



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](http://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](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 3

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1228506

Procurement Type: Central Master Agreement

Vendor ID: VS0000043391

Legal Name: PlanStreet Inc

Alias/DBA: PlanStreet Inc

Total Bid: \$72,060.00

Response Date: 06/29/2023

Response Time: 13:11

Responded By User ID: sherozimran

First Name: Sheroz

Last Name: Imran

Email: sheroz.imran@planstreetinc.

Phone: 8008595407

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: 3

Total of All Attachments: 3



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	One Time Implementation	0.00000	EA	25000.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

**Commodity Line Comments:** One-Time Implementation

**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	14400.000000	72000.00

Comm Code	Manufacturer	Specification	Model #
43232200			

**Commodity Line Comments:** Annual Charge for 20 Users

**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	15840.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

**Commodity Line Comments:** Annual Charge for 20 Users

**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	17424.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

**Commodity Line Comments:** Annual Charge for 20 Users

**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	19166.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

**Commodity Line Comments:** Annual Charge for 20 Users

**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	60.000000	60.00

Comm Code	Manufacturer	Specification	Model #
43232200			

**Commodity Line Comments:** \$60/user

**Extended Description:**

Additional user licenses



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**

<b>Proc Folder:</b> 1228506			<b>Reason for Modification:</b> ADDENDUM 1 TO EXTEND BID OPENING AND PROVIDE ANSWERS TO VENDOR QUESTIONS
<b>Doc Description:</b> CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-06-09	2023-06-29 13:30	CRFQ 0506 MIS2300000003	2

**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

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

**SOLICITATION NUMBER: CRFQ MIS2300000003**

**Addendum Number: 1**

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The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

1. To extend bid opening to June 29, 2023 at 1:30 PM ET
  2. To provide answers to vendor questions
- No other changes

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

# ATTACHMENT A

## CRFQ MIS2300000003

### Addendum 1

#### Foster Care Case Management Software Questions

1. We have a Named User licensing structure. We define Named Users as staff with access to the back-office Software regardless of whether such access is concurrent or consecutive; Based on this definition, how many Named Users does the agency anticipate having on its new system?

Answer: In year one, the State anticipates 11 to 15 frontline users (Foster Care Ombudsman staff) of the cloud-based case management system. This core group of users will need access to the system to create, update, and query cases. Some of these users (up to 5) are anticipated to also need access to administrative functions of the software. An unlimited number of customers or complainants will have access to a web form or portal to enter complaints but will have no access to the case management system. Please note, the number of licensees is a preliminary estimate based on existing case loads, because this is a new unit, new duties and authorities may be assigned by the Department or the State Legislature at any time and those changes could cause growth in case loads and staffing. We would prefer a licensing structure that gives us flexibility to add licenses as our Office and our Mission grows without locking in an excessive number of licenses up front.

2. Your RFP mentions a need for certain third-party data-exchange interfaces. Please provide an inventory of these required system interfaces and the purpose of each. Also, please note if each interface will be one-way or two-way.

Answer: The RFQ references integration with back-office systems including versions of Microsoft Office Suite and/or Google Docs (Specification 3.1.1.9) as well as document storage in common formats including Portable Document Format (PDF), Microsoft Office Suite, Google Docs, etc. (Specification 3.1.1.13) but does not specify any third party data exchange or interface.

3. Can the State list all the types of licenses, registrations, permits, etc. that the agency supports, the approximate number of entities applying for and holding each type, and specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?

Answer: The Foster Care Ombudsman does not issue, revoke, monitor, maintain or support licenses, registrations or permits and the solution sought by the RFQ does not require this capability.

4. Please provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (back-office, public website, specific login-secured area of public website, etc.). If such details are not available at this time, please provide at least the total numbers of each type of output required.

Answer: Refer to Specification 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 an 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.

5. What is the budget for this project? If all cost proposals come in above a certain amount, would this RFQ be canceled? What is that amount? Did the legislature allocate any funds specifically for this project? If so, what is the amount allocated, and when does it need to be used?

Answer: The State does not disclose budget during the bid process.

6. Sometimes we see that an agency desires to meet an overall schedule but struggles with finding the time to deliver regularly scheduled items which add up to the total schedule. Given any limited resources on the part of the State, will 10-day turnarounds on vendor approval requests be met, and where not met, what opportunities for recourse might be available to coordinate between teams to ensure the appropriate attention to the project to ensure a timely delivery?

