West Virginia
Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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.

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Welcome, Robert M Ross

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0506 | ID: ESR06292300000006718 | Ver.: 1 | Function: New | Phase: Final | Modified by batch , 06/29/2023

Header 1

List View

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

Procurement Folder: 1228506

Procurement Type: Central Master Agreement

Vendor ID: VS0000043147

Legal Name: Incapsulate, LLC

Alias/DBA: Incapsulate, LLC

Total Bid: $0.00

Response Date: 06/29/2023

Response Time: 8:52

Responded By User ID: bfreeland

First Name: Bryant

Last Name: Freeland

Email: bfreeland@incapsulate.com

Phone: 5409055361

SO Doc Code: CRFQ

SO Dept: 0506

SO Doc ID: MIS2300000003

Published Date: 6/9/23

Close Date: 6/29/23

Close Time: 13:30

Status: Closed

Solicitation Description: CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM

Total of Header Attachments: 1

Total of All Attachments: 1

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:	1228506
Solicitation Description:	CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2023-06-29 13:30	SR 0506 ESR06292300000006718	1

VENDOR
VS0000043147 Incapsulate, LLC

Solicitation Number: CRFQ 0506 MIS2300000003

Total Bid: 0 **Response Date:** 2023-06-29 **Response Time:** 08:52:12

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	One Time Implementation	0.00000	EA	199000.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments:

Extended Description:

One Time Implementation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Initial Year Term	5.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Salesforce licesnses can be acquired by the State separately or Incapsulate can work with the State to acquire the needed Salesforce licenses.

Extended Description:

Initial Year Term

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year One Optional Renewal	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Salesforce licesnses can be acquired by the State separately or Incapsulate can work with the State to acquire the needed Salesforce licenses.

Extended Description:

Year One Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year Two Optional Renewal	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Salesforce licesnses can be acquired by the State separately or Incapsulate can work with the State to acquire the needed Salesforce licenses.

Extended Description:

Year Two Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Year Three Optional Renewal	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Salesforce licesnses can be acquired by the State separately or Incapsulate can work with the State to acquire the needed Salesforce licenses.

Extended Description:

Year Three Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Additional user licenses	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Salesforce licesnses can be acquired by the State separately or Incapsulate can work with the State to acquire the needed Salesforce licenses.

Extended Description:

Additional user licenses

Proposal Response: CRFQ 0506 MIS2300000003 - Cloud Based Statewide Case Management System

Submitted to:

Submitted by:

incapsulate

Submitted: June 29, 2023

Contact: Lawrence Fortenberry | Lfortenberry@incapsulate.com

Table of Contents

1.0 Introduction/Executive Summary

Founded in 2008, Incapsulate, a minority, woman-owned, small business based in the District of Columbia, has deep public sector experience using cloud-based technologies to drive digital transformation efforts for public and commercial organizations. ***We are a Certified Salesforce Summit (Platinum) Consulting partner*** focused on implementing and supporting Salesforce centric solutions with expertise across the entire suite of Salesforce tools. Incapsulate is a certified partner of Vlocity (now Salesforce Industries), Mulesoft, Tableau, Amazon Web Services, Google Cloud, ESRI, DocuSign, and Box. Our deep roots in the public sector and bench strength have allowed us to provide implementation and support to States, Counties, Cities and Local governments at scale. We are a leading provider of cloud-based Services and Salesforce specifically. ***Our 4.97 out of 5 customer ratings*** is a testament to our customers of the quality of work we provide.

Incapsulate is a Certified Salesforce Summit (Platinum) Consulting partner with over 400 Employees with 900+ Certifications.

Incapsulate is pleased to present our solution for an enterprise-level, Cloud-based statewide case management system for the West Virginia Department of Health and Human Resources, Office of Inspector General's Foster Care Ombudsman (FCO) office. Incapsulate understands the FCO's role in advocating for the rights of foster children and foster parents, investigating and resolving complaints, monitoring legislation and policies, and maintaining a statewide uniform report system. To effectively fulfill these responsibilities, the FCO requires a robust case management system that can handle various functions, including receiving, evaluating, referring, assigning, monitoring, investigating, and reporting on child welfare-related concerns and systemic issues.

Incapsulate's proposed Case Management Solution (CMS) is built using Salesforce Public Sector Solution License. Our CMS will serve as the foundation for the FCO's statewide case management system, this will allow the FCO the ability to

- Leverage and scale their existing investment
- Lower Risk and Cost by reusing components already built
- Higher Adoption Rate since the team is already familiar with the framework
- Allowing original developers to take on the new features being developed easily.

Following are some of the key reasons why Incapsulate is the right choice for the FCO

1. The FCO's desired Technical Solution is an excellent fit for the Salesforce Public Sector Foundation platform
    - Public Sector Solutions (PSS) brings a Pre-Built Low/No Code solution
    - Incapsulate is implementing a similar solution for clients in California and Virginia
    - PSS allows for an implementation that aligns with the FCO Timeline and Budget
    - PSS provides the needed functionality at a lower annual renewal cost, allowing for the best long-term budget flexibility for the FCO's leadership team.
2. Incapsulate is the right choice as a Salesforce Summit (Platinum) Consulting partner to implement a Salesforce based Solution

- Summit Partner with 600+ Technical Certifications and 13 years of experience, we have the size, skills and experience for this project
- We have Expert Navigator badges in Public Sector and a Platinum Partner certification and Salesforce recognizes us as experts in State and Local
- We have the right Past Performance and proven record of success in projects similar to the State project in:
    i. District of Columbia Office of Attorney General
    ii. Commonwealth of Virginia, Virginia Information Technology Agency (VITA)
    iii. City of Opelika
    iv. Alabama Department of Agriculture & Industries
    v. County of San Mateo.

3. Incapsulate brings the right leadership team for project success

- Our Executive Sponsor, Incapsulate Regional Vice President Mrudula Anne. She has deployed over 50 State and Local Government projects over 10 years and runs our delivery organization responsible for all our State and Local Government Customers.
- Team who has implemented similar solutions across the country.

We have provided a detailed description of our solution architecture and description in the next section of this proposal response.

As per the RFQ requirement, we will assign a dedicated Contract Manager who will be responsible for overseeing Incapsulate's responsibilities under this Contract. Below is the Contract Manager's contact information

Contract Manager:

Contract Manager: Ramana Bhamidipati

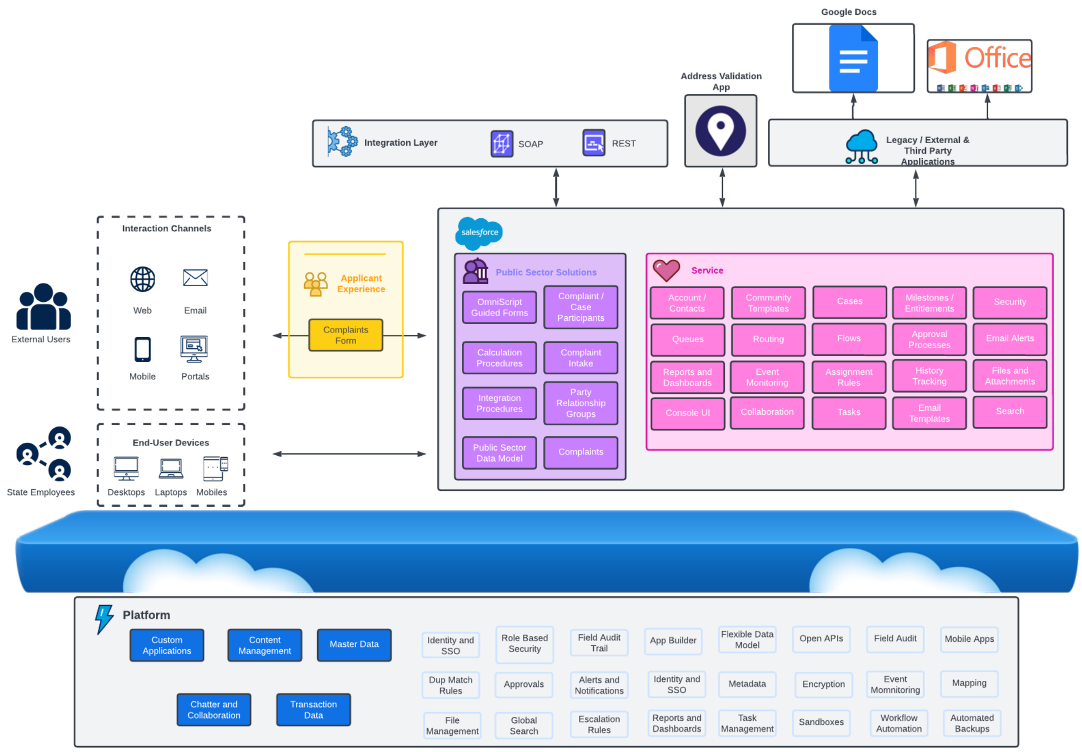
Telephone Number: 888-589-2571

Fax Number: 866-890-4848

Email Address: vbhamidipati@incapsulate.com

2.0 Proposed Solution

The proposed Salesforce solution is based on leveraging Public Sector Solutions (PSS). Salesforce Public Sector Solutions (PSS) is a suite of purpose-built applications that help government agencies deliver services to their constituents more effectively. PSS is built on the Salesforce Customer Relationship Management (CRM) system, and it includes a variety of pre-built applications including Public Complaints management.



General Salesforce Information and Other Features - The Salesforce platform allows users to have a unified user interface providing a 360° view of the system and activity across all case management systems. Our Solution is able to be configured by any system administrator in your organization utilizing a low no code solution, and allows scalability to fit your needs. Many of our clients do their own configurations post go-live and are confident in their ability to tailor Salesforce's solution to fit their ongoing needs. Our solution is extendable (customizable, configurable, and integrative) with clicks and not code, enabling agencies to extend their system as their needs evolve. Incapsulate provides all of our clients with intuitive training, configurable user guides based on the solution, and technical support for ongoing user accessibility.

Salesforce service offerings are intuitive and easy to use, can be deployed rapidly, customized easily, and integrated with other platforms and enterprise apps. Salesforce delivers solutions as a service via all the major Internet browsers and on leading mobile devices. Not only does Salesforce provide enterprise cloud apps, but Salesforce also provides an enterprise cloud computing platform upon which Salesforce customers and partners build and customize their own apps.

Salesforce runs in a browser and does not install any software on the local device, is browser agnostic and supports all major browsers (Microsoft Edge, Google Chrome, Mozilla Firefox, and

Apple Safari). The fully documented list of supported browsers and mobile devices for the full Salesforce site and Salesforce Mobile is available in the following articles in online our Help & Training Portal:
https://help.salesforce.com/HTViewHelpDoc?id=getstart_browser_overview.htm&language=en_US and https://help.salesforce.com/articleView?id=sf1_requirements.htm&type=0.

Salesforce's vision is based on multi-tenant technology architecture and a subscription service business model. Salesforce's metadata-driven, multi-tenant cloud runs on a single code base, which enables every customer to run their organization on the latest release without disruption. Because Salesforce deploys all upgrades on its servers, new features and functionality automatically become part of the Salesforce service on the upgrade release date and therefore benefit all Salesforce customers immediately. Salesforce continually provides these cloud computing technologies to enterprise customers around the world.

Recognition for Leadership in the Cloud - Salesforce has received multiple awards and recognition for its expertise and leadership in the cloud. From Salesforce's beginnings over 20 years ago, their 150,000+ customers have responded to their cloud computing offerings with overwhelming enthusiasm. Such success has propelled Salesforce to be #1 in Enterprise Cloud Computing and #1 in CRM according to International Data Corporation (IDC). Salesforce also ranks as the Leader in the Gartner Magic Quadrants for "CRM Customer Engagement Center" (SaaS), "Field Service Management" (SaaS), and "Sales Force Automation" (SaaS), and a Leader in the Gartner Magic Quadrant for "Enterprise Low-Code Application Platforms" (PaaS). In addition to the recognition from leading Industry Analysts, Forbes Magazine named Salesforce "Innovator of the Decade" and has named Salesforce one of the World's Most Innovative Companies eight years in a row.

The Magic Quadrant Gartner reports reflected in this graphic are available upon request from Salesforce. To access these reports, please go to: https://www.salesforce.com/company/recognition/analyst-reports/.

Rated #1 by IDC, Gartner, and Forrester, the Salesforce Platform has been designed to provide customers with high levels of performance, reliability, and security. Salesforce built and maintains a multi-tenant application architecture that has been designed to enable the service to scale reliably, and cost-effectively to accommodate millions of users. The FCO will not need to maintain any hardware or software. The Salesforce cloud-based architecture will allow FCO to deploy the proposed Case Management solution rapidly and scale at will for future needs.

Ability to be intuitive and easy to operate - Salesforce is designed to be very intuitive and easy to use, with common user tasks organized into consoles so that users can accomplish tasks on a single screen with fewer clicks, windows to navigate or tabs to open.

Salesforce organizes your data into objects and records. Think of an object as a tab on a spreadsheet, and a record like a single row of data. But unlike a traditional spreadsheet, the data is stored in Salesforce's trusted, secure cloud. Salesforce's easy-to-use interface lets you access your data in sophisticated ways that you could never do with a simple spreadsheet. Your records can be linked together to show how your data is related, so that you can see the whole picture.

At the top of each Salesforce page are tabs and links for navigating to major features in Salesforce. Use the tabs to switch between objects and features. Search to find any type of record. Access user-specific customizations from the drop-down next to your name. Access help resources and training and a list of apps, each of which contain different features and tabs. With administrative privileges, you can use the Setup menu to customize Salesforce for your whole organization.

Salesforce apps are made up of tabs and pages. Standard objects such as Accounts, Contacts, and Cases, and other features such as Chatter typically have tabs, and from a tab, you navigate through pages to interact with the features you're using. For example, if you want to create an account record, you'll click the Accounts Tab, and land on the Accounts Home page.

Salesforce tabs can have multiple types of pages, including Home, Edit, and Detail pages, and you can create list views for some objects. Chatter has one primary page type: a feed. Dashboards and reports have their own page styles as well. Pages are customizable to allow users to tailor the page to their organization's specific business needs. More specifically, users are able to customize the home page in a number of ways including the Home Page Layout. Admins can setup different layouts for each user profile, selecting from different components and determining their placement. Home page components include calendar, tasks, web links and search.

The most common page elements for the most frequently used objects include:

1. A feed, where you can add and view comments about a record.
2. A sidebar, where you can do things like search and quickly create new records.
3. Sections for the record, with key fields and links.
4. Related lists, which group and display links to other records associated with the one you're viewing. You can change the order of related lists on your page.
5. Various links that help you move around the page or go to different pages or external sites.

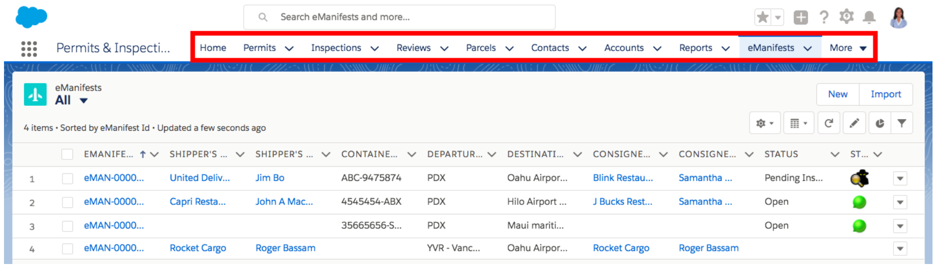
The Lightning Experience user interface is a modern, productive user experience designed to help you work faster and be unique to each user. It's an easy-to-use experience, designed to help users work faster, with personalized alerts, pinned regions on left and right for easy navigation between subtabs and an interactive assistant to help each user focus on what's important.

In Lightning Experience you can brand and customize Lightning apps to help your users work more efficiently. For example, you can create a Lightning app for your finance department that includes all the important items (including tabs) users need to complete common tasks. You can customize the navigation bar color, brand it with a logo, and make the app available in the App Launcher for the user profiles associated with the finance department.

Favorites let you quickly access important records, lists, groups, dashboards, and other frequently used pages in Salesforce. They're similar to bookmarks in a web browser but better because your favorites are available no matter which browser or computer you use to log into Lightning Experience.

The utility bar gives your users quick access to common productivity tools, like Recent Items. It appears as a fixed footer that users can access to open utilities in docked panels. Under the covers, utilities harness the power of Lightning components. You can add a utility bar to any Lightning app, including standard and console apps.

Lastly, the entire UI is designed to display more of what you need without scrolling. Salesforce does this by increasing the density of information and decreasing the white space. The fonts are of a particular size and color that improves legibility and there is optimum contrast between the foreground and background to make it easier to scan and scroll while staying focussed on what is needed.



Ease of Use - Ease of use is one of the most important factors in ensuring broad adoption of the solution and organizational utility. To achieve the highest value from the solution investment, you can customize the Salesforce solution to best fit its user's needs. The Salesforce Platform offers tools for "no compromise customizations," to make it possible to create both fast and easy configuration, as well as deep customizations to meet just about any need. You can easily customize the Salesforce solution through clicks or code methodology. Salesforce configuration, development, and administration is focused 80% on clicks vs. 20% code, dramatically improving cost of ownership and enabling non-technical business users to easily extend existing Salesforce functionality and/or create entirely new applications that run in the Salesforce framework. Through the point-and-click methodology, custom fields, custom objects and new applications are easily configured in Salesforce. All customizations are stored as metadata and interpreted at runtime allowing the core code to be upgraded while guaranteeing that customizations will work across upgrades. Below are some of the more typical customizations made by users:

- **Customizable User Interface.** Salesforce enables you to build user interfaces that match your brand, look and feel, and the exact behavior you need and can be done through our declarative development tools (point and click, drag and drop). Users can further augment their individual view through the same point and click process so that they get a solution that is personal, and fits their work style.
- **Customizable Workflow.** You will have the ability to set up workflow with simple clicks. Automate common operations such as tasks, alerts, data population, outbound XML messages and more without IT support or code.
- **Customizable Objects and Fields.** New fields, objects, and applications are easily configured in Salesforce. Our point and click, drag and drop methodology enables you to easily extend existing Salesforce functionality and/or create entirely new applications that run in the Salesforce framework.
- **Customization of Reports and Dashboards.** Customizing reports is as easy as pointing and clicking—enabling you to react quickly to trends and opportunities as you spot them. Our dashboard facility will allow you to build dashboards based on standard or custom reports to present high-level graphical representation of detailed report data. Anyone can build comprehensive reports and dashboards using a wizard-driven reporting engine.

Hosting - Salesforce CRM is provided exclusively as a software-as-a-service delivered over the public internet and accessible by end users using a web browser. Salesforce services are delivered using Software as a Service (SaaS) and Platform as a Service (PaaS) models, and has been described as a "Low Code Development Platform as a Service" by Forrester Research: https://www.salesforce.com/form/conf/platform/forrester-wave-salesforce-leader.

Salesforce CRM was architected and born in the cloud since our founding in 1999. We introduced our first SaaS CRM solution in 2000, and have since expanded our service offerings into new areas and industries, and introduced new features and platform capabilities. Our core mission is to empower our customers to connect with their customers in entirely new ways through cloud, mobile, social, Internet of Things ("IoT") and artificial intelligence ("AI") technologies.

Salesforce is provided entirely as a service and cannot be deployed in a container. Additionally, Salesforce follows ITIL best practices.

Scalability - Salesforce is a pure multi-tenant, cloud-based web application. Multi-tenancy gives applications elasticity. Salesforce applications can automatically scale from one to millions of users. Processing more than 5 billion transactions each day, Salesforce is used for large-scale deployments. Any application that runs on the Salesforce Platform is automatically architected to seamlessly scale from 1 user to millions of users without the customer having to do anything differently.

All applications (including mobile, offline and read-only options) and data running on the Salesforce Platform are deployed to and replicated across multiple data centers in different geographies. Every application, no matter how large or small, gets the full benefits of the backup, failover, disaster recovery, and other infrastructure services required for an organization's mission-critical applications.

