43232304			

Commodity Line Comments: Coastal Cloud recommends a Case Management Solution built on Salesforce.

Extended Description:

case management system

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Computer software licensing service				83061.34

Comm Code	Manufacturer	Specification	Model #
81112501			

Commodity Line Comments: DHHR OIG will negotiate Salesforce licensing through Carahsoft Technology Corp. A written quotation is attached in the documents section and includes:
 Required - 45 Service Cloud licenses, Government Cloud Plus, Premier Success Plan
 Optional - Digital Engagement, Salesforce Shield, Tableau

Extended Description:

Software Licensing Fees

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Database management system software maintenance	100.00000	HOUR	205.000000	20500.00

Comm Code	Manufacturer	Specification	Model #
81112205			

Commodity Line Comments: Support Services: 100 hours x \$205 per hour = \$20,500.00
 Delivery Days: We estimate a solution implementation time of approx. 90 days. There is some flexibility in this timeline depending on the needs of the client.

Extended Description:

The quantity of 100 is an estimate for bidding purposes only. Actual hours could be more or less.
 Modifications and Enhancements, Support

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.

Bethan Flynn

(Name, Title)

Director, Public Sector - Midwest

(Printed Name and Title)

1 Hammock Beach Pkwy, Suite 200, Palm Coast, FL 32137

(Address)

800-237-9574

(Phone Number) / (Fax Number)

bethan.flynn@coastalcloud.us

(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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

Coastal Cloud Holdings LLC

(Company)

 Sara Hale

(Authorized Signature) (Representative Name, Title)

Sara Hale, Co-Founder and Managing Partner

(Printed Name and Title of Authorized Representative)

01/12/2022

(Date)

800-237-9574

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OIG2200000001

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 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 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.

Coastal Cloud Holdings LLC

Company



Authorized Signature

01/12/2022

Date

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

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: Coastal Cloud Holdings LLC

Authorized Signature: *Jay Hale* Date: 1/12/2022

State of Florida

County of Flagler, to-wit:

Taken, subscribed, and sworn to before me this 12th day of January, 2022

My Commission expires September 19, 2025

AFFIX SEAL HERE

NOTARY PUBLIC

Kelly Scully





**West Virginia Department of Health and Human Services, Office of Inspector General
CRFQ-0511-OIG220000001-1, Statewide Case Management System**

References Submitted by Coastal Cloud Holdings, LLC

Florida Division of Emergency Management

Company: Florida Division of Emergency Management
Contact: Kevin Guthrie, Director of Emergency Management
(Carly Miller, Executive Assistant to Kevin Guthrie)
Phone Number: (850) 320-3613
Email: Carly.Miller@em.myflorida.com
Address: 2555 Shumard Oak Blvd.
Tallahassee, FL 32399

CDR Maguire COVID Testing and Vaccine Site Management

Company: CDR Maguire
Contact: Darin S. Leigh, Chief Commercialization Officer
Phone Number: 984-269-9106
Email: darin.leigh@cdrmhealth.com
Address: 3800 Esplanade Way, Suite 180
Tallahassee, FL 32311

One More Child

Company: One More Child
Contact: Jerry Haag, CEO
Phone Number: (850) 877-1067
Email: jerry.haag@onemorechild.org
Address: Joe K. Blanton Campus
1015 Sikes Blvd.
Lakeland, FL 33815

GOVERNMENT PRICE QUOTATION



SALESFORCE.COM GOVERNMENT at CARAHSOFT



CARAHSOFT TECHNOLOGY CORP.
 11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 662-2724
 www.carahsoft.com | sales@carahsoft.com

TO: Crystal Husted
 Buyer
 State of West Virginia, Department of Health and Human Resources, Purchasing Division
 350 Capitol St.
 Post Office Box 50130
 Charleston, WV 25301 USA

EMAIL: crystal.g.husted@wv.gov

PHONE: (304) 558-2402

FROM: Harout Manadjian
 Carahsoft Technology Corp.
 11493 Sunset Hills Road
 Suite 100
 Reston, Virginia 20190

EMAIL: Harout.Manadjian@carahsoft.com

PHONE: (571) 662-3408 **FAX:** (703) 871-8505

TERMS: FTIN: 52-2189693
 Shipping Point: FOB Destination
 Remit To: Same as Above
 Payment Terms: Net 30 (On Approved Credit)
 Cage Code: 1P3C5
 DUNS No: 088365767
 Credit Cards: VISA/MasterCard/AMEX
 Sales Tax May Apply