Answer: Referring to item (6), the State recognizes that assignments, activities, and approvals required of the State to the Vendor would not be in the Vendor's control. Thus, the Vendor and Agency (State) would agree on a best-efforts schedule for performance of Contract Services with certain milestones established to promote accountability. The State will work with the Vendor to ensure that appropriate attention is provided to the project to ensure both quality workmanship and timely delivery, and provide for exceptions or extensions as warranted. The 10-day turnaround is for emergency orders only as stated in Section 6.1 Delivery and Return of the RFQ

7. Regarding vendor's onsite presence: (a) Please elaborate on the State's requirements or preferences for onsite presence at specific times/durations during implementation and support. (b) In the case that the costs of onsite presence greatly increase the price of services, please help vendors understand the State's preferences of onsite presence versus cost savings. (c) Would the State prefer to have vendors show onsite services as optional in the cost proposal, on a per-week, or other basis, to allow cost-savings if less onsite time is required?

Answer: This RFQ does not specify any requirement that the vendor be on-site. If the vendor feels that a certain piece of work requires an on-site presence they should include the associated costs in their bid.

**8. TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

8. Regarding vendor's staff assigned to the project, our experience shows vendors with their own SaaS solution tend to have more processes guiding the implementation, as opposed to custom software requiring more dedicated staff management and adjustment to guide the implementation. Based on this: (a) Please confirm which roles are required to be assigned to the project. (b) Please indicate any required/expected percentage of such employees' full-time work be dedicated to the project. (c) In the

case that the costs of such employees' time being dedicated to the project would greatly increase the price of services, please help vendors understand the State's preferences of 100% dedicated staff time versus cost savings by partial staff allocation to the project. (d) Would the State prefer to have vendors show such dedicated staff time as optional in the cost proposal, to allow cost-savings if less dedicated staff management is required?

Answer: Unless we require the vendor to define their project team, project plan, and approach in their response, (and we did not) these are determinations the vendor needs to make based on their experience implementing the proposed solution. Our requirement is that the vendor provides qualified staff who can meet the requirements of the RFQ and the time and cost constraints of their bid.

9. What is the timeframe for the potential release and award of a CRFQ, and what is the desired implementation timeframe?

Answer: The award is subject to various reviews and internal approvals but a specific timeframe cannot be provided. With regard to implementation timelines, the Vendor shall deliver standard orders within 180 (One Hundred Eighty) working days after orders are received.

10. Do you know how many users the State will need per year for this case management system? Are there any more details you can share around implementation? Will it include data conversion?

Answer: Within the first year, we estimate 11 - 15 users that will access the system with additional users as the unit grows. With regard to implementation timelines, the Vendor shall deliver standard orders within 180 (One Hundred Eighty) working days after orders are received. The Foster Care Ombudsman currently stores casework data within a Google Sheet that may be convertible, and casework documents within Google Docs and Google Workspace that may be convertible.

11. Could you provide the estimated number of users that will need to access the system.

Answer: Within the first year, we estimate 11 - 15 users that will access the system with additional users as the unit grows. The Foster Care Ombudsman unit may grow in size and complexity at the will of the WV Legislature.

12. On average, how many interactions per complaint does the West Virginia Office of the Foster Care Ombudsman have with the involved parties of a case?

Answer: The number of interactions per complaint varies widely given the scope, nature, and complexity of the complaint. At the lower level of complaint intensity, three to 10 interactions would be typical. At a higher level of complaint intensity, 10 to 25 interactions would be typical, but it could be more. At the highest level of complaint intensity (full, systemic investigations), the number of interactions would likely exceed 50 and be difficult to quantify further at this time.

13. Has the budget for this project been allocated/approved?

Answer: The State does not disclose budget during the bid process.

14. Has the State seen any demos/talked to vendors prior to releasing the RFP, if so which vendors and technologies?

Answer: The Foster Care Ombudsman has conducted extensive market research related to case management, customer relationship management, workflow management, and citizen services technologies.

15. What is the desired go-live date for this system?

Answer: Although we do not have a firm date or deadline, calendar year 2024 is date certain and prior to the July 1, 2024 start to the state fiscal year is preferred.

16. Is there an incumbent system/vendor? If so provide detail around incumbent.

Answer: No, the Foster Care Ombudsman currently houses data in a Google Sheet and houses casework information (notes, documents obtained, etc.) in labeled Google Workspace folders and subfolders/files. We do not presently use an integrated case management system solution.

17. Can the State provide a short 1-2 week extension to the due date for proposals, to allow for more thoughtful and complete responses to the RFP?

Answer: We would be agreeable to an extension.

18. Can offshore resources be used for development of the solution, if production and non-production environments that contain PII/PHI and other confidential information remain in the US and are not accessed by offshore resources?

Answer: Cloud solutions offered must be in compliance with the Minimum Acceptable Risk Standards for Exchanges (MARS-E), Version 2.2. MARS-E standards permit the use of offshore resources as long as the offshore resources are properly isolated from the data and systems that contain confidential and sensitive information.

19. Line 4 of the RFQ states, "1 additional license" would be needed, but does not have mention of an initial quantity of users required, for the Office of the Foster Care Ombudsman, or other West Virginia agencies. Can West Virginia confirm how many internal West Virginia employee users would need login access to the system upon contract award?