Disaster Recovery - Salesforce maintains a Disaster Recovery plan that supports a robust business continuity strategy for the production services and platforms. The Disaster Recovery Plan has been developed from industry-accepted methodologies and encompasses principles of high-availability engineering. The Disaster Recovery plan is constantly measured against strict regulatory and governance requirements, and is a crucial part of the acceptance plan when making changes or additions to the production environment.

Each Salesforce instance is built and maintained in two geographically separate locations. An instance is actively served from one location (the active site) with transactions replicating in near real-time to the other completely redundant location (the ready site). This infrastructure model allows us to switch the location of the active site for maintenance, compliance, and disaster recovery purposes, which is referred to as a site switch.

Customer data, up to the last committed transaction, is replicated to disk in near-real time at the designated disaster recovery data center, backed up at the active data center, and then cloned at a ready data center. Backups are performed daily at each data center facility without stopping access to the application. Backup cloning is transmitted over an encrypted network (our MPLS network across all data centers). Backups are retained for 90 days and never physically leave our secure data center facilities unless they are to be retired and destroyed through a secure destruction process.

For business continuity purposes, Salesforce supports disaster recovery with a dedicated team and a 4 hour recovery point objective (RPO) and 12 hour recovery time objective (RTO).

As part of our Continuous Site Switching program, Salesforce switches the active and ready instance locations approximately once every 6 months. Continuous site switching allows us to continuously improve our operations and infrastructure in order to provide you with the high availability of our services you've come to expect. In addition, continuous site switching satisfies the internal compliance requirement of many of our customers, which is their instances can be served from either geographic location throughout the year.

Additional details on Salesforce's Disaster Recovery can be provided with the execution of an NDA between Salesforce and the State.

2.1 Solution Key Features

The Key modules of the Public Sector Solution Complaint Management system include but is not limited to the following.

Public Complaints - Public Complaint records document an event or a concern about a person's well-being. A complaint, or incident, can be any number of things including but not limited to potential child neglect. Creating a Complaint record, called Public Complaint in Public Sector Solutions, helps you track these events and keep a complete participant record.

Portal functionality that allows you to create an intake form to allow non Salesforce users to create a Complaint/Case. The web form will be hosted on a Salesforce based web page.

For Complaint incident tracking - The Salesforce Solution has a standard Complaint module to manage complaints. This includes but is not limited to: intake, assignment, notifications to the submitter, internal notifications, and closing of complaints.

Complaint and Case ParticipantsEach person in a case or complaint has a role and a status that you create. Roles could be participant, family member, teacher, or correctional officer. Statuses for the role could be active, inactive, and not responsive. Based on your requirements values will be established to suit your needs

Party Relationship Groups - Party relationship groups is a collection of related parties that share a common purpose or relationship. For example, you could create a Party Relationship Group to represent all of the members of a household. They will help you to improve visibility, efficiency, and security.

Contacts and Accounts - Salesforce Accounts and Contacts are two of the most important objects in Salesforce. As an example, Accounts represent businesses that you do business with, and Contacts represent the people who work for those businesses.

Accounts and Contacts are related to each other by the Account Contact Relationship. This relationship allows you to track the relationships between people and businesses without creating duplicate records. For example, if you have a contact who works for multiple accounts, you can create a single contact record and relate it to the accounts that the contact works for.

The Core functionality of the PSS proposed solution include but is not limited to:

Flows - Salesforce Flows are a powerful tool that allows you to automate business processes in Salesforce. Flows can be used to do things like:

- Send emails
- Create or update records
- Approve or reject records
- Launch other flows
- Interact with external systems

Flows are created using a point-and-click interface (declarative), so you don't need to be a developer to create them. This makes flows a great option to automate your workflows without having to write code. Flows support several different types of actions including: creating a record, updating a record, tasks, email alerts, submit for approval and outbound messages, among others.

Digital Process Automation - Digital Process Automation is a simplified, Salesforce Public Sector industry automation solution enabling IT to rapidly deliver integrated customer experiences using declarative tools. Digital Process Automation is a comprehensive workflow solution that can connect end-to-end workflows across the entire customer journey. Powered by OmniStudio, Digital Process Automation leverages the existing industry data models and prebuilt workflow libraries that enable IT organizations to deliver end-to-end automation with speed, agility, and at scale.

OmniStudio is a powerful suite of task-based components and services that enable businesses to rapidly deliver digital-first and industry-specific experiences across multiple devices and channels. OmniStudio empowers organizations to craft branded, dynamic customer interactions fast, and connect them with enterprise data and applications, without code.

- Craft branded customer interactions and complaint intake flows with clicks, not code.
- Integrate enterprise data into processes using drag-and-drop configuration with a modular, micro services-oriented approach.
- Build and deploy UI components into processes fast, creating pixel-precise, branded customer experiences.

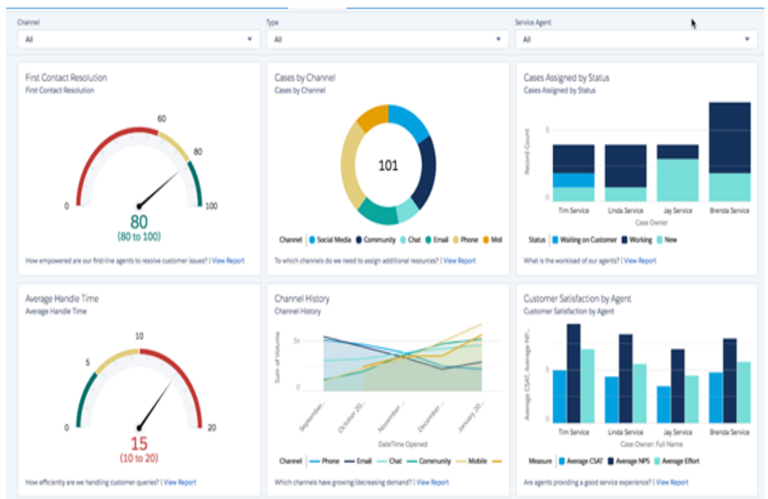
Experience Cloud - Salesforce Experience Cloud lets you create branded digital experiences to share information and collaborate with people who are key to your business processes, such as customers, partners, or employees. Whether you call it a portal, help forum, support community, or something else, an Experience Cloud site is a great place to connect with the important folks in your life.

Apps and Connectors - Salesforce apps and connectors are a powerful way to extend the functionality of Salesforce and integrate with other applications. Apps can be used to add new features, automate tasks, and improve the user experience. Connectors can be used to connect Salesforce to other applications, such as CRM systems, marketing automation platforms, and customer support systems.

History tracking - Salesforce has a multitude of history tracking and auditing features that provide valuable information about the use of an organization's applications and data, which in turn can be a critical tool in diagnosing potential or real security issues. Auditing features include:

- **Record Modification Fields -** All objects include fields to store the name of the user who created the record and who last modified the record. This provides some basic auditing information.
- **Login History -** You can review a list of successful and failed login attempts to your organization for the past six months within Salesforce. You can also track the geographic location of the IP addresses of your logins in your personal settings. You can track the geographic location of the login IP addresses for any of your users in the user's detail page. To get more detailed geographic information, such as city and postal code, you can download the login history. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary.
- **Field History Tracking -** You can also enable auditing for individual fields, which will automatically track any changes in the values of selected fields. Although auditing is available for all custom objects, only some standard objects allow field-level auditing.
- **Setup Audit Trail -** Administrators can also view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to your organization's configuration. This trail can be downloaded into Excel or as a csv file. While the Login History and Setup Audit Trail are available for six months within Salesforce, audit trails can be downloaded and stored locally to meet longer audit log retention requirements. Detailed application logs can be used for forensics investigations by customers. These logs are stored for 12 months and are available for a fee.

Reporting and Dashboards - In Salesforce, reports are created through a series of clicks to select fields to include in the report, create report filters, define criteria for summarizing data, etc. No coding is needed to create a report, even a report that uses formulas or calculations. Formulas or calculations for a report are created at the field level, and the system provides some built-in guidance to create such fields. Reports can be created ad hoc, saved for later use, and scheduled to be emailed to users on a periodic basis (daily, weekly, monthly, etc.)



Users can easily learn how to build simple and complex reports through extensive online help and training documentation provided by Salesforce. Salesforce also provides hands-on training through their Trailhead website. Dashboards can be easily created from any report to provide a graphical view of the report.

Real-time, Powerful Built-In Dashboards, Reporting, and Analytics – Salesforce includes a powerful suite of analytics and reporting tools to help view and analyze data that can be accessed via the web or via a mobile device in real-time. Analytic capabilities consist of the following:

- Tabular reports are best for creating lists of records or a list with a single total
- Summary reports are similar to tabular reports but also allow users to group rows of data, view subtotals, and create charts
- Matrix reports can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography
- Dashboards that show data from source reports as visual components, which can be charts, gauges, tables, metrics, or custom Visualforce pages
- Folders to store reports, dashboards, documents, or email templates
- Analytic snapshot helps users report on historical data

Core Reports & Dashboards - Salesforce includes a powerful suite of analytics and reporting tools to help you view and analyze your real-time data that can be accessed via the web or mobile device. Analytic capabilities consist of several integrated parts:

- **Report Types:** A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of predefined standard report types; administrators can also create custom report types.
- **Report Formats:** Salesforce reports can use the tabular, summary, matrix, or joined format:
  - Tabular reports are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each

matching record listed in a row. Tabular reports are best for creating lists of records or lists with a single total. Examples include contact mailing lists and activity reports.
  - Summary reports are similar to tabular reports but allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a particular field or when a hierarchical list is desired, such as all Cases for your team, subtotal by Status and Owner.
  - Matrix reports are similar to summary reports but allow users to group and summarize data by rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography.
  - Joined reports let users create multiple report blocks that provide different views of the data. Each block acts like a "sub-report," with its fields, columns, sorting, and filtering. A joined report can even contain data from different report types. You can create up to five blocks in one Joined report. Joined reports are perfect for analyzing Salesforce data across multiple report types, like Opportunities with Products joined to Cases with Assets. Or, you can get multiple, simultaneous views of an object, like Closed Won Opportunities alongside Closed Lost Opportunities.
- **Reports:** A report returns a set of records that meets specific criteria and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor, Salesforce offers a wide range of standard reports, accessible in the reports tab's standard folders. All our standard reports are "templates," so they can be used as report starting points from which users can alter fields, criteria, etc., and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in the Case Management System. Report Builder is intuitive and user friendly. There is no need for IT support or advanced scripting capabilities to run reports. View Salesforce's Tutorial on Creating Reports with the Report Builder in Trailhead: https://trailhead.salesforce.com/content/learn/modules/lex_implementation_reports_dashboards/lex_implementation_reports_dashboards_using_report_builder.
- **Dashboards:** A dashboard shows data from source reports as visual components, which can be charts, gauges, tables, metrics, or custom Visualforce pages. They provide a snapshot of key metrics and performance indicators for the State. Each dashboard can have up to 20 components. Administrators control access to dashboards by storing them in folders with certain visibility settings. Dashboard folders can be public, hidden, or restricted to groups, roles, or territories. If you have access to a folder, you can view its dashboards. Users need access to the folder for the underlying source report to view a dashboard component. Each dashboard has a running user whose security settings determine which data to display in a dashboard. View Salesforce's Tutorial on Visualizing Your Data with the Lightning Dashboard Builder in Trailhead: https://trailhead.salesforce.com/modules/lex_implementation_reports_dashboards/units/lex_implementation_reports_dashboards_visualizing_data.

Files and Attachments - Salesforce supports the attachment of any file type to virtually any object or record within Salesforce. Attachments have the following standard fields, listed in alphabetical order.

- Description (Description of the uploaded file)
- File Name (Name of the uploaded file)
- Private (Checkbox to indicate that the attachment is only accessible to the owner and administrators)
- Size (Size of the uploaded file)

You can attach image, PDF, Excel, Audio and Video formats to any record.

User management: roles & permissions - Salesforce enables administrators to manage roles and relationships between roles from within the solution in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View. All users and application-level security are defined and maintained by the organization administrator, not by Salesforce. The customer appoints the organization administrator. An organization's sharing model sets users' default access to each other's data.

As detailed in the table below, there are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer.

Sharing Model	Description
Private	Only the record owner and users above that role in the hierarchy can view, edit, and report on those records.
Public Read Only	All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.
Public Read/Write	All users can view, edit, and report on all records.
Public Read/Write/Transfer	All users can view, edit, transfer, and report on all records. Only available for cases or leads.

Ability to manage rules of operation and assign roles - Salesforce has a Setup environment that allows a customer's Administrator to configure the solution based on their specific requirements through a declarative framework (point and click).

The organization administrator (appointed by the State and not by Salesforce) has access to the admin interfaces in order to configure default settings, custom fields, custom reports, role-hierarchies, add new users, reset passwords, set default pick-list values, and other functions. The organization administrator logs onto the solution like other users within the organization; however, they have admin privileges granted to them which provide them with this additional access.

User provisioning and management is performed through the Salesforce Administrative Setup environment. Users, their profiles, permissions and passwords may be managed, edited, activated and deactivated as needed by those with appropriate permissions. An administrator with appropriate privileges can manage session timeout, password policies, IP range login restrictions, delegated authentication/SSO, and requirements as part of this process.

Search - Salesforce offers the following ways to search for data stored in the system with access controls based on role and profile.

- **Sidebar Search -** From the sidebar search box users can search a subset of record types and fields. Wildcards and filters can be used to refine the search. Users can narrow results by clicking object names on the left side of the page under Search Results. You're taken to a search results page that lists only records for that object.
- **Advanced Search -** Users can search a subset of record types in combination and more fields, including custom fields and long text fields such as descriptions, notes, and task and event comments. Wildcards, operators, and filters can be used to refine the search.
- **Global Search -** Users can leverage the global search box in the header of all Salesforce pages to search for more records, including articles, documents, products, solutions, Chatter feeds, files, folders, emails, groups, and people. Global search includes more fields, including custom fields, and long text fields such as descriptions, notes, tasks and event comments. Choose any searchable object in the dropdown list next to the global search box to narrow your search to only those objects. Wildcards, operators, and filters can be used to refine the search. Nickname matching helps users find records with less guessing as the search engine automatically returns associated nicknames for Account, Contact, Lead and User records in the results. Search for Contacts using the Account Name by entering the first or last name (or both), plus the account name. Contacts that match the search terms and relate the specified account are returned. In addition, administrators have the ability to determine which custom objects should be returned in the global search results, hiding records that are not useful for end users and allowing them to find relevant information faster. Custom synonym groups can also be built to generate results for commonly associated terms. Standard synonym groups are enabled by default.

With Salesforce, selecting the search box or typing keywords will provide users with instant results for either auto-suggested records or objects to filter search criteria. The records are chosen based on various factors, including record activity, search terms, and which object is searched. Choose any searchable object in the dropdown list next to the global search box to narrow your search to only those objects. And, as a user types in search terms, the results are expanded to include records that match the search terms entered, even if they aren't in the same order as the user entered them. For example, a user searches for "headquarters salesforce san francisco" and the record with salesforce headquarters is located in san francisco appears. If the user doesn't see the record they are looking for they can continue performing a full search. These instant results are also available in the lookup dialog search, where users associate one record to another.

Salesforce also provides a redesigned search experience to help users find the record they are looking for faster. Search results feature Top Results, which display the most relevant records for the objects a user accesses the most. The search scope bar allows users to filter results by object. Top Results, Feeds, Applications, and More always appear on the bar. The other objects change their order depending on how often a user accesses them. If a user can't find an object, they can use the More link to see an alphabetical list of all available objects. Most frequently used objects that don't fit in the search scope bar appear at the top of the list. If a user wants to see results for multiple objects, they use Top Results. Top Results make finding a record easier and faster because it lists the top record results, by relevance, for each of the user's most frequently used objects.
Salesforce search results pages also include a sort drop-down. In addition, users can click the column headers to sort results. Users can adjust column widths and wrap long lines of text in search results, making it easier for users to scan results without scrolling back and

forth. Also, an improved sorting menu gets search results in order. Users find sorting helpful when faced with too many search results, even within a specific object type. The sort drop-down lists all the columns shown in the search results layout for the user to choose from. Results are sorted by relevance by default. If users sort from the Top Results page, they are taken to the object's results page to see a longer list of sorted results.

Training and Documentation - Incapsulate will perform Train the trainer training services for your users and trainers, as well as system administrators and staff, using a combination of on-site training at the State and online web-based training (WBT) as needed. Our prior experiences migrating from historic paper-based business practices to modern cloud-based solutions have led us to view training as not only essential for ensuring employees have the appropriate skills to perform their jobs successfully but also for ensuring engagement and buy-in as users adopt to a new system with (potentially) new business processes. As such, we have developed a "continuous training" approach focused on contact outreach and user engagement throughout the project lifecycle. Fundamentally, our concept is based on years of prior implementation experience and practical insight that provides early product demos and training opportunities early and often increases the stickiness of concepts and drives positive change behaviors. Our continuous training approach includes the following activities:

- Conducting product concept demos for all staff involved in requirements definition phases and defining key staff responsible for maintenance and support post-go live.
- Scheduling joint system testing sessions where key staff could sit with our testers to perform hands-on testing and debugging.
- Allocating enough time to allow at least 30% of users to participate in some form of hands-on User Acceptance Testing (UAT).
- Developing and executing a Training and Knowledge Transfer Plan for end users and technical users.
- Conducting ***Train-the-Trainer sessions*** where core client staff lead and provide training to the remaining user base with a trained Incapsulate system admin present during the training to provide real-time support.
- Incapsulate uses a blended approach to training by leveraging the Online Courses (WBT) developed by Salesforce and the Instructor-led Training (ILT) and training materials developed by Incapsulate. The ILT sessions and the training materials developed by Incapsulate would be more advanced and customized to the Case Management Solution delivered to the FCO.
- Offering online courses and other training materials to provide basic and in-depth knowledge of the Salesforce environment via Salesforce-provided courses (e.g., Salesforce Online Course Library, Trailhead) as described below.

In addition to the Case Management Solution training specific to using the new solution, we recommend that the FCO staff take advantage of additional free training resources from Salesforce. Salesforce incorporates training resources and best practices as part of the proposed subscription service. If the FCO desires, additional Salesforce instructor-led training is available for an additional cost but is not included in our proposal.

Train-the-Trainer: Incapsulate believes strongly in train-the-trainer programs. By having the FCO resources lead training for their colleagues, not only is training more effective but also user buy-in and adoption of the new system is increased. Experienced program personnel easily communicate with their peers, recognize the use cases, and are able to answer questions well, connecting between the real-life experience and the system. To support the FCO in achieving project objectives, Incapsulate will develop and provide a comprehensive train-the-trainer course, including physical course materials (workbooks, template, etc.) as well as electronic materials.

Incapsulate's technical team will be working on the deployment and functionality for the solution, while the functional team is working with the FCO users to develop and implement a training and Knowledge Transfer strategy. Based on the FCO's requirements, Incapsulate will develop the required training material and will support users in leading and delivering end-user training. Incapsulate's functional and technical teams will further work with the FCO's transition/support team to bring them up-to-speed on the business and technical implementation to support ongoing business needs. Additionally, as part of the final deliverable of the project journey mapping, we will provide the FCO with a plan that addresses and includes the public training material and community outreach.

Administrator/Super User - Incapsulate trains Salesforce administrators on solution and Salesforce admin topics. Training may be in-person and/or remote (via video conference). Further details on training are provided below. FCO identifies CRM end-user trainers for CSRs and FCO staff. Incapsulate trains the FCO Trainer who will then train all FCO CSRs and FCO end users.