QUOTE NO: 32443780
QUOTE DATE: 01/13/2022
QUOTE EXPIRES: 05/20/2022
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$83,061.34

TOTAL QUOTE: \$83,061.34

LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
1	121-0092	Service Cloud Enterprise Edition -Includes Courtesy Administrators for Admin Assist - Enterprise Edition- Start Date: 05/20/2022 End Date: 05/19/2023	\$1,103.23 OM	45	\$49,645.35
2	121-0175	Government Cloud Plus 15% Net Price Start Date: 05/20/2022 End Date: 05/19/2023	\$6,454.1500 OM	1	\$6,454.15
3	121-0335	Premier Success Plan 30% Net Price Start Date: 05/20/2022 End Date: 05/19/2023	\$10,084.3700 OM	1	\$10,084.37
4	121-0114	Digital Engagement Start Date: 05/20/2022 End Date: 05/19/2023	\$774.19 OM	1	\$774.19
5	121-0218	Salesforce Shield 30% Net Price Start Date: 05/20/2022 End Date: 05/19/2023	\$14,893.60 OM	1	\$14,893.60
6	121-0252	Tableau Analytics Growth -Renamed Tableau CRM Growth- Start Date: 05/20/2022 End Date: 05/19/2023	\$1,209.68 OM	1	\$1,209.68
SUBTOTAL:					\$83,061.34

TOTAL PRICE: \$83,061.34

TOTAL QUOTE: \$83,061.34

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www.carahsoft.com | sales@carahsoft.com

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
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****Customer MUST reference Carahsoft Q#32443780 on the PO or it will be rejected****

-----Quote Special Terms-----

Only Services on this Order Form that are identified by SKU in the Government Cloud Plus Products list available at <https://www.salesforce.com/company/legal/agreements/>, as updated from time to time, are Government Cloud Plus Products. All other Services are non-Government Cloud Plus products. The Government Cloud Available Products and Features Knowledge Article available at <https://help.salesforce.com/articleView?id=000321821&type=1&mode=1> ("Knowledge Article") identifies "Interoperable (but not authorized)" products and features which are compatible with Government Cloud Plus Products, in the manner as described in the Documentation. Customer has sole responsibility, prior to using new products or features with Government Cloud Plus Products, to determine if such products or features are within the Government Cloud Plus authorization boundary, as described in the Knowledge Article, and for maintaining the settings in its Salesforce Government Cloud Plus Org for the Org to remain compliant with the Government Cloud Plus authorizations. Salesforce provides customers with a Configuration User Guide available at <https://publicsector-compliance-us.my.salesforce.com/> to assist with the setup and configuration process. "Org" means a unique instance of the Services, i.e., a separate set of Customer Data and Customer-specific Service customizations held by SFDC in a logically separated database (i.e., a database segregated through password-controlled access). Customer acknowledges that the "Interoperable (but not authorized)" products and features, as well as any Non-SFDC Applications that interoperate with the Customer's Salesforce Government Cloud Plus Org, fall outside of the Government Cloud Plus authorization boundary. In light of the foregoing, Customer understands and agrees that its Customer Data will be shared with "Interoperable (but not yet authorized)" products and features and Non-SFDC Applications that interoperate with its Salesforce Government Cloud Plus Org.

Notwithstanding anything to the contrary in the Master Subscription Agreement: (1) The Government Cloud Plus subscription and Premier Success Plan (Support & Admin) subscription (for Enterprise Edition customers only) ordered hereunder are priced as a one-time promotional offer applicable to this Order Form only; and (2) any renewal of the Government Cloud Plus subscription and Premier Success Plan (Support & Admin) subscription, as applicable, shall be at SFDC's then-current list pricing for such Services unless otherwise agreed in writing by the parties. The subscriptions provisioned as part of this promotional offer are not transferable between Orgs. This promotional offer is only available to eligible SFDC customers who are US government entities, meet the requirements for Government Cloud Plus, and are either migrating their existing Org from SFDC's commercial instance or to a new Org on the Government Cloud Plus instance.

---Product Special Terms---

Salesforce Shield

In order to use the Einstein Data Detect and Code Spec features, Customer's system administrator must first install the managed package available at: <https://sfdc.co/install-datadetect>.