Salesforce Help & Training Portal - Salesforce provides an intuitive help and training portal which brings together a rich set of resources that would give the FCO a centralized way to help solve problems quickly and easily. Salesforce also provides context-sensitive help icons throughout the solution screens to make it easier for users to get unique help without searching. It is notable that we don't provide large, offline help manuals, but rather, all our help is online, so we assure that online help is extremely thorough and effective for usability. The Help site functionality includes:

- **Fully customizable** - You can personalize Help to meet your specific needs, customizing the gadget layout to show what is important to you
- **Allows users to get the right answers fast** - Knowledgebase is more intelligent and comprehensive than ever (Auto Suggestion of Search Terms, Expanded Knowledge Repository [Help Docs, Solutions, FAQs, Training, Best Practices], and Refinement by Dimension)
- **Provides chat** - New engagement Channel gives customers the ability to chat with the Salesforce support team in real time
- **Has easy case management** - Opening and reviewing cases is easier than ever
- **Makes your administrator's life easier** - Administrators gain insight with enhanced reporting on cases and organization information.

- **Salesforce Printable Tip Sheets & User Guides -** In addition to online help, Salesforce publishes printable documentation to help you be successful with Salesforce. These documents include tip sheets, user guides, and other resources that describe the features and capabilities of Salesforce. These documents are available at https://help.salesforce.com/apex/HTViewHelpDoc?id=quicktour_tips.htm&language=en

- **Trailhead: the Free, Fun Way to Learn Salesforce -** Everyone can learn Salesforce. Whether you are an admin, user or developer, there is a learning trail for you. Customers can sign up for a free Developer edition account and take advantage of the fun and free interactive learning curriculum provided at Salesforce Trailhead (https://developer.salesforce.com/trailhead). Users can pick specific trails, modules or projects based on role (admin, user, etc.), experience level (beginner, intermediate, advanced), products (Service Cloud, App Cloud, etc.) or topics (App Logic, CRM, Data Management, etc.) to learn new skills and absorb the information they need quickly.

    - **Trails** - there are over 65 trails to choose from that provide guided learning paths through modules and projects and help users cover the most ground in the shortest time. They provide users with a game plan for exploring new skills. Trails include Admin Beginner, Admin Intermediate, Developer Beginner, Develop Intermediate, CRM Essentials, Wave Analytics, and more.
    - **Modules** - there are over 200 modules that dive into specific topics. Modules introduce users to specific topics in bite-sized units. Users learn what a feature is when it's helpful, and how to use it. Users can then test themselves with interactive challenges.
    - **Projects** - there are over 20 projects to choose from that provide users with hands-on practice applying what they've learned. Projects give users hands-on practice with Salesforce technologies via step-by-step instructions and enable them to gain new skills and confidence working in Salesforce faster than they thought possible.

- **Developer Community -** You will also have access to the Developer Community, Salesforce's free developer program for the Salesforce Platform. The Developer Community website is a free community-based online portal for developers where developers can learn, access key resources, and discuss diverse topics anchored around the Salesforce Platform. These topics include Apex Code, Visualforce, Web service APIs, database topics, packaging and distribution of your applications, and much more.

  The Salesforce Developer Community comprises a technical body of developers and architects, system administrators and IT management.

  The primary goal of the Developer Community is to promote community, learning and conversations. This is done through articles, the blogging community and its blogs, tech notes, sample code, providing a free Developer Edition account, together with discussion boards, RSS feed, documentation, webinars, on-demand sessions, newsletters, event calendar and wikis.
- **Salesforce Printable Tip Sheets & User Guides -** In addition to online help, Salesforce publishes printable documentation to help you be successful with Salesforce. These documents include tip sheets, user guides, and other resources that describe the features and capabilities of Salesforce. These documents are available at https://help.salesforce.com/apex/HTViewHelpDoc?id=quicktour_tips.htm&language=en
- **New Releases and Updates -** All Salesforce upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to you. In addition, Salesforce releases 3 complimentary upgrades each year in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically on an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from their product development team. Because of our multi-tenant architecture, Salesforce can provide all of its customers with a service based on a single version of their application and can upgrade all of their customers simultaneously with each release. As a result, Salesforce does not have to maintain multiple

versions of its application. Each release will be delivered automatically in a transparent manner and will not break your configurations.

2.2 Contract Items and Mandatory Requirements

The table below outlines Incapsulate's approach to meeting or exceeding the State's listed requirements.

	Requirements	Comments
3.1.1	Enterprise level, Cloud-Based, statewide case management system which must be compatible with the West Virginia Office of Technology's current operating system, Windows 11.	Salesforce offers market leading Platform as a Service (PaaS) and market leading Software as a Service (SaaS) solutions. Salesforce is a multi-tenant, cloud-based web application. No additional software or infrastructure is required. Salesforce manages the entire solution, thus freeing up DHHR to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, Edge). No installations on users' laptops or desktops are required and thus the solution is accessible from anywhere with an internet connection and a supported browser is available, including mobile devices. As long as the user can access a supported browser to login to the Salesforce site they will not require local administrator rights to run the application. The fully documented list of supported browsers and mobile devices is available in the following articles in online our Help & Training Portal: https://help.salesforce.com/s/articleView?id=sf.getstart_browser_overview.htm&type=5 and https://help.salesforce.com/articleView?id=sf1_requirements.htm&type=0.
3.1.1.1	System must be modular to allow system upgrades and enhancements, must be scalable for increasing the number of licensed users and to support unlimited persons, cases, contacts, activity transactions, and reports.	Salesforce is a modular cloud-based CRM platform that can be customized to meet the needs of individual businesses. Salesforce modules are pre-built units of functionality that can be added to or removed from the platform as needed. This makes it easy for businesses to scale their Salesforce implementation as their needs grow. Here are some of the benefits of using Salesforce modules: • Flexibility: Salesforce modules allow businesses to customize the platform to meet their specific needs. This can save time and money, as businesses do not need to develop custom software from scratch. • Scalability: Salesforce modules can be added or removed as needed, making it easy for businesses to scale their Salesforce implementation as their needs grow. • Reusability: Salesforce modules can be reused across different business units or departments, which can save time and money. • Security: Salesforce modules are designed to be secure, and they can be integrated with other security measures to protect sensitive data. **Scalability** - Salesforce is a pure multi-tenant, cloud-based web application. Multi-tenancy gives applications elasticity. Salesforce applications can automatically scale from one to millions of users. Processing more than 5 billion transactions each day, Salesforce is used for large-scale deployments. Any application that runs on the Salesforce Platform is automatically architected to seamlessly scale from 1 user to millions of users without the customer having to do anything differently. **Limits -** Salesforce does not have limits on the number of records such as Cases and Contacts. Limits in Salesforce are based on storage, which is based on your license type and number of licenses. If you are near your

		storage capacity additional storage can be acquired through Salesforce. Storage limit info can be found here - https://help.salesforce.com/s/articleView?id=sf.admin_monitorresources.htm&type=5 **Salesforce Releases -** The Salesforce platform is constantly evolving, with regular releases three times a year (Winter, Spring, Summer) that include many new features. See more about Releases here - https://help.salesforce.com/s/articleView?id=sfdo.SFDO_Keep_Up_SF_Rels.htm&type=5
3.1.1.2	System must have administrative ability to create enterprise-wide announcements to be displayed on the user home page, which can be targeted to all users, or specific group users, or specific users. System must enable real time collaboration or access sharing with system users.	• Salesforce Flows to be used to create a Login announcement that can be displayed based on a Users Profile or Role. • Salesforce standard Chatter to be used to collaborate within the system to other system Users. System based notifications are presented to users when they receive a Charter Communication. • Standard Salesforce Sharing Rules to be used to grant a User access to a record if they do not have access already.

3.1.1.3	System must allow for speech to text functionality where applicable, and be accessible from laptops, desktops, and tablets.	• The solution would use browsers extensions and phone apps (such as Android and Apple apps) for speech to text
		• If required, there are a number of third-party apps that can be integrated with Salesforce to provide speech to text functionality. Some of the most popular speech to text apps for Salesforce include:
		  ○ **Voice Assist for Salesforce**: This app allows users to enter data into Salesforce by speaking into their phone or computer.
		  ○ **Speechify**: This app provides real-time speech to text transcription for Salesforce records, emails, and other documents.
		  ○ **Dragon NaturallySpeaking**: This app is a popular speech recognition software that can be used to enter data into Salesforce.

3.1.1.4	System must provide the capability for authorized users to drill down to individual data elements in dashboard reports. System must enable user, manager, and administrative dashboard and reporting tools for performance, workload, task and case status monitoring by case, user, team, and/or enterprise.	All dashboard components provide drill-down capabilities. Dashboard components may either drill-down to other dashboards or to a detailed underlying report. Reports provide drill-down capabilities as well to filter and further examine report details. Filters can either be applied by drag-and-drop options or via URL. For URL filter parameters, please visit https://help.salesforce.com/articleView?id=sf.dashboards_filter_url.htm&type=5. You may also allow users to click individual groups, axis values, or legend entries of a dashboard to view the source report filtered by what they clicked. For example, if users click a wedge of a pie chart, they are taken to the source report filtered to show values for just that wedge. Dashboards and reports can be user, group , or enterprise based and built to: Improved visibility: Reports can help you to gain a better understanding of your data. This can help you to make better decisions about your business. Increased productivity: Reports can help you to save time by automating the process of tracking and analyzing data. Improved decision-making: Reports can help you to identify trends and patterns in data. This can help you to make better decisions about your business. Improved communication: Reports can help you to communicate your findings to other stakeholder which can help you to get

		buy-in for your ideas and initiatives Reports and dashboards can be User, group, or enterprise based which can have the following benefits: • **Improved visibility:** Reports can help you to gain a better understanding of your data. This can help you to make better decisions about your business. • **Increased productivity:** Reports can help you to save time by automating the process of tracking and analyzing data. • **Improved decision-making:** Reports can help you to identify trends and patterns in data. This can help you to make better decisions about your business. • **Improved communication:** Reports can help you to communicate your findings to other stakeholders. This can help you to get buy-in for your ideas and initiatives.
3.1.1.5	System must provide a quick search capability based on a single and or an advanced multiple field/filters.	**Global Search Capabilities -** Salesforce offers the following ways to search for data stored in the system with access controls based on role and profile. **Sidebar Search -** From the sidebar search box users can search a subset of record types and fields. Wildcards and filters can be used to refine the search. Users can narrow results by clicking object names on the left side of the page under Search Results. You're taken to a search results page that lists only records for that object. **Advanced Search -**Users can search a subset of record types in combination and more fields, including custom fields and long text fields such as descriptions, notes, and task and event comments. Wildcards, operators, and filters can be used to refine the search. **Global Search** -Users can leverage the global search box in the header of all Salesforce pages to search for more records, including articles, documents, products, solutions, Chatter feeds, files, folders, emails, groups, and people. Global search includes more fields, including custom fields, and long text fields such as descriptions, notes, tasks and event comments. Choose any searchable object in the dropdown list next to the global search box to narrow your search to only those objects. Wildcards, operators, and filters can be used to refine the search. Nickname matching helps users find records with less guessing as the search engine automatically returns associated nicknames for Account, Contact, Lead and User records in the results. Search for Contacts using the Account Name by entering the first or last name (or both), plus the account name. Contacts that match the search terms and relate the specified account are returned. In addition, administrators have the ability to determine which custom objects should be returned in the global search results, hiding records that are not useful for end users and allowing them to find relevant information faster. Custom synonym groups can also be built to generate results for commonly associated terms. Standard synonym groups are enabled by default. **Enhanced Instant Results -** When a search term gets no results because of

		a possible misspelling, users see suggestions that match corrected spellings of the search term. Salesforce checks only the record name. Spell correction works for only one term, even when multiple terms are entered. If multiple terms are misspelled, Salesforce corrects only the first misspelled term. Users who include the account name when they search for a contact or opportunity get more relevant search results. For example, search for the contact Carole White associated with the Global Media company faster by entering Carole White Global. **List View Search Capabilities in Lightning App -**DHHR can use the search bar to search the field data in your list views and find the records you need in record time. **Field-level Security in Search** -When users search for records, search doesn't return results for data in restricted fields. Field-level security is enforced in custom objects and all standard objects, except Cases, Knowledge Articles, and Users.
3.1.1.6	System must allow name fields must include capacity to enter and store nicknames, appellations, and suffixes.	Standard Fields can capture Contact related information. If you require additional fields to be captured that are not standard. You can create custom fields on standard Salesforce objects such as Contacts or on custom objects. When you create a custom field, you decide where it appears, what info it contains, and what format it should be (such as number, text, date, or picklist as well as many other formats)
3.1.1.7	System must maintain a chronological and reportable audit trail of activity by user and/or case, including a history of modifications to all data and event logs by record and/ or user.	**History Tracking -** History Tracking will capture changes to records in Salesforce. This information is associated with the record that changes were made to and are reportable. History tracking will capture who made the change, when the change was made, the new value of the change, and the old value it was changed from More on Field History Tracking can be found here - https://help.salesforce.com/s/articleView?id=sf.tracking_field_history.htm&type=5 **Event Monitoring -** Event Monitoring is one of many tools that Salesforce provides to help keep your data secure. It lets you see the granular details of user activity in your organization. We refer to these user activities as events. You can view information about individual events or track trends in events to swiftly identify abnormal behavior and safeguard your company's data. Data captured thru Event monitor includes but not limited to logins, logouts, and report exports. - https://trailhead.salesforce.com/content/learn/modules/event_monitoring/event_monitoring_intro#:~:text=An%20event%20log%20file%20is,depends%20on%20your%20Salesforce%20edition
3.1.1.8	System must allow administrators to add, delete, change, or control user role-based security permissions by users or user group types.	All user and application-level security are defined and maintained by the organization administrator, and not by Salesforce. DHHR appoints the organization administrator. An organization's sharing model sets the default access that users have to each other's data. A user's Profile, Role and Permission Sets defines access permissions. **Profiles** - The user Profile controls access permissions to:

		• Applications • Connected Applications • Data Objects (Internal and External) • Login Hours and IP Ranges • Session Settings • Password Policies **Roles** - The user's Role, as well as the placement of that role in the organization-defined Role Hierarchy, controls user access to specific data records. For example, a user's Profile may indicate that a user has read, create, edit and delete permissions to the Contact object (table) in the database. However, the user's Role will determine which actual contact records the user can access, which may be a subset of all defined contact records in the database. **Permission Sets** - Permission sets allow administrators to define additional access rights that a specific user may require that do not need to be defined for the larger group a profile is attached to.
3.1.1.9	System must provide access to all applications and user documentation, vendor use, and help tool within a single site. System must integrate seamlessly with back-office systems including versions of Microsoft Suite and/or Google Docs. System must allow document attachments to be scanned and associated with one or more person/case records, as well as complaints, notes, and other identifiers. System must allow documents to be thumbnail/first page previewed prior to full access.	**User doc and Help** **Salesforce Training and Learning Resources -** Salesforce incorporates the following training and learning resources and best practices as part of the proposed subscription service as well as additional Salesforce instructor-led training that is available for an additional cost. There are also a variety of training resources accessible from within the Salesforce application. **Salesforce Help and Training Portal -** Salesforce provides an intuitive help and training portal which brings together a rich set of resources that would give DHHR a centralized way to help solve problems quickly and easily. Salesforce also provides context-sensitive help icons throughout the application screens to make it easier for users to get unique help without searching. It is notable that we don't provide large, offline help manuals. All our help is online, so we assure that online help is extremely thorough and effective for usability. I**n-App Guidance in Lightning Experience -** In Lightning Experience, add prompts and walkthroughs to your app to share information, train, or onboard users. Write the content, select the target audience, and specify where it appears and for how long. You can add multiple items to the same page, but they don't appear at the same time. By default, a user sees only one item per 24 hours, per app. Salesforce shows it again or cancels scheduled recurrences based on whether the user interacts with or ignores the prompt or walkthrough. Watch the video to learn how to navigate the In-App Guidance Setup page and builder; Get Started with In-App Guidance in Lightning Experience. **Microsoft Integration -** Salesforce integrates with Microsoft productivity apps and services, including Outlook, Teams, Office, and SharePoint. Options include: • **Outlook integration -** Sales reps can work with Salesforce records

<table>
<tr><td></td><td></td><td>in Outlook, log Outlook emails to Salesforce, and draft Outlook emails using Salesforce templates.
• Einstein Activity Capture - This tool syncs contacts between Outlook and Salesforce and automatically captures Outlook emails and events in the activity timeline of Salesforce records.
• Teams integration - Users can mention Salesforce records in Teams to facilitate collaboration. They can preview record details, pin records to channel tabs for easy access, and update records with inline editing. Reps can also post important conversation moments to Salesforce Chatter feeds directly from Teams.
• Extended Mail Merge - You can merge data from Salesforce records into Word documents, including form letters, envelopes, and labels.
• Files Connect - (additional licensing option). Salesforce can access content from cloud-based Microsoft systems, including SharePoint and OneDrive.
• CRM Analytics Connector for Excel - (additional licensing option). Users can quickly import Excel data into CRM Analytics.
• Power BI connectors - You can use data from Salesforce objects and reports in Power BI visualizations.

Google Docs - Salesforce offers capabilities for integrating with Google apps, including Google Docs and Gmail. Your administrator can enable these features.

With the integration between Salesforce and Google Docs, you can:
• Associate a Google doc to a Salesforce record and create, edit, or view Google docs from a Salesforce record.
• Share a Google doc with any Google user in DHHR.
• Use a browser button to associate Google docs with Salesforce records even when you are not working in Salesforce.
• Add Google docs to Salesforce CRM Content, which allows you to manage all types of content in a centralized location.

The integration between Gmail and Salesforce automatically logs emails you send from your Google account as activities on lead and contact records in Salesforce. You can also compose emails in Salesforce and send them through your connected Gmail account. The email is also logged on the record from which it was sent.

Scanned documents - Scanned documents can be associated with records in Salesforce as any other file would be. Once the file is scanned and saved, associate the document to the Salesforce records as needed

Preview files - Files and attachments related to Salesforce records provide a quick view of the document that is attached when the file is clicked on without the need to save or download it.</td></tr>
<tr><td>3.1.1.10</td><td>System must support users and administrators to schedule and prompt future date tasks,</td><td>Tasks and Activities - Salesforce enables organizations to automatically create tasks when workflow rules are triggered. Tasks are to-do items that</td></tr>
</table>

	activities, calls, and followups, and do so with role-based permissions, to other users.	need to be followed up on and can include but not limited to calls. They can be associated with accounts, contacts, Complaints/Cases among other objects including custom objects. You can follow up on the task yourself, or assign it to another user. Tasks can also be created manually from the home page and can be associated with accounts, contacts, Complaints/Cases among other objects including custom objects. Using workflow, user task creation can be triggered via events as well as time. Administrators can pre-define tasks and populate them with standard data such as priority, status, and due date to ensure prompt follow-through. Users can leverage the Tasks view to track and prioritize their work. This task list gives users a full picture of what's on their plate for all the processes and customer relationships they are engaged in. Users can view a list of all their open tasks showing the contacts, accounts, and other records the tasks are related to. Details about the tasks are right there on the same page. Users can create a task or use actions (e.g. Change Date, Change Priority, Change Status, etc.) on the page to quickly update a task. Users can switch to views of tasks due today, recently completed tasks and delegated tasks. You can create tasks that repeat on a daily, weekly, monthly, or yearly basis by selecting the Create Recurring Series of Tasks checkbox when creating a task. Salesforce displays event and task reminders in a reminder window. The reminder window opens whenever a reminder is triggered. When you log in, a sound plays if you have reminders that have been triggered since the last time you logged in. You can customize reminders in your personal settings. **Permissions -** What Tasks the User has access to will leverage standard Sharing Rules. Details about sharing models and sharing model elements are given below: To specify the objects that users have access to, you can assign permission sets and profiles. To specify the fields that users have access to, you can use field-level security. To specify the individual records that users can view and edit, you can set organization-wide sharing settings, define a role hierarchy, and create sharing rules. More information about how a customer can configure access to data within their Salesforce environment is available here: https://help.salesforce.com/s/articleView?id=sf.users_mgmt_overview.htm&type=5.
3.1.1.11	System must allow users to return to using a quick search feature to the three (3) most recently accessed records or activities. System must provide capabilities to determine whether a caller, a person, or case record already exists to	**Search, Recent Items and Recent Records** Global Search will return recent results that users have accessed that meet the search criteria entered. It also has a type ahead that will show you the records that match as you type in the Global Search bar. Salesforce will also learn what objects are used most frequently and return those results first when performing searches.

	avoid duplication. System must provide a means to merge identified duplicate records.	The standard Recent Records and Recent Views components can also be used to have a view into recent items/records a user has visited. Recent Records is only visible on the Home page and shows 5 records, the user can click into the View all for Recent Records and see up to 20 records. The Recent Items can be shown on any page and can be configured to display certain objects and the admin can set how many records to display **Duplicate and Merging of records** Salesforce provides a native duplicate management capability to control whether and when you allow users to create duplicate records inside Salesforce. Criteriato determine duplicates can be configured to your requirements and can be used to identify duplicates, determine whether duplicates are permissible, and create reports on the duplicates you do allow users to save (if applicable). More can be found herer - https://help.salesforce.com/s/articleView?id=sf.duplicate_detection_and_handling.htm&type=5 To identify Complaint/Case duplicates, reports and List Views will be created to identify potential duplicates. Users can also search for Complaints/Cases before creating one as well as using Related Lists on a Contact and a 360 of the Contact to identify potential duplicate Complaint/Cases. If a duplicate Complaint/Case is identified the standard Case Merge functionality can be used to merge up to three Cases. An Admin can configure what happens to the merged Case once completed. See more here - https://help.salesforce.com/s/articleView?id=release-notes.rn_cases_case_merge_ga.htm&release=224&type=5
3.1.1.12	System must manage essential information in a global record including demographics, telephone numbers, email addresses, county, region, map, links, contacts, notes, documents, file attachments, and associated persons including but not limited to relatives, children, attorneys, and collaterals. System must allow addresses to be United States Postal Service (USPS) validated. System must also allow entry of foreign addresses and characters. System must allow for APO (Military) addresses if individuals are deployed or stationed overseas.	**Global Record and Relationship Data -** The Contact record would include your required demographic, and other contact related information regarding the person. If the data fields that are required by you are not standard Salesforce fields, newly configured fields can be created to capture data based on your requirements. Salesforce Maps and Location services or an address validation app can manage location information for the contact. Standard files and attachments can be associated to the Contact as needed included pictures or Associated persons can be managed thru Complaint / Case Participants as well as via Party Relationship Groups **Address validation -** Address validation would be through a native Salesforce managed application (such as AddressTool Premium). If the address is non US such as a military address the User can add the address like they would any other address without it being validated
3.1.1.13	System must allow retention/display of photographic images, audio and video files in their native format within contact records as needed. System must support documentation	**Files and Attachments -** Salesforce supports the attachment of any file type to virtually any object or record within Salesforce. Attachments have the following standard fields: • Description of the uploaded file • Name of the uploaded file • A privacy setting to indicate that the attachment is only accessible to the owner and administrators

	storage within a case or record, in all common formats including Portable Document Format (PDF), Microsoft Suite, Google Docs, etc. and must be document level searchable.	• Size of the uploaded file Standard Files and Attachments acceptable formats on records are listed here - https://help.salesforce.com/s/articleView?id=sf.mc_ceb_supported_file_types.htm&type=5 Google Docs can be associated to Cases and other records using the Google file related list on that record **Salesforce CRM Content -** Organize, share, search, and manage content within your organization and across key areas of Salesforce with Salesforce CRM Content. Content includes all file types, from traditional business documents such as Microsoft® PowerPoint presentations to audio files, video files, Web pages, and Google® docs The powerful Salesforce CRM Content search engine scans the entire body of the document as well as content properties such as the title, description, tags, categorization data, and author name. You can filter searches by featured content, file format, author, tags, libraries, or custom fields and then view the results with various levels of detail, providing an easy way to find relevant content quickly.
3.1.1.14	System must provide capability for person and case specific alerts to be set by users, such as status indicators and validation messages, to provide feedback to users when accessing a case or record. System must support full case management workflow enabling labels (i.e., receive complaint, preliminary data collection, investigation, in process, awaiting approval to close, etc.) and time tracking by status, workflow from initial contact to case closure.	**Status indicators and validation messages -** Custom fields can be leveraged on a Contact or Complaint/Case where a User can add alerts that will be displayed for other users to view. **Case Management Workflow -** Case management workflows would be managed through the Case Process that includes but is not limited to the labels listed. These labels will be managed thru the Status field and Case Processes and are fully configurable Standard Salesforce Milestones will manage time spent in statuses of a Complaint / Case, including initial contact to Close. In some scenarios, field formulas can also be leveraged to measure the time between two situations, such as open to closing a Complaint/Case
3.1.1.15	System must support automated or manual assignment of a unique case identifier upon creation of a new case. System must provide a way to navigate a case summary view. System must support correspondence production including letter and email templates, then can be connect to workflows, can be auto populated with case record or person specific data, and can be transmitted and timestamped.	**Case Assignment -** Case assignment rules can be used to easily route/assign Cases to queues or individual users based on business rules and any known Case data. Complaints/Cases can be manually assigned to queues or individuals as well. You can also manually add a record to a queue by changing the record's owner to the queue. Alternatively, an assignment rule can add Complaints/Cases to a queue based on specific record criteria. Records remain in a queue until they're assigned an owner. Any queue members or users higher in a role hierarchy can take ownership of records in a queue. **Navigate a Complaint/Case -** Users can navigate a Complaint/Case Summary via the standard Case Details view. Related records to the Complaint/Case can be viewed in the Related Lists that will give a 360 view of a Contact as well as a Complaint/Case. **Correspondence -** Email alerts are emails generated by an automated process and sent to designated recipients. These actions consist of the standard text and list of recipients for an email. You can associate email alerts with processes, flows, workflow rules, or approval processes.

		Email templates can increase productivity and ensure consistent messaging. Email templates with merge fields let you quickly send emails that include field data from Salesforce records. Users can manually send email templates as well from Salesforce records in addition to them leveraged in automation with email alerts
3.1.1.16	System must support the ability to generate correspondence to an individual, a group of individuals with similar characteristics, or to a predefined distribution list. System must support templates as form letters, fill-in form letters, customized form letters, or custom letters using integrated Hyper Text Markup Language (HTML) editor without Microsoft Word. System must support capability to create output in hard copy, paper letters, emails, or Google Docs.	Standard Email functionality to be used for sending emails from Salesforce. List Emails **List Emails** - For sending emails to more than an individual use List email, which sends an individual email to each recipient instead of one email to the entire group. Send individual, personalized, emails to recipients on contact lists. Or, choose individual records on a list . Use email templates with merge fields to customize each email. The Lists can be created and filtered to display the Contacts of a predefined list Correspondence with individuals through emails sent out from Salesforce can be automated or sent manually. Emails templates are available to create and send both manually or through automation. These emails create a log on the record from which they are sent from. More info can be found here - https://help.salesforce.com/s/articleView?id=sf.emailadmin_send_email_from_salesforce_overview.htm&type=5 You can create custom HTML email templates without using Classic Letterhead. If you don't know HTML, you can paste HTML code into your template and edit it directly in Salesforce as needed. More can be found here - https://help.salesforce.com/s/articleView?id=sf.creating_custom_html_email_templates.htm&type=5 To create hard copies, the Public Sector Omnistudio Document Generator can create documents that can be saved as well as printed. The saved documents can be moved to Google Docs as needed
3.1.1.17	System must support user addition of notes, complaints, inquiries, tasks, calls, and other vital data to person and case records in accordance with role-based security permissions that include view, add, edit, and delete levels of access. System must support role-based case assignment/ownership, task delegation, and case transfer both individually and as a group, to, among, and between users. System must provide for customizable workflows incorporating the steps and statuses already available in the standard workflows and incorporating automatic generation of related tasks.	**Notes and Tasks** - Standard Notes and Tasks can manage adding notes, inquiries, tasks and calls among other data that will relate directly to a Complaint/Case or Contact. Complaints can be related directly to Complaint/Cases and associated to Contacts. The ability to view, add, edit, and delete these items is managed through the Profiles, Permission Sets and Roles. Ownership of Complaints/Cases and Tasks will use the standard Owner functionality. the Owner of a Task, Complaints/Cases can be an individual or a queue. Several Users can be members of a queue. The ability to manage the Owner of these records can be managed through the Profiles and Permission Sets. Transferring a Complaint/Case happens by editing the Owner of that Complaint/Case and again can be transferred to an individual or a queue. Automation built with Lightning Flows that is triggered off Complaint/Case statuses that will auto create Tasks that are related to the Complaint/Case. Included in the automation, the Tasks can be auto assigned and can be based on certain criteria as required. Tasks related to a Complaint/Case can also be manually generated by Users.

3.1.1.18	System must allow agency to attach an actual or estimated cost per activity unit to all activities within the workflow to enable estimates of the activity cost of providing complete handling and investigatory services.	Actual and/or estimated cost values can be captured manually on each individual task that is related to a Complaint/Case. these costs can be reported on individually or by Complaint/Case
3.1.1.19	System must include monitoring functionality allowing progress to be monitored and alerts/reminders generated when workflow nears completion or needs approval.	List Views and reports will monitor the progress of Complaint/Cases. Email Alerts with Email templates will generate reminders and alerts when identified workflow criteria is met including leveraging Milestones/SLA that are nearing or have passed. Standard Salesforce approval process will allow the approval of records in Salesforce. When you build an approval process, you specify the steps necessary for approval. A given step can apply to all records or just records with certain attributes. You also specify who does the approving at each step and the actions to take when a record is approved, rejected, or recalled.
3.1.1.20	System must provide means for administrators to update the look and content of the public facing portal and the administrator created content on associated weblinks.	Experience Cloud templates let you build responsive sites for delivering rich, branded spaces for your customers and partners. And with Experience Builder, you can accomplish a lot without coding. For example, you can edit a template's components to include information about your site, add images to extend your branding, and include CMS content. More information can be found here - https://help.salesforce.com/s/articleView?id=sf.networks_overview.htm&type=5
3.1.1.21	System must provide a public facing portal that enables modification of text size and other page appearance qualities to comply with the Americans with Disabilities Act (ADA) standards as well as industry standard login/password requirements. System must provide a customizable web form incorporating a CAPTCHA response test.	**Accessibility -** Salesforce is committed to providing on-demand enterprise applications accessible to all individuals. This includes users working with assistive technology, such as speech recognition software and screen readers. To help meet our goal of accessible design, Salesforce follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. Salesforce introduced the Lightning User Experience, which brings a re-imagined user interface that is modern, efficient, and highly accessible. The Lightning Experience is engineered with Accessible Rich Internet Application (ARIA) features built in that help assistive technology users have the best possible experience with Salesforce. We provide software releases three times a year, ensuring that our customers can easily take advantage of the accessibility features introduced in each release. **Password Settings -** Salesforce standard password settings allow you to manage your password history, length, and complexity requirements. You can also specify what to do when a user forgets the password. More about password settings can be found here - https://help.salesforce.com/s/articleView?id=sf.admin_password.htm&type=5 **CAPTCHA -** Leveraging Google's reCAPTHCA, the Salesforce Web-to-Case allows for a reCAPTCHA to be added to ensure spam Complaints/Cases are not submitted to your Complaint/Case webform. For more information regarding reCAPTCHA, please visit https://help.salesforce.com/articleView?id=customizesupport_web_to_case_e

		nable_recaptcha.htm&type=5.
3.1.1.22	System must enable administrative development of data field labels, characteristics, and picklists. System must also enable users to search picklists using drop down menus.	Leverage custom fields on standard Salesforce objects or on custom objects. When you create a custom field, you decide where it appears, what info it contains and what format it should be (such as number, text, date, or picklist). you can read more on the depth of custom fields here - https://help.salesforce.com/s/articleView?id=sf.adding_fields.htm&type=5 Standard Salesforce reports allow users to search/filter records by picklist values where the list of available values are presented to the user to pick and allows the user to search for specific values to select from.
3.1.1.23	System must allow automation of business practices of the agency and allow administrators to create workflow within the application. System also allows for users to set a specific list of favorites, such as searches, templates, and contacts. System must also provide comprehensive standard reports and graphics, including management reports for operational, performance and outcomes, incorporating conditions highlighting for important variances to targets.	Various automation functionality is available to be configured in Salesforce, including but not limited to Lightning Flows and Workflows. These standard tools are configured using point and click and do not require code. Two of the key automation tools that would be used are Flow and OmniStudio. OmniStudio is a part of the Public Sector Solution that would be used for the Complaints/Cases solution. More can be found here on the various automation functionality - https://help.salesforce.com/s/articleView?id=sf.extend_click_process.htm&type=5 Favorites is a standard feature in Salesforce that is managed by each User of what they want to identify as their favorites. Favorites allow you to quickly access important records, lists, groups, and other frequently used pages in Salesforce. A favorite is similar to a bookmark in a web browser, but your favorites list is always available regardless of the browser or computer that you use to log in to Lightning Experience. **Standard Reports** • **Core Reports and Dashboards -** Salesforce includes a powerful suite of analytics and reporting tools to help you view and analyze your data that can be accessed via the web or mobile device in real-time. Analytic capabilities consist of several integrated parts: • **Report Types -** A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of predefined standard report types; administrators can create custom report types as well. • **Report Formats -** Salesforce reports can use the tabular, summary, matrix, or joined format.
3.1.1.24	System must provide capacity to create and generate comprehensive case reports, pre-formatted, relevant to the review/investigation type, the reader, and level of detail required. System must provide for historical reports to show trends and comparisons between time periods. System must provide for generation and distribution of standard and ad-hoc reports at regular intervals as set by users with	To create Complaint/Case reports the PSS Document Generation tool will be leveraged. With OmniStudio Document Generation, you can create and maintain dynamic and crisp business-critical digital documents such as Complaint/Case reports. The Document Generation tool merges text-based files, such as Microsoft Word or PowerPoint, with other data sources to create the documents. And it supports both on-demand and batch capabilities. The available output formats include .docx, .pptx, and .pdf **Analytic Snapshots -** An analytic snapshot lets you report on historical data. Authorized users can save tabular or summary report results as snapshots on a schedule. Analytic snapshots let you work with report data similarly to how you work with other records in Salesforce.

	role-defined permissions. System must provide a library of standard reports supporting common aspects of case management and investigatory practice. System must provide ad hoc report generator for enterprise management, with capacity for ad hoc report criteria to be saved for future reports. System reporting engine must allow report writers to create, publish, schedule, and distribute standard and ad hoc reports in varying formats including graphs and charts.	**Schedule Reports** Salesforce provides the ability to subscribe to or schedule the automatic execution and delivery via email of reports and dashboards. You can schedule reports and dashboards to run on a daily, weekly, or monthly basis and have them automatically emailed to Salesforce users. In addition, when subscribing to a report, users have the option to choose to receive new results as an .xlsx or .csv file attached to the subscription email. **Standard Reports** • **Core Reports and Dashboards -** Salesforce includes a powerful suite of analytics and reporting tools to help you view and analyze your data that can be accessed via the web or mobile device in real-time. Analytic capabilities consist of several integrated parts: • **Report Types -** A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of predefined standard report types; administrators can create custom report types as well. • **Report Formats -** Salesforce reports can use the tabular, summary, matrix, or joined format: • **Dashboards -** A dashboard shows data from source reports as visual components, which can be charts, gauges, tables, metrics, or custom Visualforce pages. They provide a snapshot of key metrics and performance indicators for DHHR. Each dashboard can have up to 20 components. Administrators control access to dashboards by storing them in folders which contain visibility settings. • **Permissions and Viewing of reports and dashboards -** Reports and Dashboard creation, viewing and editing can be based on permissions and roles. Admins can define who can create, view and edit reports. Reports and Dashboards can be filed in folders that supports who can see the reports within that folder. What data and objects a User can view within a report is based on their overall object and field permissioning as well as access to records. If a User does not have access to certain object or fields they will not be able to see the object or fields in reports. If the User does not have access to records based on sharing and role access, the User will not be able to view those records.
3.1.1.25	System upgrades, enhancements, and error corrections must be at no additional cost/charge when such upgrades, enhancements, and error corrections are generally made available to its other clients of similar systems at no additional cost/charge.	All upgrades, patches, and other system maintenance are provided as part of the subscription service at no additional cost to DHHR. In addition, Salesforce releases three complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically on an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to

		maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner and will not break your configurations.
3.1.1.26	System must enable a public facing web form and a public use email to integrate and populate, as specified by the administrator, to contact, person, or case records to avoid duplication of data entry.	**Web To Case -** Web-to-Case allows customers to submit Complaints/Cases directly from the portal. When a customer submits a Complaint/Case using Web-to-Case, a new Complaint/Case is created and can be managed by the State. All information entered into the web form including Contact information will be available in the Complaint/Case. The form can be customized to include the fields that you want customers to enter. **Email to Case -** Email-to-Case allows customers to submit Complaints/Cases directly from their email. When a customer sends an email to a designated email address, a new Complaint/Case is created and can be managed by the State. The Email address, subject, and body of the email are included in the new Complaint/Case. If the email is sent from an email address that exists in Salesforce, Salesforce will relate the existing Contact in Salesforce to the new Complaint/Case that is created.

3.0 Past Performance

Incapsulate has extensive experience across the Salesforce ecosystem and serves clients from a variety of industries—government, insurance, financial services, health care, non-profits, and consulting. Salesforce's no-code low-code platform provides enterprises with a powerful toolset for meeting the needs of their stakeholders whether they are business, citizens, policy holders or potential customers. In the government arena, Incapsulate is focused on helping government organizations provide robust digital capabilities to the business and constituents they serve. Those businesses and constituents expect convenient, user-friendly way to interact with and get help from their government. Government agencies need robust tools to track inquiries, applications, requests for something and outcomes. Quality digital services have become an engine for accelerating economic growth and vitality. In the narrative below we detail three references.

3.1 Reference #1: DC OAG

Client Name	District of Columbia (DC) Office of Attorney General (OAG)
Project Title	Office of Child Support Services: Child Support Case Management System
Reference Contact Name	Chris Tonjes
Telephone Number	(202) 741-0766
E-mail Address	chris.tonjes@dc.gov
Description of Services	

The District of Columbia's Office of the Attorney General's (OAG) Office of Child Support Services (OCSS) is responsible for providing services and support to approximately more than 40,000 vulnerable children and their families across the District. To modernize the 40-year-old legacy systems as well as replace cumbersome paper-based processes, OCSS turned to Incapsulate to implement a low-code/no-code cloud-based solution capable of handling a wide range of processes and services including modules supporting the following: Child Support Application Process, Consumer Complaints; Location Services; Paternity & Enforcement Services; and Courts & Litigation.

The resulting solution, developed by Incapsulate in a multi-cloud environment, is based primarily on Salesforce's Service Cloud and also includes AWS and the Box platform. Key features include:

- Core case management services (expected to support up to 80% of all child welfare cases) to support intake, *rules-based routing*, and complex workflow

- Secure document storage and image processing to scan/detect various documents and forms of identification and intelligently route as appropriate
- *API-based access to numerous internal and external applications* – including those at the District's Department of Transportation, the District's Office Financial Management, and other administrative back office systems

The new system is being rolled out in a modular fashion, with the first Go-Live taking place in May 2020 and subsequent releases occurring approximately every 4-6 months. In addition to continuing with development of new modules, *Incapsulate is providing platform and program support*. Since the initial Go-Live, the District has seen significant improvements in both efficiency and effectiveness – and anticipates a reduction of 50% in long-term operating and maintenance costs.