Government Cloud Plus

The Government Cloud Plus subscription: (i) provides an isolated infrastructure for hosting authorized Salesforce Services, with additional controls specifically for US government customers and US government contractors, as further described in the Trust and Compliance Documentation (available at <https://www.salesforce.com/company/legal/trust-and-compliance-documentation/>); and (ii) amends and supplements the Premier Success Plan (available at <https://sfdc.co/bDsV6q>) for Services available on the Government Cloud Plus infrastructure as set forth below. The terms in the Premier Success Plan shall apply, except as otherwise set forth herein. For the purposes of this Product Special Term, "Qualified US Citizens" are individuals who: (1) are United States citizens; (2) are physically located within the United States while providing Premier Support Services; and (3) have completed a background check as a condition of their employment with Salesforce. Submitting a Case: Users can submit support cases as described in the Premier Success Plan. Cases submitted via the Help portal will automatically be routed to Qualified US Citizens. Cases

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www.carahsoft.com | sales@carahsoft.com

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
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submitted outside of the Help portal (e.g. via telephone or chat, when available) will not be responded to by Qualified US Citizens. These individuals will route cases to a team of Qualified US Citizens and will access the following information about Users in order to route the calls to Qualified US Citizens: first and last name, email address, username, phone number, and physical business address. All support is provided in English only. All personnel engaged outside of the Help portal, including those in customer success roles or providing customer success services (e.g. Expert Coaching, Expert Office Hours), will not be Qualified US Citizens and will only have access to Customer Data if Customer provides such personnel a User ID or otherwise enables the sharing of Customer Data with such personnel.

Digital Engagement

Customer acknowledges and agrees to indemnify, defend, and hold Salesforce, aggregators (as defined in the applicable Security, Privacy, and Architecture Documentation), and their respective affiliates harmless from and against any claim or loss arising from or relating to Customer's use of the Messaging Services or Customer Data sent via the Messaging Services. ANY LIMITATION OF LIABILITY SET FORTH IN THE AGREEMENT WILL NOT APPLY WITH RESPECT TO THE INDEMNIFICATION OBLIGATIONS SET FORTH ABOVE. Each Messaging subscription entitles Customer to: (i) 25 conversations per month, aggregated over the Order Term; and (ii) 1000 Triggered & Bulk Messages for use in one Salesforce instance during the Order Term. Notwithstanding anything to the contrary in the Agreement, a detailed description of conversations and how they may be used can be found at: <https://sfdc.co/bLIXEm> including the corresponding multipliers by region, which are subject to change upwards or downwards over time. In order to set up message types, including enablement of phone number(s) and over the top ("OTT") messaging identities (example: Facebook Messenger), as applicable, and to complete message type set up, Customer shall follow the set up instructions in Help at https://help.salesforce.com/articleView?id=live_message_setup_flow.htm&type=5. To complete SMS message type set up, Customer shall follow the Messaging Set Up Instructions located at: <http://www.salesforce.com/assets/pdf/misc/livemessage-set-up.pdf>. For Customers located in the U.S. only: (i) Salesforce is entering into this Order Form on behalf of Salesforce Communications LLC; and (ii) the rates payable by Customer for Messaging are inclusive of all amounts that Salesforce must pay to any U.S. or foreign government, regulatory body, agency, commission or quasi-governmental body as a result of Salesforce providing Messaging other than U.S. sales taxes that Salesforce determines are required to be collected from Customer.

Customer must reference Quote number on Purchase Order.

Should Customer purchase via Reseller all terms of Carahsoft Quote must be incorporated in Reseller quote and Customer Purchase Order to Reseller.

Any increase in subscription and support pricing will be in accordance with SFDC's pricing and policies in effect at the time of the renewal or as otherwise agreed to by the parties.

Licensee agrees that any order for Salesforce.com will be governed by the terms and conditions of the Carahsoft Salesforce Service Terms, copies of which are found at <https://carah.io/SFDC-TOU> and all Schedules referenced by the Service Terms are made a part hereof. Licensee acknowledges it has had the opportunity to review the Agreement, prior to executing an order.

All current standard Government Cloud Premier+ Support customers will migrate to the Government Cloud Plus infrastructure as Government Cloud Premier+ Support is going end of life. The following terms shall apply: <http://www.carahsoft.com/government-cloud-terms>. A list of currently available FedRAMP/IL4 Authorized Salesforce products can be found here: https://help.salesforce.com/articleView?id=000270080&language=en_US&type=1

Product Terms Directory: <http://carah.io/Product-Terms-Directory>
Help & Training: <http://carah.io/Help>