3.2 Reference #2: Virginia Economic Development Partnership (VEDP)

Client Name	Virginia Economic Development Partnership (VEDP)
Project Title	International Trade Client Portal Experience
Reference Contact Name	Mary Wood
Telephone Number	(804) 545-5766
E-mail Address	mwood@vedp.org
Description of Services	
Incapsulate provide Virginia Economic Development Partnership (VEDP) with a new Trade Client Experience Portal that provides a space for clients to engage and work with Trade. It provides a platform for Trade to better support their clients and allow their clients to access information relevant to their company and relationship with Trade. The objectives of the client experience portal were to streamline workflows for applications and reimbursement requests, improve communications internally and between Trade and the client, and provide a place for clients to access important materials. The Salesforce Experience Cloud provides a stable, scalable platform to meet Trade's portal needs and future portal implementations at VEDP. The portal was implemented in phases. The phases were determined based on critical needs for the portal. Application Management and Reimbursement Management are the focus areas for the first phase. This supports the following 7 out of 8 programs managed by Trade: STEP, VALET, TSP, REP, GDP, GECP, Supply Chain Optimization1. VITAL will not be included.	

3.3 Reference #3: VDH

Client Name	Virginia Department of Health (VDH)
Project Title	Office of Licensure and Certification System
Reference Contact Name	Kimberly Beazley
Telephone Number	(804) 367-2114
E-mail Address	Kimberly.Beazley@vdh.virginia.gov
Description of Services	
Healthcare facilities in the Commonwealth need to be licensed to service the citizens of the Commonwealth. The license is provided by the Virginia Department of Health Office of Licensure and Certification. The current process is manual - facilities download an application form from the VDH OLC website, fill it out, and mail it to the OLC along with a check for payment. The OLC reviews the application and if everything checks out they mail the license to the facility. This manual process takes a long time and can result in errors at many places in this process - for example, facilities could miscalculate the payment amount required. Additionally, when the OLC reviews the application and if something is incorrect or needs to be fixed, the facility needs to fill out the form once again and mail in a new form. The OLC services 5 different types and over 2000 facilities/agencies in the Commonwealth, each with their own forms and unique characteristics, and so they wanted a digitized solution with process automations to eliminate the inefficiencies of the manual process. Incapsulate created a comprehensive solution to digitize and automate processes for healthcare facilities and the OLC. For the facilities, Incapsulate created a portal where they could create license applications. In this portal, facilities can create applications for a new license, renew their current license, make changes to their license, or apply for exemption. Facilities will be able to make payments online via ACH or credit cards. Facilities will also be able to	

keep track of the status of their application. If anything needs to be corrected on an application, the facility can simply login to the portal, open up the application, and make updates as necessary. One nice-to-have feature that was implemented for facilities is the auto-complete functionality. When facilities create a renewal, mid-term change, or exemption application, the form will be auto-populated with the information that we have on file for the facility. This results in an efficient and time saving process for them, and reduces errors that result from manually completing lengthy applications. Once the application has been approved, facilities can view and download their license from the portal. For the OLC, Incapsulate created a comprehensive backend system where the OLC support team and supervisors can view and respond to applications. An application goes through two stages of approval - the support team review and the supervisor review. When an application is received, all support team users receive an email notifying them of a new application that needs to be reviewed. A support team user takes ownership of the application and reviews it. Upon reviewing the application, if there's an error on the application, the support team user can return it to the facility so they can make the necessary updates. If everything looks good, the support team user can approve the application, at which point it will be assigned to the supervisors team. When an application is assigned to the supervisors team, all supervisors receive an email notifying them that an application needs to be reviewed. A supervisor team user can then take ownership of the application, review it, and follow the same process as the support team. Prior to approving the application, the supervisor will need to verify that they have reviewed all the documents and input the license start and end dates. When the application is finally approved by the supervisor, the system automatically generates the license, and sends an email to the facility user notifying them that their license is available to view and download from the portal. Incapsulate also created a solution to satisfy the FOIA requirement, so that the general public (non-facility/agency users) of the Commonwealth can access the portal and view the facility/license for any healthcare facility licensed by the OLC.

3.4 Reference #4: Department of Housing and Urban Development, Federal Housing Administration's (FHA)

Client Name	Department of Housing and Urban Development, Federal Housing Administration's (FHA)
Project Title	FHA Catalyst
Reference Contact Name	Renee Parks Interactive Government Holdings (Department of Housing and Urban Development) Program Manager
Telephone Number	(571) 348-3448
E-mail Address	rparks@interactivegov.com
Description of Services	

Incapsulate is supporting FHA's Office of Single-Family Housing in the modernization of legacy mainframe-based systems across the FHA's Office of Single-Family Housing. Built primarily on the Salesforce platform, the multi-year effort – known as FHA Catalyst – leverages Salesforce's Service Cloud, Communities and also makes use of Mulesoft and Amazon Web-Services (AWS). Incapsulate has been involved in the effort since inception in early 2019, supporting Claims Module for single-family forward mortgage supplemental and loss mitigation home retention which eliminates paper submissions and reduces processing time. Mortgagees previously submitted supplemental claims for FHA single-family forward mortgages by filling out and mailing lengthy paper forms. The FHA Catalyst: Claims Module eliminates this labor-intensive process for both servicers and FHA.

To support this effort, Incapsulate has performed a broad range of business, development and integration tasks including:

- Facilitation of requirements sessions with technical and business users to develop user stories and project roadmaps
- Development of technical architectures, data models, release schedules, etc. in conjunction with HUD technical leadership and architecture teams
- Agile-based iterative delivery to support frequent of release of new capabilities (approximately every 30-60 days post initial release)
- Salesforce configuration and Apex development (as required – where possible we follow a Configuration-first approach to maximize usage of out-of-the-box platform functionality)

- Development and delivery of reusable Lightning-based components to support rapid development of external-facing web forms, consistent with design principles embodied in the Digital Service Playbook and the IDEA Act.
- Configuration and development of Mulesoft-based API's and system interfaces to support bi-directional data exchange with legacy mainframe systems
- Integrated with AWS for document storage and file validation (to support bulk load of claims transmitted from lender organizations, e.g., Bank of America, Wells Fargo)

Incapsulate also supported data management and security-related activities to include design and implementation of data models (maximizing use of standard Salesforce objects to the extent possible), support for Salesforce-native cloud encryption and two-factor authentication across a user community that include internal HUD staff as well as several hundred external users across various lenders (e.g., Bank of America, Wells Fargo). We shepherded the initial release through HUD's Authority-to-Operate (ATO) process (the first-ever cloud release within FHA), performed an extensive 508 compliance review, developed system documentation consistent with agency templates and industry best practices that lead to a successful implementation

Post the initial launch of Claims management functionality (in December of 2019), in addition to providing new capabilities on a frequent basis, Incapsulate has been providing post-implementation support to address defects, support user administration and other configuration changes, consider impacts of Salesforce-drive updates (i.e., seasonal releases), and participate in agency-wide architecture review boards and design sessions factoring in the most effective use of Salesforce across multiple orgs and multiple program areas.

4.0 Implementation Approach

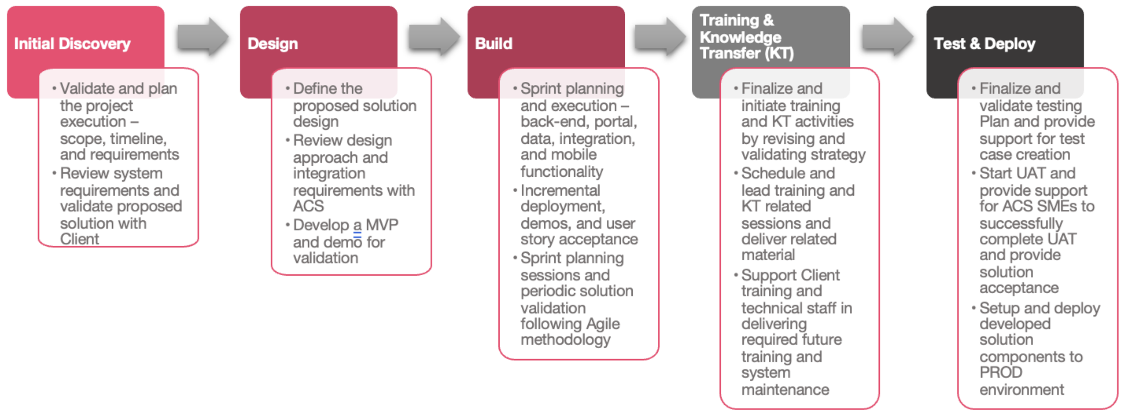
Incapsulate's SaaS configuration and implementation approach is an agile methodology based on proven practices and lessons learned, which lower risk while accelerating delivery.

Establish Governance First - Governance is critical, especially to fast-moving agile projects. Project success is based upon the clear identification of roles and responsibilities. Primarily, there should be a single point of contact on the Client's side and one point of contact at Incapsulate. The management structure should be clearly defined for the project. Included in the management structure is establishing a regular cadence and reporting schedules. If any problems or an issue need to be escalated, there should also be a defined path of escalation. Establishing a transparent governance structure is key to implementing a successful project.

Configuration First - Minimize the Amount of Coding/Development Work - Programming customizations make support, maintenance, and enhancements more expensive after go-live. Our solution is based on a "Configuration Only" approach. We will analyze existing processes and align them to the functionality provided by the salesforce public sector case management module. We will identify gaps and provide configuration-based best of breed solutions.

Agile Methodologies to Increase Delivery Confidence- While many organizations merely talk "Agile," we have incorporated Agile methodologies in our project delivery for over ten years. We have refined our project management approach to combine the benefits of the Waterfall and Agile methodologies; this has resulted in an efficient and controlled methodology that addresses the reporting needs of senior management while creating a dynamic, efficient, and productive environment for our software development teams. With our iterative development approach, we offer frequent and accelerated adoption of Salesforce functionality in the enterprise, reducing the overall risk to our clients.

Our implementation plan follows a five-step approach – Initial Discovery, Design, Build, Training & Knowledge Transfer, and Test & Deploy. This approach helps identify the different types of work required to execute the project at each step. The figure below provides a high-level overview of the major milestones to accomplish in each step.



Initial Discovery - Prior to beginning actual implementation activities, we recommend an initial discovery focused on the planning and preparation necessary to set the stage for successful project execution. During this step, we will perform an initial discovery to confirm high-level requirements, establish key project success factors and measures, determine integration needs, and establish project governance.

Design - The Design step is used to develop a detailed technical implementation approach for case management system, monitoring, mobile and back-office processes, data migration, integration, and security solution design. In this phase, we build POC to help users envision the overall solution and the user experience. This step would further help review and validate the proposed solution to ensure it meets the client's needs.

Build - Given Incapsulate's Agile approach to managing projects, the Build step consists entirely of 2-week sprints with 3 days of incremental deployment, a demo of the developed functionality, and user story acceptance at the end of each sprint. In Design, user stories are created, which are then divided to be developed in multiple sprints throughout the Design phase.

Training & Knowledge Transfer (KT) - During this step, the technical team will be working on the deployment and functionality for the PROD environment, while the functional team is working with Client users to develop and implement a training and KT strategy. Based on the Client's requirements Incapsulate will develop the required training material and support users in leading and delivering all end user training. Incapsulate's functional and technical teams will further work with the Client transition and support teams to bring them up-to-speed on the business and technical implementation. Incapsulate will leverage a remote "Train-the-Trainer" approach.

Test & Deploy - In the Testing step, both Incapsulate's testing team and Client SMEs or the QA team would be heavily involved in testing the developed solution for back-office and web portal end to end flows. At the end of testing and during the training step, the functioning prototype would be deployed entirely to the PROD environment based on the project schedule.

Go-Live – At installation, we promote and migrate completed configurations and system administration requirements from testing to production environments, train users and prepare for a successful Go-live.

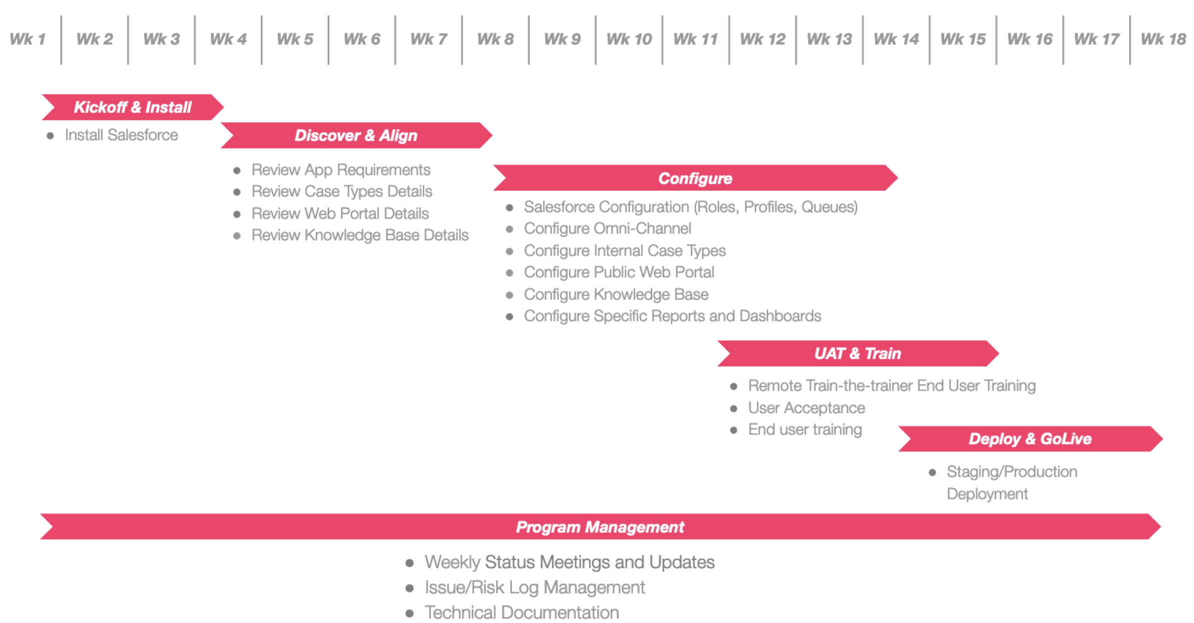
Incapsulate will provide documentation as needed and maintain all technical documentation throughout the project. Additionally, we will provide updated release copies as needed and final documentation upon the completion of an awarded project and final acceptance, including:

- Detailed system and user documentation to Client staff responsible for the operation and support of the system
- Technical manuals and user manuals for administrator and end-user training
- Remote Train-the-Trainer
- System implementation documentation concerning installation, configuration, testing, interfaces, data conversion, and integration of the system

Incapsulate will provide software and system documentation that describes all software in sufficient technical and functional detail, so that this information can be used by the FCO personnel to maintain the system and solve identified problems..

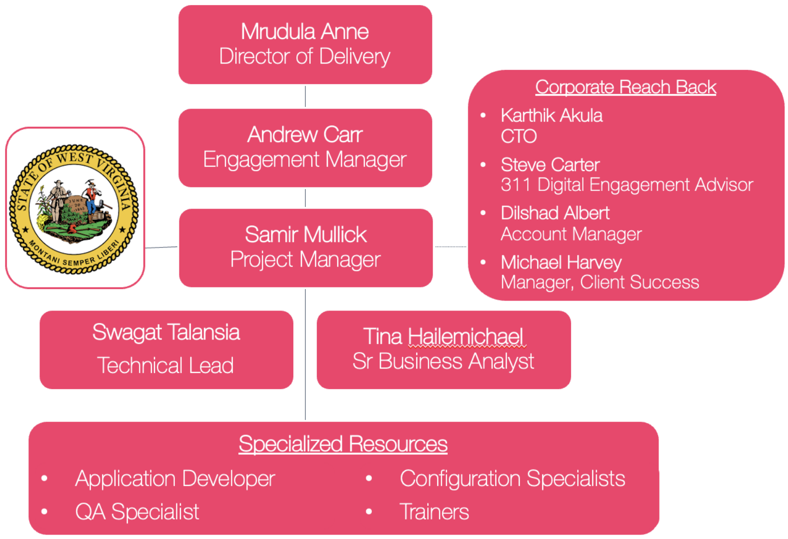
Implementation Timeline

Incapsulate is proposing a eighteen (18) week implementation plan as outlined in the diagram below. During the project kickoff and initial discovery meetings we will work with the West Virginia (WV) Foster Care Ombudsman (FCO) to refine and finalize the schedule as we finalize project requirements.



5.0 Key Personnel Resumes

For this engagement, Incapsulate has selected a team experienced with exactly the skills, abilities, and expertise this project will require. **Lawrence Foretenberry** is the Account Manager who will lead our team during the proposal and evaluation process and if selected, up until the project kick-off. **Lawrence** will work closely with **Andrew Carr** who is the project Engagement Manager and **Samir Mullik** who is the proposed Project Manager and have ultimate responsibility for all project delivery and management of the day-to-day work of the project team.



The figure above outlines Incapsulate's Organizational Structure for this project. Our Project Manager will be the single point of contact for all project matters responsible for all day-to-day staffing and resourcing assignments. If needed, Incapsulate Chief Delivery Officer **Mrudula Anne** will serve as an escalation point to the FCO for any matters not resolved at the project level. The named personnel below constitute the core team working the project work for the FCO and will help us to avoid project disruptions due to personnel scheduling issues. As the project nears completion, the project team will begin interfacing with **Michael Harvey**, our Client Success Manager who will lead the support team after the system goes live.

As required by the project, our core team will be augmented by specialized resources, who will largely work off-site, such as the following:

- **Configuration Specialist –** Will configure workflows as dictated by the completed workflows by the FCO; this involves the configuration of rules, workflow, escalation, and reporting
- **Trainers –** Executes all project-related training. Plans training courses, develops associated materials, and conducts training sessions (remote and/or in-person) as needed. Trainers may be on-site more than others due to the collaborative nature of their work
- **Application Developer –** Supports any required development activities, primarily focused on integrations with external systems as well as web application development
- **Quality Assurance Specialist –** Supports the review and testing of the solution to validate functionality works as designed. Works with the project team to identify and resolve any issues before deployment and Go-live.
- **Data Engineer -** Responsible for overall planning and execution of the data conversion activities and serves as primary liaison with FCO IT staff responsible for legacy system data. They will also provide Subject Matter Expertise across a variety of database tools, technologies and in particular, ETL approaches and methodologies.

Incapsulate's staffing model emphasizes a small group of core, client-facing resources to assess business needs, identify requirements, and develop a responsive solution, with reach back to a broader technical team to support configuration, quality assurance, and other implementation activities. The core project team (Key Personnel) is responsible for project cadence and all deliverables. The key personnel outlined above constitute the core team working on the project work for the FCO. Incapsulate is highly experienced in managing the staff for projects like this and using our Project Management Plan will ensure that the FCO's project has zero disruptions due to Incapsulate personnel scheduling.

CRM implementations are a key focus of Incapsulate as we have a Global 311/CRM Team who have implemented many CRM solutions to support contact centers across the United States. The following table synopsizes the core project resources for this project. All of these resources have implemented multiple CRM solutions for government clients. Incapsulate personnel will be onsite as needed by the FCO, typically this is heavier during Project Kickoff, Discovery, Testing, and Go-Live for 2-3 days per week. We will finalize the schedule with the FCO after the contract award. The team will be supplemented by Incapsulate's Global 311 Delivery Team that will fluctuate in size throughout the project.

Name	Role	Experience
Larwence Fortenberry	**Account Manager** • Responsible for executive alignment to overall FCO organizational goals	Lawrence has over a decades of experience leading change and innovation initiatives to drive increased engagement, higher productivity, and improved customer service for clients across the public and private sectors.
Andrew Carr	**Engagement Manager** • Highest level of escalation above the Project Manager for program and project concerns. • Responsible for overall project delivery and coordination of resources across the Incapsulate team and FCO.	• Highly skilled with Stakeholder & Executive Communication, Operational Analysis & Optimization, and Cross-departmental Resource Management • Program & Product Management skills • Experience with ERP System Improvements and Implementations
Samir Mullick	**Project Manager** • Overall responsibility for project delivery • Manages day-to-day work of the Incapsulate team • Coordinates activities with the client team and other vendors • Serve as point of escalation for all issues across the project	• Project Manager with a customer service focused approach to business analysis. • Experienced in translating business requirements into user stories, process flows, and training documents. • He is a collaborative team player with a client-centered approach. • He has followed various methodologies, including Agile where she is adept at converting requirements into actionable user stories. • He will play the role of a business analyst on this project.
Swagat Talansia	**Technical Lead** • Responsible for the overall solution architecture and ensuring compliance with technical standards • Reviews all integrations with external systems • Provides technical subject matter expertise	• Experienced software developer with a proven record of delivering cloud-based solutions to clients in the public and private sectors • Holds multiple Salesforce and other technical certifications
Tina Hailemichael	**Sr Business Analyst** • Responsible for creating User Stories, Use Cases, Data Models, ERDs, and other relevant artifacts. • Experience with data querying and data mapping work	• Experienced as a Business System Analyst in SaaS Cloud environments • Experienced with the Salesforce platform configuring sales, service, community clouds, and custom Salesforce apps. • Experience in solution design, database modeling, and working hand and hand with technical architects.

	• Current Salesforce certification	• Ability to work in a fast paced environment and on multiple projects at a time. • Ability to adapt to ever changing environments and situations.

5.1 Resumes

Andrew Carr - Engagement Manager

Executive Summary

Award-winning technology solution professional with 8+ years of experience across mobile technology development, website development and CRM (Salesforce) delivery within Enterprise level clients. Led multiple projects within State and Local Government with digital transformation level budgets and teams as large as 75, including a Salesforce Implementation that reduced 34% in grant intake processing time and an Enterprise Data transformation that enabled consistent business intelligence delivery.

Relevant Highlights	Certifications, Awards, Training
• 8 years experience across Public Sector, Financial Services and Technology industries in Digital Transformation • Experienced in multiple Salesforce products including; Service Cloud, Experience Cloud and Public Sector Solutions • Well-versed in multiple project management methodologies	• Salesforce Administrator • Salesforce Platform App Builder • Salesforce Service Cloud Consultant • Salesforce Community Cloud Consultant • Certified Scrum Product Owner • Certified Scrum Master

Demonstrated Experience

Incapsulate **July 2022 – Present**
Engagement Manager

Leading a team of Software professionals with deep salesforce expertise. Developing systems that transform business operations and end client satisfaction. Responsible for account management, P&L and customer satisfaction through delivery and operational excellence.Responsible for multiple engagements across State and Local Government clients from Project Initiation through to successful Go-Live. He has managed the following projects while at Incapsulate.

- San Mateo, CA - Environmental Health System (EHS)
- District of COlumbia (DC) - Office of Attorney General (OAG)- IT Staffing & Services
- City of Dallas, TX - 311 & Consumer Protection
- City of Burleson, TX - 311
- DC DOEE - Watershed App

Oklahoma Health & Human Services **July 2021 – July 2022**
Solution Architect

Delivered robust Enterprise Grants Management solution using the Salesforce platform to enable core functionality that met ambiguous and changing goals for go-to market strategy. Led product roadmap and development for HHS Case Management product focusing on Citizen engagement and value across core features to meet market demands. Developed solution-definition processes to industry best practices leading to increased organization engagement, increased opportunities in key segments and cost savings in professional services due to data-driven feature prioritization.

CA Office of Emergency Services **Sept 2020 – July 2021**
Solution Architect

Large-scale implementation for Recovery Grants Management of 9 programs totaling 12,000+ Grants (projects). Enabling Salesforce best practices for CA Office of Emergency Services Recovery division to manage the entire Grant lifecycle for various program units, including: Hazard Mitigation Assistance,
Public Assistance and Financial Processing Unit. Implemented strategy to improve the Financial Processing Unit's Grant intake by decreasing processing time by 34%. Developed improved approach to Financial Processing Unit's business workflows through optimization of cross-functional collaboration and knowledge of Grant Lifecycle. Delivered business

workflow engineering for the Hazard Mitigation Assistance Unit's implementation for 400 External Portal Users (Experience Cloud) and 45 Internal Processing Users.

City of Sacramento **Sept 2019 – April 2021**
Project Manager

Led 12 person for Project Management and Business Analysis duties during Salesforce (Service Cloud) implementation for Sacramento 311, impacting 400K registered users. Translated requirements into Digital Transformation for the servicing of 1M+ citizens and business entities non emergency requests for the City of Sacramento. Increased Community Portal in Mobile and Desktop (Experience Cloud) usage by 49% MOM in initial year of launch. Project Awarded the Project Experience Award 2020 by Center for Digital Government.

Golden One Credit Union ***July*** **2018 – Sept 2019**
Senior Business Systems Analyst

Led team of 16 from PMO/IT and 32 for business areas to oversee strategic improvement and innovation to organization wide processes and procedures related to Data Management. Focused in Project areas of organization's initiatives of Salesforce (Sales Cloud),, Enterprise Data Warehouse and Corporate SFTP Workflows. Enabled a new approach to processes for IT Project engagement and teamwork across the enterprise landscape. Provided subject matter expertise to process review, gap analysis and reengineering for efficiencies within each IT Domain. Delivered user story mapping for Enterprise Data Warehouse implementation across the 4 Data Analytic teams to articulate functional and User Experience design. Utilized Scrum framework to improve the installation timeline of the Data Layer, Transformation Layer and BI Layer systems with IT engineers.

Intel ***Jan*** **2018 – June 2018**
Senior Business Analyst

Led a team of 2 to define and develop User Stories for Microsoft Power BI Dashboards from Salesforce and Cloudera Data Lake. Tasked to support Intel Premier Support (Service Cloud) transformation for the Altera on-boarded teams. Created agility among the Business Workflows, User Acceptance Testing and Training Modules for two full release cycles for both Salesforce and Microsoft Power BI to foster teamwork amongst 12 stakeholders. Developed Data Model for 32 Business Intelligence Dashboards to enhance the Executive Leadership team's view into Intel Premier Support across business units.

Education

Masters of Business Administration, University of Phoenix, 2016
Bachelors of Science, Finance, University of Phoenix, 2014

Samir Mullick - Project Manager

Executive Summary

Results-oriented Consultant with nine-years of experience developing and executing IT & Digital Marketing Strategies; proven track record of driving cross-departmental scalability by implementing systems and processes that promote standardization.
Driven by delivering Salesforce solutions that solve critical business problems and maximize user-adoption.

Certifications

- SFDC Advanced Administrator
- SFDC Administrator
- SFDC Service Cloud Consultant
- SFDC Force.com Developer
- SFDC Platform Developer I

Professional Experience

Incapsulate 2020 – Present
Senior Consultant
Lead SFDC implementations including end to end system implementations. Ensuring successful delivery of projects by ensuring scope, budget, and timeline targets are reached within defined parameters.

- Performing analysis and research in support of requirements definition

- Partnering with clients to understand their functional and technical requirements; developing and documenting requirements in a clear, accurate, and meaningful manner.
- Working with Project Managers, Architects, and other key stakeholders to engineer and develop solutions.

Mavens Consulting
2015-2018
Solutions Architect
SFDC Implementations for the Pharmaceutical industry. Played multiple roles including: Engagement/Project Manager, Business Analyst, Trainer, and Sales Enablement Manager.

- Led 10+ SFDC implementations including a Community Cloud project enabling • Health Care Providers to obtain Early Access Treatment for terminally ill patients.
- Developed training material & led Training sessions for over 500 end-users.
- Served as Sales Operations / Sales Enablement Manager supporting 10 AEs.

Configero
2014-2015
Senior Business Analyst
Consultant supporting both full-life cycle Sales Cloud implementations, as well as ongoing administration and enhancements of client environments.

- Student Enrollment Platform: Implementation & rollout of SFDC solution for Cosmetology schools; transformed manual enrollment process into a digital solution
- Project Management App: Delivered a custom Project Management solution increasing project efficiency by ~25%.
- Digital Marketing for AppExchange App: led Digital Marketing efforts promoting of AppExchange Product, Grid for Salesforce, aimed at improving User Experience

IBM Bluewolf
2013-2014
Business Analyst
Supporting Managed Services for organizations using Salesforce; partnering with clients to optimize their environments and advising on strategies to scale.

- Project Management: Developing Project Plans and ensuring adherence by ensuring services are delivered within Budget, Timeline, and Scope
- Client Management: Building client trust by adapting a customer-centered approach to engagements

Education

BACHELOR'S DEGREE
Finance & Economics
Kennesaw State University, 2011
Atlanta, Georgia

Swagat Talsania - Technical Lead

Executive Summary

Swagat Talsania is a highly accomplished, results-oriented professional with over nine years of experience as a Salesforce Certified Technical Architect. He has a proven track record of delivering projects on time and within budget, showcasing his expertise in Salesforce configuration and customization using both low-code and pro-code methodologies.

Currently serving as the Sr. Delivery Manager and India head for the Public Sector Business Line at Incapsulate, Swagat has effectively managed various projects from conception to completion. His skill set encompasses various technical proficiencies, including Apex, LWC, and integrations, allowing him to design robust and scalable solutions. Swagat brings a holistic approach to solution architecture, ensuring optimal functionality, performance, and user experience.

With a deep commitment to continuous learning, Swagat holds 17 Salesforce certifications, including a Salesforce Certified Application Architect, Salesforce Certified Data Architect, Salesforce Certified Service Cloud Consultant, and Salesforce Certified Platform Developer. These certifications demonstrate his dedication to staying updated with the latest advancements in the Salesforce platform and his commitment to excellence.

Swagat's experience at Incapsulate includes working on projects such as implementing the 311 Capsule, ACS Universities CPT, Ad Hoc - PAN Foundation, and other public sector projects. His role as the Senior Delivery Manager involves setting up guidelines for successful delivery processes, overseeing project teams, managing customer feedback, and collaborating with stakeholders to ensure project success. Swagat also acts as a technical architect, where he meets with customers, plans technology solutions, and provides technical leadership and support to internal teams.

Throughout his career, Swagat has showcased strong leadership skills and a passion for fostering collaboration and knowledge sharing within the Salesforce community. As the Architect User Group Leader for Ahmedabad, India, he has actively contributed to the growth and development of the local Salesforce community, organizing events and facilitating knowledge exchange among professionals.

Swagat's professional achievements reflect his dedication to excellence, and he is driven to leverage his Salesforce expertise to contribute to the success of organizations and individuals. With his exceptional managerial, analytical, and technical skills, he is well-equipped to lead cross-functional teams, foster innovation, and drive successful project outcomes at Incapsulate and beyond.

Incapsulate Projects Worked

- 311 Capsule
- ACS Universities CPT
- Ad Hoc - PAN Foundation
- Alabama Agriculture Compliance
- Alexandria 311
- Alexandria City Public Schools
- Baltimore 311
- Bellevue CRM
- Boston 311
- Burleson 311
- Corpus Christi 311
- Dallas 311
- Dallas BikeShare
- Dallas CCMS
- Dallas Citizen Calendar
- Dallas Department of Transportation
- Dallas Food Truck App
- Dallas Online Events
- Dallas Push Notifications
- Dallas Right of Way
- Dallas Workforce App
- Indianapolis 311
- John Hancock Twine
- King County CRM
- LEAD Education
- Opelika CRM
- Opelika Inspection Management
- OSSE Transportation
- Philadelphia 311
- Prince George County 311
- Prince William County Connect
- Prince William County Tax Administration
- San Bernardino 311
- San Bernardino Land Use Services
- San Mateo County EHS Records Management
- SigEp Enhancements
- Sonoma County ESD
- Spokane 311
- Suffolk County CRM
- Tampa Connect
- Virginia Beach 311
- Virginia Beach COVID-19 Public Utility Water Relief
- Virginia Beach COVID-19 Real Estate and Property Tax Relief
- Virginia Beach COVID-19 Remote Appointment Management
- Virginia Beach COVID-19 Vaccine Management
- Virginia Beach FSL Worker App
- Virginia Beach Grants Management
- Virginia Beach Marketing Cloud Implementation
- Virginia Beach Police Recruitment Tracking
- Virginia Beach Unified Citizen Account
- Virginia Beach Water Relief EDRP Enhancements
- Virginia Economic Development Partnership Grants Management
- Washington DC 311

Certifications

- Salesforce Certified Public Sector Solutions Accredited Professional
- Salesforce Certified Application Architect
- Salesforce Certified Data Architect
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Einstein Next Best Action Accredited Professional
- Salesforce Certified Process Automation Accredited Professional
- Salesforce Certified Security and Privacy Accredited Professional
- Salesforce Certified Heroku Architect
- Salesforce Certified OmniStudio Developer
- Salesforce Certified OmniStudio Consultant
- Salesforce Certified Marketing Cloud Email Specialist
- Salesforce Certified Field Service Lightning Consultant
- Salesforce Certified Community Cloud Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I

Demonstrated Experience

Incapsulate — ***Apr 2017 – Present***
Senior Delivery Manager — ***Jul 2021 – Present***

In my capacity as a Sr. Delivery Manager, my responsibilities, in addition to the responsibilities of a technical architect include, but are not limited to:

- Setting up guidelines to establish successful delivery processes
- Overseeing teams across different stages of the project
- Maintaining cost-effective delivery within the timeframe and agreed upon scope
- Managing customer problems and evaluating their feedback
- Collaborating with multiple stakeholder teams on the overall project status
- Collaborating with resource managers and project managers to plan for a deliverable's execution
- Reporting and communicating with transparency to the clients
- Coaching and mentoring the team on the skills required to have a successful delivery
- Coaching and mentoring the team on accepting full accountability for their assigned work
- Responsible for running the business line as a profit center

Associate Architect — ***Jan 2020 – Jul 2021***

As a technical architect, my responsibilities included:

- Meeting with the customer teams and determining the current and future needs
- Plan and decide the architecture of the technology solution for our customers
- Designing multi-cloud architecture and overseeing systems integration
- Compare multiple products and solutions and come up with the best recommendation for our customers
- Designing the structure of new technology systems, overseeing the implementation and liaising with software development teams
- Providing technical leadership and support to internal teams
- Design, implement and maintain IT systems for our customers
- Monitor systems to ensure they meet the business and technical goals
- Assist in solving technical problems when they arise
- Producing progress reports
- Continuously researching emerging technology and proposing changes to the existing architecture.
- Mentoring staff on implementation best practices

Senior Consultant — ***Apr 2017 – Jan 2020***

In my capacity as a technical lead at Incapsulate, I am mainly responsible for:

- Converting the product vision into user stories, prioritizing product backlog based on the corporate strategy and working with Scrum teams to convert the user stories into product features
- Effectively managing resources to deliver projects on time and within budget using agile practices
- Designing solutions to complex business problems by working closely with business and system analysts
- Providing technical support to the team members
- Managing tasks for the team members based on the changing priorities
- Defining and implementing software development best practices throughout the business unit
- Conducting code reviews to maintain the quality of code
- Managing technical debt for the product
- Technical documentation related to the product
- Addressing issues of quality, communication, culture and other issues that arise from a typical offshore establishment
- Leading a geographically distributed and culturally diverse team
- Quick turnaround to issues reported by customers in the production environment
- Guiding offshore programmers assigned to production support team
- Identifying process improvement opportunities to increase platform stability and realize operational efficiencies

Meditab Software — ***Sep 2013 - Mar 2017***
Development Manager

In my capacity as a development manager leading a team of 18 developers, I was mainly responsible for:

- Managing requirement gathering, system analysis and finalization of technical and functional specifications for the product

- Delivering the projects as per the scheduled milestones
- Providing post implementation, application maintenance and enhancement support to the customers
- Defining best practices for coding and documentation
- Project and task management for the team members
- Providing technical guidance/support to the team members
- On boarding of the new team members by training team on the technology stack
- Working closely with cross-functional team to design and deliver the product
- Collaboration between onsite and offshore delivery teams

Accusol Technologies ***Sep 2012 - Aug 2013***
Team Lead

During my tenure at Accusol Technologies as a development team lead, my responsibilities mainly included:

- Leading a team of 4 developers to deliver the product
- Designing solution to complex business problems by working closely with business analysts and the customers
- Producing clean, efficient code based on the specifications
- Integrating third-party components with the product
- Verify and deploy software programs to customer servers
- Troubleshoot, debug and upgrade existing product
- Create technical documentation for reporting
- Work with other developers to design algorithms

Prakshal Technologies ***Aug 2011 - Aug 2012***
Software Developer

During my tenure at Prakshal Technologies as a software developer, my responsibilities included:

- Researching, implementing and managing software programs
- Identifying areas for enhancement in existing programs and developing those enhancements
- Writing efficient code complying to the best practices set by the company
- Working closely with other developers, system and business analysts
- Deploying software programs to customer servers using the tools provided.

Education

- B. E. – Electronics and Communication Hemchandracharya North Gujarat University Specialization in Embedded Programming

Tina Hailemichael– Senior System Business Analyst

Executive Summary

Ms. Tina Hailemichael is a Senior System Business Analyst with more than ten years of experience in Salesforce, analysis, development, testing, validation, requirements elicitation and documentation. She is a certified Scrum Master and Scrum Product Owner. Her areas of expertise include:

- Salesforce:
  - Configuration, customization & deployment of Custom objects, Record types, Fields, Validation Rules, Profiles, Permission Sets, Page Layouts, Workflow, etc.
  - Wide-range knowledge of Visualforce pages, Apex Classes and Lightning experience
  - Data migration & de-duping
  - Translation Workbench
  - Report and dashboard creation.
- Requirements Elicitation & Documentation:
  - Requirement Traceability Matrix (RTM)
  - Case/Defect reporting and bug tracking (Jira, Confluence, Preview, pForce)
  - System Requirement Specification (SRS) Documents, Design documents, End-user guides and others
  - Pre/Post-deployment documentation and retrospective materials.
- Analysis & Development:
  - System/Data analysis
  - Defect analysis and investigation
  - Understanding requirements & analyzing business needs

  - Understanding legacy/current state processes.
- Testing & Validation:
  - System functionality, Integration & Regression Testing
  - Data migration validation
  - User Acceptance Testing (UAT)
  - Test Plan, Test Case, Test script.

Relevant Highlights, Technology

- Salesforce
- Jira/Confluence
- ServiceNow
- Angular
- MS .NET
- MS SQL server
- MS Sharepoint
- MS Office
- MS Visio
- Softswitch
- Media Gateway.

Certifications, Awards, Training

- Scrum Master Accredited Certification
- Scrum Product Owner Accredited
- Salesforce Dreamforce 2016, San Francisco, CA
- ZTE University Next Generation, Network (FLNGN) technical training, Shenzhen, China.

Demonstrated Experience

Incapsulate – Salesforce – Remote ***Jun 2022 – Present***
Senior System Business Analyst

- Aid in developing requirements and other relevant documentation for new and emerging State & Local (S&L) projects.
- Conduct client demos and presentations and assist in business development initiatives.
- Advise customers on the solutions that solve business problems and their successful adoption.
- Develop reusable templates and processes that ensure delivery excellence.
- Facilitate user workshop sessions, and engage in conversations with technical and Quality Assurance (QA) teams that ensure systems meet business needs.

Technologies: Salesforce, Google Suit, Slack, Jira/Confluence, Lucid chart.

PwC Technology – Salesforce – Remote ***Jun 2021 – May 2022***
Salesforce Preview Defect Manager

- In-depth understanding of existing functionality – CRM
- High-level understanding of existing functionalities – JPP, Marketing, Risk.
- Responsible for coordination with preview Lead and functional teams to understand upcoming release candidates in detail.
- Supported kick-off conversations (lead by Preview Lead) to describe preview case & defect review process.
- Reviewed cases submitted, redirected cases/questions, or escalated to defects.
- Defected triage and management (daily) across all territories for preview defects.
- Communicated with Dev, QA, and Preview lead on defect status.
- Supported "preview" period for cases and defect remediation.
- Created and maintained reports & dashboards.
- Conducted in-depth analysis of cases/defects and facilitated meetings with businesses on possible solutions.
- Conducted post-review analysis on defects for retrospective sessions.

Technologies: Salesforce, MS Office, MS Visio.

Techfinity Solutions – Elkridge, MD ***Apr 2020 – Jun 2021***
Sr. IT/Business Analyst

- Frontend web applications testing on various browsers and responsiveness check. Applications worked on:
  - Content Management System (CMS)
  - Project Idea Resourcing (PIR)
  - Group Management Tool (GMT)
  - Audit Review Tool (ART)
- Conducted backend data validation.
- Reported defects and tracked bugs.

- Collaborated with the development team throughout the Software Development Life Cycle (SDLC) process with agile methodology.
- Prepared end-user guides and documents.

Technologies: Angular, MS .NET, MS SharePoint, MS Visio, MSSQL, Jira/Confluence, MS Office.

Liberty Shared – Sheung Wan, Hong Kong ***Jun 2019 – Nov 2019***
IT Business Analyst

- Localized and translated a digital case management system built on Salesforce to Amharic using a translation workbench.
- QA testing and fixed issues regarding Data load validation and Regression testing.
- Conducted analysis on language translation tools for Salesforce.

Technologies: Salesforce, Jira/Confluence, MS Office.

CATHOLIC RELIEF SERVICES – Baltimore, MD ***Jun 2014 – Apr 2019***
IT Business Analyst

- Worked with stakeholders in the Overseas and United States Operations division and the business for requirements gathering and elicitation.
- Member and active participant in the agency-wide Salesforce Working Group.
- Engaged with the development team during the development process using Agile methodology.
- Involved in data migration activities reviewing and organizing data and load file preparation.
- Conducted testing and validation in different environments of Salesforce:
  - Configuration and functionality testing
  - Data migration validation
  - Integration testing with other systems
  - Regression testing post deployment
  - Mobile device responsiveness test on Salesforce Mobile App
  - Support on User Acceptance Testing (UAT).
- Logged and tracked data and system functionality issues using Jira.
- Closely worked with business owners and the development team on prioritizing issues and changes for the upcoming sprint.
- Followed up on logged issues and closely worked with the development team on resolving and closing issues.
- Prepared documentation such as:
  - System Requirements Specification (SRS) Documents
  - Design Documents
  - Current state business process document
  - Job aids and user manuals.
- Provided support and coordinated change enablement efforts.
- Built and customized different types of reports and dashboards in Salesforce.
- Provided support and facilitated end user training.

Technologies: Salesforce, Jira/Confluence, ServiceNow, MS Sharepoint, MS Office, MS Visio.

ZTE (H.K.) LTD – Addis Ababa, Ethiopia ***Oct 2008 – Jul 2010***
QA Analyst/Fixed Line Next Gen Network Engineer

- Conducted user acceptance test (UAT).
- Configuration of network equipment (Softswitch, Media gateway, IAD).
- Conducted backups and ran system updates.
- Prepared reports and documentation.

Technologies: Softswitch, Media Gateway (SIP, No7 protocols), MS Office.

Education

- Computer Science & Engineering, M. Sc. Degree, Ajou University, Suwon, South Korea, Aug 2010 – Aug 2012
- Computer Science & Engineering, B. Sc. Degree, Addis Ababa University, Addis Ababa, Ethiopia, Sept 2004 – Aug 2007.

6.0 Solicitation Forms

DocuSign Envelope ID: AAE3B020-BB64-40D3-9047-FE82FA68FFDA

Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Centralized Request for Quote** **Info Technology**

Proc Folder: 1228506

Doc Description: CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM

Proc Type: Central Master Agreement

Reason for Modification:

Date Issued	Solicitation Closes	Solicitation No	Version
2023-05-24	2023-06-15 13:30	CRFQ 0506 MIS2300000003	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State : **Country :** **Zip :**

Principal Contact :

Vendor Contact Phone: **Extension:**

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

Date Printed: May 24, 2023 **Page:** 1 FORM ID: WV-PRC-CRFQ-002 2020/05

ADDITIONAL INFORMATION
THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, DEPARTMENT OF HEALTH AND HUMAN RESOURCES, OFFICE OF INSPECTOR GENERAL, IS SOLICITING BIDS TO ESTABLISH A CONTRACT FOR A CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM PER THE ATTACHED DOCUMENTS. ***QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS***

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX		OFFICE OF INSPECTOR GENERAL	
BLDG 6, RM 817-B		1900 KANAWHA BLVD E, BLDG 6 RM 817-B	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	One Time Implementation	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
One Time Implementation

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX		OFFICE OF INSPECTOR GENERAL	
BLDG 6, RM 817-B		1900 KANAWHA BLVD E, BLDG 6 RM 817-B	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Initial Year Term	5.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Initial Year Term

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX		OFFICE OF INSPECTOR GENERAL	
BLDG 6, RM 817-B		1900 KANAWHA BLVD E, BLDG 6 RM 817-B	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Year One Optional Renewal	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Year One Optional Renewal

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX		OFFICE OF INSPECTOR GENERAL	
BLDG 6, RM 817-B		1900 KANAWHA BLVD E, BLDG 6 RM 817-B	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Year Two Optional Renewal	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Year Two Optional Renewal

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX		OFFICE OF INSPECTOR GENERAL	
BLDG 6, RM 817-B		1900 KANAWHA BLVD E, BLDG 6 RM 817-B	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Year Three Optional Renewal	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Year Three Optional Renewal

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX		OFFICE OF INSPECTOR GENERAL	
BLDG 6, RM 817-B		1900 KANAWHA BLVD E, BLDG 6 RM 817-B	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Additional user licenses	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Additional user licenses

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2023-06-01

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☑ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Revised 11/1/2022

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: June 1, 2023 at 10:00 AM ET

Submit Questions to: Crystal Hustead
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: Crystal.G.Hustead@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wv*OASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wv*OASIS at its sole discretion. Such a prohibition will be contained and communicated in the *wv*OASIS system resulting in the Vendor's inability to submit bids through *wv*OASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in *wv*OASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in *wv*OASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus n/a convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

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Bid Delivery Address and Fax Number:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:
BUYER: Crystal Hustead
SOLICITATION NO.: CRFQ MIS2300000003
BID OPENING DATE: June 15, 2023
BID OPENING TIME: 1:30 PM ET
FAX NUMBER: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by *wv*OASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: June 15, 2023 at 1:30 PM ET

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the $125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

Revised 11/1/2022

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women- owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in *wv*OASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance."

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b."

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21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wv*OASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

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

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

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

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

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

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

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

2.9. "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☑ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of five (5) years. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as ______________________), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

> ☐ **Alternate Renewal Term** – This contract may be renewed for ______________ successive __________ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within ______________________ days.

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☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within ________________ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for ________________ years;

☐ the contract may be renewed for _________________ successive _________ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as ________________________________), and continues until the project for which the vendor is providing oversight is complete.

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

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☑ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

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☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

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8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☑ **Commercial General Liability Insurance** in at least an amount of: $1,000,000.00 per occurrence.

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

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: ________________ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: ________________ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: ________________________ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: ________________ per occurrence.

☐ **Aircraft Liability** in an amount of: ________________ per occurrence.

☑

☑

☐

☐

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9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☑ N/A ______________________ for ________________________________.

☐ Liquidated Damages Contained in the Specifications.

☑ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

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17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

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

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/default.html.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

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39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☑ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

   1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

   2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

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

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

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

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

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44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Ramana Bhamidipati

(Address) 650 Massachusetts Ave NW, Suite 600; Washington, DC 20001

(Phone Number) / (Fax Number) 888-589-2571 / 866-890-4848

(Email address) vbhamidipati@incapsulate.com

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

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

Incapsulate, LLC

(Company)

DocuSigned by:
Jonathan Light

(Signature of Authorized Representative)

Jonathan Light Senior Vice President, State & Local 6/26/2023

(Printed Name and Title of Authorized Representative) (Date)

888-589-2571 / 866-890-4848

(Phone Number) (Fax Number)

(Email Address)

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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ MIS2300000003

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)

☒ 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.

Incapsulate, LLC
Company

DocuSigned by:
Jonathan Light
7604702704D94CC...
Authorized Signature

6/26/2023
Date

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

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REQUEST FOR QUOTATION
CRFQ MIS2300000003
CLOUD-BASED STATEWIDE CASE MANAGEMENT SYSTEM

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Department of Health and Human Resources, Office of Inspector General to establish an open-end contract for an enterprise level, Cloud-based, statewide case management system.

   The West Virginia Department of Health and Human Resources (DHHR) has established within its Office of Inspector General (OIG) an office of the Foster Care Ombudsman (FCO). Mandated by state statute W.V. Code §9-5-27, this newly established child welfare-directed service is responsible for advocating for the rights of foster children and foster parents; participating m any procedure.to investigate and resolve complaints filed on behalf of a foster child or foster parent; monitoring the development and implementation of federal, state, and local legislation, regulation and policies with respect to foster care services; and establishing and maintaining a statewide uniform report system to collect and analyze data relating to complaints for the purpose of identifying and resolving significant problems facing .foster-children and foster-parents as a class. The FCO is responsible for generating and distributing periodic reports prepared to standard and ad hoc specifications to serve the needs and interests of various stakeholder groups. As such, the purpose of this request for quotations is to obtain competitive bids for a Foster Care Case Management system. The FCO will receive, evaluate, refer, assign, monitor, investigate, and report on child-welfare related concerns, complaints, and otherwise identified systemic issues as determined by the FCO or assigned/recommended by its stakeholders inside and outside state government. In addition to providing hosting and technical support for the technology, the chosen vendor will provide services to include system design, installation, application/report configuration, user training, support services, and periodic upgrades/enhancements for the chosen solution.

   NOTE: This request is covered in part or in whole by federal funds. All bidders will be required to acknowledge and adhere to Attachment 1 — Federal Funds Addendum

   NOTE: The WVDHHR has developed an EEOP Utilization Report, and it is available at:

   http://www.wvdhhr.org/pdfs/H1.5%2OUtilization%20Report%20and%20EE0 %2Opolicy.p

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2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

   2.1 **"Contract Item"** or **"Contract Items"** means the list of items identified in Section 3.1 below and on the Pricing Pages.

   2.2 **"Pricing Pages"** means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A, and used to evaluate the Solicitation responses.

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

3. **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 must meet or exceed the mandatory requirements as shown below.

      3.1.1 Enterprise level, Cloud-Based, statewide case management system which must be compatible with the West Virginia Office of Technology's current operating system, Windows 11.

         3.1.1.1 System must be modular to allow system upgrades and enhancements, must be scalable for increasing the number of licensed users and to support unlimited persons, cases, contacts, activity transactions, and reports.

         3.1.1.2 System must have administrative ability to create enterprise-wide announcements to be displayed on the user home page, which can be targeted to all users, or specific group users, or specific users. System must enable real time collaboration or access sharing with system users.

         3.1.1.3 System must allow for speech to text functionality where applicable, and be accessible from laptops, desktops, and tablets.

3.1.1.4 System must provide the capability for authorized users to drill down to individual data elements in dashboard reports. System must enable user, manager, and administrative dashboard and reporting tools for performance, workload, task and case status monitoring by case, user, team, and/or enterprise.

3.1.1.5 System must provide a quick search capability based on a single and or an advanced multiple field/filters.

3.1.1.6 System must allow name fields must include capacity to enter and store nicknames, appellations, and suffixes.

3.1.1.7 System must maintain a chronological and reportable audit trail of activity by user and/or case, including a history of modifications to all data and event logs by record and/or user.

3.1.1.8 System must allow administrators to add, delete, change, or control user role-based security permissions by users or user group types.

3.1.1.9 System must provide access to all applications and user documentation, vendor use, and help tool within a single site. System must integrate seamlessly with back-office systems including versions of Microsoft Suite and/or Google Docs. System must allow document attachments to be scanned and associated with one or more person/case records, as well as complaints, notes, and other identifiers. System must allow documents to be thumbnail/first page previewed prior to full access.

3.1.1.10 System must support users and administrators to schedule and prompt future date tasks, activities, calls, and follow-ups, and do so with role-based permissions, to other users.

3.1.1.11 System must allow users to return to using a quick search feature to the three (3) most recently accessed records or activities. System must provide capabilities to determine whether a caller, a person, or case record already exists to avoid duplication. System must provide a means to merge identified duplicate records.

3.1.1.12 System must manage essential information in a global record including demographics, telephone numbers, email addresses, county, region, map, links, contacts, notes, documents, file attachments, and associated persons including but not limited to relatives, children, attorneys, and collaterals. System must allow addresses to be United States Postal Service (USPS) validated. System must also allow entry of foreign addresses and characters. System must allow for APO (Military) addresses if individuals are deployed or stationed overseas.

3.1.1.13 System must allow retention/display of photographic images, audio and video files in their native format within contact records as needed. System must support documentation storage within a case or record, in all common formats including Portable Document Format (PDF), Microsoft Suite, Google Docs, etc. and must be document level searchable.

3.1.1.14 System must provide capability for person and case specific alerts to be set by users, such as status indicators and validation messages, to provide feedback to users when accessing a case or record. System must support full case management workflow enabling labels (i.e., receive complaint, preliminary data collection, investigation, in process, awaiting approval to close, etc.) and time tracking by status, workflow from initial contact to case closure.

3.1.1.15 System must support automated or manual assignment of a unique case identifier upon creation of a new case. System must provide a way to navigate a case summary view. System must support correspondence production including letter and email templates, then can be connect to workflows, can be auto populated with case record or person specific data, and can be transmitted and timestamped.

3.1.1.16 System must support the ability to generate correspondence to an individual, a group of individuals with similar characteristics, or to a predefined distribution list. System must support templates as form letters, fill-in form letters, customized form letters, or custom letters using integrated Hyper Text Markup Language (HTML) editor without Microsoft Word. System must support capability to create output in hard copy, paper letters, emails, or Google Docs.

3.1.1.17 System must support user addition of notes, complaints, inquiries, tasks, calls, and other vital data to person and case records in accordance with role-based security permissions that include view, add, edit, and delete levels of access. System must support role-based case assignment/ownership, task delegation, and case transfer both individually and as a group, to, among, and between users. System must provide for customizable workflows incorporating the steps and statuses already available in the standard workflows and incorporating automatic generation of related tasks.

3.1.1.18 System must allow agency to attach an actual or estimated cost per activity unit to all activities within the workflow to enable estimates of the activity cost of providing complete handling and investigatory services.

3.1.1.19 System must include monitoring functionality allowing progress to be monitored and alerts/reminders generated when workflow nears completion or needs approval.

3.1.1.20 System must provide means for administrators to update the look and content of the public facing portal and the administrator created content on associated weblinks.

3.1.1.21 System must provide a public facing portal that enables modification of text size and other page appearance qualities to comply with the Americans with Disabilities Act (ADA) standards as well as industry standard login/password requirements. System must provide a customizable web form incorporating a CAPTCHA response test.

3.1.1.22 System must enable administrative development of data field labels, characteristics, and picklists. System must also enable users to search picklists using drop down menus.

3.1.1.23 System must allow automation of business practices of the agency and allow administrators to create workflow within the application. System also allows for users to set a specific list of favorites, such as searches, templates, and contacts. System must also provide comprehensive standard reports and graphics, including management reports for operational, performance and outcomes, incorporating conditions highlighting for important variances to targets.

3.1.1.24 System must provide capacity to create and generate comprehensive case reports, pre-formatted, relevant to the review/investigation type, the reader, and level of detail required. System must provide for historical reports to show trends and comparisons between time periods. System must provide for generation and distribution of standard and ad-hoc reports at regular intervals as set by users with role-defined permissions. System must provide a library of standard reports supporting common aspects of case management and investigatory practice. System must provide ad hoc report generator for enterprise management, with capacity for ad hoc report criteria to be saved for future reports. System reporting engine must allow report writers to create, publish, schedule, and distribute standard and ad hoc reports in varying formats including graphs and charts.

3.1.1.25 System upgrades, enhancements, and error corrections must be at no additional cost/charge when such upgrades, enhancements, and error corrections are generally made available to its other clients of similar systems at no additional cost/charge.

3.1.1.26 System must enable a public facing web form and a public use email to integrate and populate, as specified by the administrator, to contact, person, or case records to avoid duplication of data entry.

3.1.2 Vendor must actively provide a statewide case management, customer relationship management, or investigations management system to a minimum of three state agencies. Evidence of compliance with requirement shall be provided with bid. Vendor must provide contact information including contact name, phone number and email address of a director (or equivalent) of a program where they have successfully installed and supported an Enterprise level, Cloud-based statewide case management system. Evidence of compliance with requirement shall be provided with bid response.

4. CONTRACT AWARD:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

4.2 Pricing Pages: Vendor should complete the Pricing Pages by typing or electronically entering the information into the Pricing Page through wvOasis to prevent errors in the evaluation. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document

5. ORDERING AND PAYMENT:

5.1 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

5.2 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

6. DELIVERY AND RETURN:

6.1 Delivery Time: Vendor shall deliver standard orders within 180 (One Hundred Eighty) working days after orders are received. Vendor shall deliver emergency orders within 10 (Ten) working day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

6.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

6.3 Delivery Payment/Risk of Loss: Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

6.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

7. VENDOR DEFAULT:

7.1 The following shall be considered a vendor default under this Contract.

7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.

7.1.2 Failure to comply with other specifications and requirements contained herein.

7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

7.1.4 Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to Agency upon default.

7.2.1 Immediate cancellation of the Contract.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

7.2.3 Any other remedies available in law or equity.

8. MISCELLANEOUS:

8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

8.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract

8.4 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: Rhamana Bhamidipati
Telephone Number: 888-589-2571
Fax Number: 866-890-4848
Email Address: vbhamidipati@incapsulate.com

Attachment 1

FEDERAL FUNDS ADDENDUM
2 C.F.R. §§ 200.317 – 200.327

Purpose: This addendum is intended to modify the solicitation in an attempt to make the contract compliant with the requirements of 2 C.F.R. §§ 200.317 through 200.327 relating to the expenditure of certain federal funds. This solicitation will allow the State to obtain one or more contracts that satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Instructions: Vendors who are willing to extend their contract to procurements with federal funds and the requirements that go along with doing so, should sign the attached document identified as: "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)"

Should the awarded vendor be unwilling to extend the contract to federal funds procurement, the State reserves the right to award additional contracts to vendors that can and are willing to meet federal funds procurement requirements.

Changes to Specifications: Vendors should consider this solicitation as containing two separate solicitations, one for state level procurement and one for county/local procurement.

> **State Level:** In the first solicitation, bid responses will be evaluated with applicable preferences identified in sections 15, 15A, and 16 of the "Instructions to Vendors Submitting Bids" to establish a contract for both standard state procurements and state federal funds procurements.
>
> **County Level:** In the second solicitation, bid responses will be evaluated with applicable preferences identified in Sections 15, 15A, and 16 of the "Instructions to Vendors Submitting Bids" omitted to establish a contract for County/Local federal funds procurement.

Award: If the two evaluations result in the same vendor being identified as the winning bidder, the two solicitations will be combined into a single contract award. If the evaluations result in a different bidder being identified as the winning bidder, multiple contracts may be awarded. The State reserves the right to award to multiple different entities should it be required to satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

State Government Use Caution: State agencies planning to utilize this contract for procurements subject to the above identified federal regulations should first consult with the federal agency providing the applicable funding to ensure the contract is complaint.

County/Local Government Use Caution: County and Local government entities planning to utilize this contract for procurements subject to the above identified federal regulation should first consult with the federal agency providing the applicable funding to ensure the contract is complaint. For purposes of County/Local government use, the solicitation resulting in this contract was conducted in accordance with the procurement laws, rules, and procedures governing the West Virginia Department of Administration, Purchasing Division, except that vendor preference has been omitted for County/Local use purposes and the contract terms contained in the document entitled "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)" have been added.

FEDERAL FUNDS ADDENDUM

REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

The State of West Virginia Department of Administration, Purchasing Division, and the Vendor awarded this Contract intend that this Contract be compliant with the requirements of the Procurement Standards contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements found in 2 C.F.R. § 200.317, et seq. for procurements conducted by a Non-Federal Entity. Accordingly, the Parties agree that the following provisions are included in the Contract.

1. MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, AND LABOR SURPLUS AREA FIRMS:
(2 C.F.R. § 200.321)

a. The State confirms that it has taken all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Those affirmative steps include:

(1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
(2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
(3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
(4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
(5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
(6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) above.

b. Vendor confirms that if it utilizes subcontractors, it will take the same affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

2. DOMESTIC PREFERENCES:
(2 C.F.R. § 200.322)

a. The State confirms that as appropriate and to the extent consistent with law, it has, to the greatest extent practicable under a Federal award, provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United

States (including but not limited to iron, aluminum, steel, cement, and other manufactured products).

b. Vendor confirms that will include the requirements of this Section 2. Domestic Preference in all subawards including all contracts and purchase orders for work or products under this award.

c. Definitions: For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

3. BREACH OF CONTRACT REMEDIES AND PENALTIES:
(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 provide for breach of contract remedies, and penalties. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

4. TERMINATION FOR CAUSE AND CONVENIENCE:
(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 govern Contract termination. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

5. EQUAL EMPLOYMENT OPPORTUNITY:
(2 C.F.R. § 200.327 and Appendix II)

Except as otherwise provided under 41 CFR Part 60, and if this contract meets the definition of "federally assisted construction contract" in 41 CFR Part 60–1.3, this contract includes the equal opportunity clause provided under 41 CFR 60–1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964–1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

6. DAVIS-BACON WAGE RATES:
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this Contract includes construction, all construction work in excess of $2,000 will be completed and paid for in compliance with the Davis–Bacon Act (40 U.S.C. 3141–3144, and 3146–3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must:

(a) pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
(b) pay wages not less than once a week.

A copy of the current prevailing wage determination issued by the Department of Labor is attached hereto as Exhibit B. The decision to award a contract or subcontract is conditioned upon the acceptance of the wage determination. The State will report all suspected or reported violations to the Federal awarding agency.

7. **ANTI-KICKBACK ACT:**
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that it will comply with the Copeland Anti-KickBack Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). Accordingly, Vendor, Subcontractors, and anyone performing under this contract are prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The State must report all suspected or reported violations to the Federal awarding agency.

8. **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT**
(2 C.F.R. § 200.327 and Appendix II)

Where applicable, and only for contracts awarded by the State in excess of $100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

9. **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.**
(2 C.F.R. § 200.327 and Appendix II)

If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

10. **CLEAN AIR ACT**
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this contract exceeds $150,000, Vendor is to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

11. **DEBARMENT AND SUSPENSION**
(2 C.F.R. § 200.327 and Appendix II)

The State will not award to any vendor that is listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

12. **BYRD ANTI–LOBBYING AMENDMENT**
(2 C.F.R. § 200.327 and Appendix II)

Vendors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non–Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non–Federal award.

13. **PROCUREMENT OF RECOVERED MATERIALS**
(2 C.F.R. § 200.327 and Appendix II; 2 C.F.R. § 200.323)

Vendor agrees that it and the State must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the

Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

14. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.
(2 C.F.R. § 200.327 and Appendix II; 2 CFR § 200.216)

Vendor and State agree that both are prohibited from obligating or expending funds under this Contract to:

(1) Procure or obtain;
(2) Extend or renew a contract to procure or obtain; or
(3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115–232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

(i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
(ii) Telecommunications or video surveillance services provided by such entities or using such equipment.
(iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

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State of West Virginia	Vendor Name: Incapsulate, LLC
By: ____________________	By: DocuSigned by: Jonathan Light 7604702704D94CC...
Printed Name: ____________________	Printed Name: Jonathan Light
Title: ____________________	Title: Senior Vice President, State & Local
Date: ____________________	Date: 6/26/2023

EXHIBIT A To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

W. Va. CSR § 148-1-5

West Virginia Code of State Rules
Title 148. Department of Administration
Legislative Rule (Ser. 1)
Series 1. Purchasing

W. Va. Code St. R. § 148-1-5

§ 148-1-5. Remedies.

Currentness

5.1. The Director may require that the spending unit attempt to resolve any issues that it may have with the vendor prior to pursuing a remedy contained herein. The spending unit must document any resolution efforts and provide copies of those documents to the Purchasing Division.

5.2. Contract Cancellation.

5.2.1. Cancellation. The Director may cancel a purchase or contract immediately under any one of the following conditions including, but not limited to:

5.2.1.a. The vendor agrees to the cancellation;

5.2.1.b. The vendor has obtained the contract by fraud, collusion, conspiracy, or is in conflict with any statutory or constitutional provision of the State of West Virginia;

5.2.1.c. Failure to honor any contractual term or condition or to honor standard commercial practices;

5.2.1.d. The existence of an organizational conflict of interest is identified;

5.2.1.e. Funds are not appropriated or an appropriation is discontinued by the legislature for the acquisition;

5.2.1.f. Violation of any federal, state, or local law, regulation, or ordinance, and

5.2.1.g. The contract was awarded in error.

5.2.2. The Director may cancel a purchase or contract for any reason or no reason, upon providing the vendor with 30 days' notice of the cancellation.

5.2.3. Opportunity to Cure. In the event that a vendor fails to honor any contractual term or condition, or violates any provision of federal, state, or local law, regulation, or ordinance, the Director may request that the vendor remedy the contract breach or legal violation within a time frame the Director determines to be appropriate. If the vendor fails to remedy the contract breach or legal violation or the Director determines, at his or her sole discretion, that such a request is unlikely to yield a satisfactory result, then he or she may cancel immediately without providing the vendor an opportunity to perform a remedy.

5.2.4. Re-Award. The Director may award the cancelled contract to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) without a subsequent solicitation if the following conditions are met:

5.2.4.a. The next lowest responsible bidder (or next highest scoring bidder if best value procurement) is able to perform at the price contained in its original bid submission, and

5.2.4.b. The contract is an open-end contract, a one-time purchase contract, or a contract for work which has not yet commenced.

Award to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) will not be an option if the vendor's failure has in any way increased or significantly changed the scope of the original contract. The vendor failing to honor contractual and legal obligations is responsible for any increase in cost the state incurs as a result of the re-award.

5.3. Non-Responsible. If the Director believes that a vendor may be non-responsible, the Director may request that a vendor or spending unit provide evidence that the vendor either does or does not have the capability to fully perform the contract requirements, and the integrity and reliability necessary to assure good faith performance. If the Director determines that the vendor is non-responsible, the Director shall reject that vendor's bid and shall not award the contract to that vendor. A determination of non-responsibility must be evaluated on a case-by-case basis and can only be made after the vendor in question has submitted a bid. A determination of non-responsibility will only extend to the contract for which the vendor has submitted a bid and does not operate as a bar against submitting future bids.

5.4. Suspension.

5.4.1. The Director may suspend, for a period not to exceed 1 year, the right of a vendor to bid on procurements issued by the Purchasing Division or any state spending unit under its authority if:

5.4.1.a. The vendor has submitted a bid and then requested that its bid be withdrawn after bids have been publicly opened.

5.4.1.b. The vendor has exhibited poor performance in fulfilling his or her contractual obligations to the State. Poor performance includes, but is not limited to any of the following: violations of law, regulation, or ordinance; failure to deliver timely; failure to deliver quantities ordered; poor performance reports; or failure to deliver commodities, services, or printing at the quality level required by the contract.

5.4.1.c. The vendor has breached a contract issued by the Purchasing Division or any state spending unit under its authority and refuses to remedy that breach.

5.4.1.d. The vendor's actions have given rise to one or more of the grounds for debarment listed in W. Va. Code § 5A-3-33d.

5.4.2. Vendor suspension for the reasons listed in section 5.4 above shall occur as follows:

5.4.2.a. Upon a determination by the Director that a suspension is warranted, the Director will serve a notice of suspension to the vendor.

5.4.2.b. A notice of suspension must inform the vendor:

5.4.2.b.1. Of the grounds for the suspension;

5.4.2.b.2. Of the duration of the suspension;

5.4.2.b.3. Of the right to request a hearing contesting the suspension;

5.4.2.b.4. That a request for a hearing must be served on the Director no later than 5 working days of the vendor's receipt of the notice of suspension;

5.4.2.b.5. That the vendor's failure to request a hearing no later than 5 working days of the receipt of the notice of suspension will be deemed a waiver of the right to a hearing and result in the automatic enforcement of the suspension without further notice or an opportunity to respond; and

5.4.2.b.6. That a request for a hearing must include an explanation of why the vendor believes the Director's asserted grounds for suspension do not apply and why the vendor should not be suspended.

5.4.2.c. A vendor's failure to serve a request for hearing on the Director no later than 5 working days of the vendor's receipt of the notice of suspension will be deemed a waiver of the right to a hearing and may result in the automatic enforcement of the suspension without further notice or an opportunity to respond.

5.4.2.d. A vendor who files a timely request for hearing but nevertheless fails to provide an explanation of why the asserted grounds for suspension are inapplicable or should not result in a suspension, may result in a denial of the vendor's hearing request.

5.4.2.e. Within 5 working days of receiving the vendor's request for a hearing, the Director will serve on the vendor a notice of hearing that includes the date, time and place of the hearing.

5.4.2.f. The hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the hearing, the Director will issue and serve on the vendor, a written decision either confirming or reversing the suspension.

5.4.3. A vendor may appeal a decision of the Director to the Secretary of the Department of Administration. The appeal must be in writing and served on the Secretary no later than 5 working days of receipt of the Director's decision.

5.4.4. The Secretary, or his or her designee, will schedule an appeal hearing and serve on the vendor, a notice of hearing that includes the date, time and place of the hearing. The appeal hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the appeal hearing, the Secretary will issue and serve on the vendor a written decision either confirming or reversing the suspension.

5.4.5. Any notice or service related to suspension actions or proceedings must be provided by certified mail, return receipt requested.

5.5. Vendor Debarment. The Director may debar a vendor on the basis of one or more of the grounds for debarment contained in W. Va. Code § 5A-3-33d or if the vendor has been declared ineligible to participate in procurement related activities under federal laws and regulation.

5.5.1. Debarment proceedings shall be conducted in accordance with W. Va. Code § 5A-3-33e and these rules. A vendor that has received notice of the proposed debarment by certified mail, return receipt requested, must respond to the proposed debarment within 30 working days after receipt of notice or the debarment will be instituted without further notice. A vendor is deemed to have received notice, notwithstanding the vendor's failure to accept the certified mail, if the letter is addressed to the vendor at its last known address. After considering the matter and reaching a decision, the Director shall notify the vendor of his or her decision by certified mail, return receipt requested.

5.5.2. Any vendor, other than a vendor prohibited from participating in federal procurement, undergoing debarment proceedings is permitted to continue participating in the state's procurement process until a final debarment decision has been reached. Any contract that a debarred vendor obtains prior to a final debarment decision shall remain in effect for the current term, but may not be extended or renewed. Notwithstanding the foregoing, the Director may cancel a contract held by a debarred vendor if the Director determines, in his or her sole discretion, that doing so is in the best interest of the State. A vendor prohibited from participating in federal procurement will not be permitted to participate in the state's procurement process during debarment proceedings.

5.5.3. If the Director's final debarment decision is that debarment is warranted and notice of the final debarment decision is mailed, the Purchasing Division shall reject any bid submitted by the debarred vendor, including any bid submitted prior to the final debarment decision if that bid has not yet been accepted and a contract consummated.

5.5.4. Pursuant to W.Va. Code § 5A-3-33e(e), the length of the debarment period will be specified in the debarment decision and will be for a period of time that the Director finds necessary and proper to protect the public from an irresponsible vendor.

5.5.5. List of Debarred Vendors. The Director shall maintain and publicly post a list of debarred vendors on the Purchasing Division's website.

5.5.6. Related Party Debarment. The Director may pursue debarment of a related party at the same time that debarment of the original vendor is proceeding or at any time thereafter that the Director determines a related party debarment is warranted. Any entity that fails to provide the Director with full, complete, and accurate information requested by the Director to determine related party status will be presumed to be a related party subject to debarment.

5.6. Damages.

5.6.1. A vendor who fails to perform as required under a contract shall be liable for actual damages and costs incurred by the state.

5.6.2. If any commodities delivered under a contract have been used or consumed by a spending unit and on testing the commodities are found not to comply with specifications, no payment may be approved by the Spending Unit for the merchandise until the amount of actual damages incurred has been determined.

5.6.3. The Spending Unit shall seek to collect damages by following the procedures established by the Office of the Attorney General for the collection of delinquent obligations.

Credits

History: Filed 4-1-19, eff. 4-1-19; Filed 4-16-21, eff. 5-1-21.

Current through register dated May 7, 2021. Some sections may be more current. See credits for details.

W. Va. C.S.R. § 148-1-5, WV ADC § 148-1-5

End of Document

EXHIBIT B To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

Prevailing Wage Determination

[ ] – Not Applicable Because Contract Not for Construction

[ ] – Federal Prevailing Wage Determination on Next Page

7.0 Pricing & Assumptions

Incapsulate has provided pricing for the implementation services in the solicitation portal as required. The list below are Incapsulate's assumptions for the project. Salesforce licesnses can be acquired by the State separately or Incapsulate can work with the State to acquire the needed Salesforce licenses.

- Salesforce is 100% cloud based and is compatible with n-1 browser versions. Please see link for details:

  https://help.salesforce.com/articleView?id=getstart_browser_overview.htm&type=5
- The State will offer support to the Incapsulate team in accordance with the mutually agreed upon project plan. Delays caused by the The State team will be managed through a formal Change Management process.
- The State will assign a Product Owner for the duration of the project. The Product Owner will have decision making authority.
- The State will provide timely access to SMEs and third party vendors.
- All Salesforce general features and license limits apply. For more details please see: https://help.salesforce.com/articleView?id=limits_general_parent.htm&type=0
- Additional assumptions outlined in this response and additional supplemental documents apply.
- Salesforce internal user licenses are named user licenses.
- Platform security provided by Salesforce. Relevant security plans and documentation to be provided by Salesforce.
- Incapsulate will provide Train-the-Trainer Training that will be mostly remote. The State trainers will be responsible for end user training. Incapsulate has allocated up to 30 Train-The-Trainer Sessions. Each session will be up to 1 hr long and can accommodate up to 10 people per session. Incapsulate will record the training sessions and the recording will be available to The State users
- Incapsulate will have the necessary access to project stakeholders, SMEs, IT Team, and other resources as necessary during the course of the project.
- The license pricing is for the core Salesforce platform. Third party apps licenses are not included
- All Salesforce limits apply
- Custom mobile app for internal users are out of scope. All internal users can use the standard Salesforce mobile app.
- The solution will export data in .csv & .xlsx formats. Other formats are out of scope.
- The license pricing is for the core Salesforce platform and Mulesoft. Third party apps licenses are not included
- Assumes state will be responsable for aquiring extensions and apps required on local machines - based on 3.1.1.3
- No more than 5 custom fields for Contacts - basd on 3.1.1.6
- Standard history tracking functionlaity used, if reports are to be created basedon history tracking , they will be included in the overall reports count provided - based on 3.1.1.7
- Assumes out of box standard event monitoring, including the out of box anayltics. no additional reports or dashboards are included for monitoring unless included in overall report counts - based on 3.1.1.7
- Assumes the State has or will obtain accounts for Google Docs, Google App, and MS Suite. licensing is out of scope - based on 3.1.1.9

- Assumes use of Native apps to connect Google docs and MS Suite to integrate with Salesforce. Assumes the standard functionality within these apps/connectors to be used - based on 3.1.1.9
- Assumes any work required within Google or MS Suite in order to connect o Salesforce will be completed by the State or the vendor who supports those applications - based on 3.1.1.9
- Assumes no integration with a scanning app. Assumes scanned documents referr to documents created iva scanning which is done outside and not related to Salesforce. - based on 3.1.1.9
- Assumes standard Recent Items and Recent Records functionality - based on 3.1.1.11
- Assumes standard Case merge functionlaity - based on 3.1.1.11
- Assumes standard Contact dup and merge functionality - based on 3.1.1.11
- For USPS address validation, appexchange package to be used - based on 3.1.1.12
- Assumes cost for address validation package is out of scope - estimate is 3K per year - based on 3.1.1.12
- Assumes address validation third party app would be obtained by the State with the assistnace of incapsulate - based on 3.1.1.12
- Standard Salesforce CRM Content search capabilities - based on 3.1.1.13
- Assumes the use of browser extensions and apps (such as Android and Apple apps) for speech to text functionality.- based on 3.1.1.3
- Assumes the State to obtain any extension or apps for text to speech required with the help of Incapsulate - based on 3.1.1.3
- Assumes no more than 6 Milestones (SLA trackin) on a Case/Complaint - base don 3.1.1.14
- Assumes standard Milestone functionality to manage time tracking within statuses - based on 3.1.1.14
- Assumes no more than 2 Case Assignment Rules - based on 3.1.1.15
- Standard List Email functionality to send emails to a group of Contacts - based on requiremetns 3.1.1.16
- Assumes no more than 2 Queues - based on 3.1.1.17
- Assumes no more than 6 auto generated Tasks based on Case status criteria - based on 3.1.1.17
- Assumes actual or estimated cost per activity unit is managed at the Activity level, this may change post discovery to ensure the best configurable solution - based on Requirement 3.1.1.18
- Assumes standard Salesfor approval functionality to be used - based on 3.1.1.19
- Assumes no more than 2 approval process with 2 levels of approval per process - based on 3.1.1.19
- Assumes monitoring functionlaity of progress referrs to complaint/case workflow management - based on 3.1.1.19
- Assumes the use of stardard Salesforce Experieince Cloud templates for format and branding will be used based on 3.1.1.20
- Assumes reCAPTCHA is secured by the State priro to the start of the project - based on 3.1.1.21
- Assumes standard functionality of reCaptcha - based on 3.1.1.21
- Assumes reCAPTCH to be placesd on the 1 complaint/case intake form on the portal - based on 3.1.1.21
- Assumes standard favorites functionality - based on 3.1.1.23

- Case reports assumes a generated document that containds the information in the complaint/case - based on 3.1.1.24
- Assumes 2 generated docs for complaint/case reports - based on 3.1.1.24
- Microsoft Suite and/or Google Docs licenses out of scope
- Standard Tasks and Activities used for tasks, activities, calls, and follow- ups. No more than 3 Custom fields on Tasks to be created
- Outside of using Microsoft Suite and/or Google Docs, standard Salesforce files and attachments will be used for doc management
- Standard PSS data model to be used for maintaining the following but not limited to: complaints/cases, Contacts, case participants, contat to contact relationships
- Determination of using Public Compalints and/or Cases will be determined during further discovery but does not impact timeline or resources
- Assumes standard Email to Case functinoality, the email address used must be accessable by the State
- Assume 1 email address provided by the state to be used to send emails to and from Salesforce
- Assumes standard Salesforce report and dashboard functinality for all reports and dashboards
- Assumes no more than 1 Support process to manage Complaints/Cases
- Assumes one Complaint form to capture all complaints/cases from the portal
- Assumes Standard Salesforce Search capabilities
- Standard storage capacity for data and files based on license type and count
- An open sharing model will be configured giving all internal Users access to all records. External Users will not have access to any of the complaint/case records or contact information.
- Assumes any doc generation required will leverage PSS Document Generation
- Assumes no more than 2 docs to be generated using PSS Document Generation
- Assumes generation of sent email as hard copy documents is possible with Document Generation but is out of scope
- Assumes no authenticated Users on the portal, all users will submit compliants as guest users. No login or passwords will be required to submit complaints/cases
- Standard implementation of Shield, no additional config of shield functionlaity included in scope
- Assumes no more than 10 List Views total across all objects in Salesfroce
- Assumes no more than 3 Profiles to be configured
- Assumes no more than 2 Roles to be configured
- Assumes no more than 5 Permission Sets to be configured