Answer: For the first year, we estimate 11 - 15 users that will access the system with additional users added as the unit grows. The wording "1 additional license" is for each user we add after the initial implementation, if there would be a cost.

20. How many complaints would the Office of the Foster Care Ombudsman estimate would be received on a yearly basis?

Answer: On a full year basis, the current statistics reflect between 750 and 1000 inbound complaints to the Foster Care Ombudsman. Given the trends in data and the expanding reach of the Foster Care Ombudsman unit, the count could substantially increase over the next several years but we are unable to reliably project at this time.

21. Requirement 3.1.2 states "Vendor must actively provide a Statewide case management, customer relationship management, or investigations management system to a minimum of three state agencies". Is West Virginia referring to West Virginia state agency references only, or would any state-level agency reference throughout the 50 U.S. states satisfy this requirement?

Answer: Any state-level agency throughout the 50 United States including United States Territories would satisfy this requirement.

22. Is the intent of this RFQ Award to establish a Cloud-Based Case Management System contract specific only to the Office of the Foster Care Ombudsman, or is it West Virginia's intent to establish a Cloud-Based Case Management System contract which can be leveraged by any WV state agency in the future?

Answer: The intent of this RFQ is to establish a Cloud-Based Case Management System for the Foster Care Ombudsman unit, sufficiently scalable however the WV Legislature directs its jurisdiction. For example, during the 2023 Regular Session of Legislature, the Foster Care Ombudsman jurisdiction was expanded beyond the foster youth and foster/kinship parent populations to include all youth in juvenile justice and all youth who sustain a critical incident or die in West Virginia. As the Ombudsman function is recognized as a valuable public service, its potential to serve other target populations is possible but cannot be forecasted with certainty.

23. Will the State accept enterprise-level Federal and County-wide CRM, case management, and/or investigations management systems to fulfill this past performance requirement?

Answer: The State will accept a system that meets the required specifications and would effectively serve the operating and reporting requirements of the Foster Care Ombudsman.

24. Number of End Users requiring licenses to work in the system

Answer: For the first year, we estimate 11 - 15 users that will access the system with additional users added as the unit grows.

25. How many customers will visit your site monthly

Answer: On a full year basis, the current statistics reflect between 750 and 1000 inbound complaints to the Foster Care Ombudsman. This reflects approximately 60 - 85 new inbound complaints per month. Given the trends in data and the expanding reach of the Foster Care Ombudsman unit, the count could substantially increase over the next several years but we are unable to reliably project at this time.

26. How many customers will log into your system monthly.

Answer: On a full year basis, the current statistics reflect between 750 and 1000 inbound complaints to the Foster Care Ombudsman. This reflects approximately 60 - 85 new inbound complaints per month. Given the trends in data and the expanding reach of the Foster Care Ombudsman unit, the count could substantially increase over the next several years but we are unable to reliably quantify at this time. To clarify, customers or complainants may enter complaints to a web form or a portal, but would not be actively logging in to the case management system. Access to this system would be reserved for Foster Care Ombudsman management and staff, and other authorized technical/vendor users.

27. How many Cases do you estimate you will receive per month

Answer: On a full year basis, the current statistics reflect between 750 and 1000 inbound complaints to the Foster Care Ombudsman. This reflects approximately 60 - 85 new inbound complaints per month. Given the trends in data and the expanding reach of the Foster Care Ombudsman unit, the count could substantially increase over the next several years but we are unable to reliably project at this time.

28. How many contacts are part of your system (include any and all contacts such as children, parents, siblings...)

Answer: On a full year basis, the current statistics reflect between 750 and 1000 inbound complaints to the Foster Care Ombudsman. Since our inception in late 2019, the unit is in receipt of approximately 2000 inbound complaints. Each inbound complaint comes from one individual, and the number of witnesses/collaterals contacted by the Foster Care Ombudsman to research and resolve the complaint is variable. On average, the Foster Care Ombudsman contacts between three and 15 witnesses/collaterals in the course of resolving a complaint.

29. Do you currently use Salesforce? If yes will this functionality be added to the existing Salesforce

Answer: We do not have an incumbent system other than applications within the Google Workspace. Accordingly, we are not currently a Salesforce customer.

30. Are there to be any integrations with the new solution

Answer: There are no integrations specified in the RFQ.

31. Will data need to be migrated to the new system? If yes how many and what type of records.

Answer: The Foster Care Ombudsman currently stores casework data within a Google Sheet that may be convertible, and casework documents within Google Docs that may be convertible. We currently house data and documents in a Google Workspace environment. We do not use an incumbent case management system.

32. Will files need to be migrated into the new system? If so, what is the total size of all files? How many individual files to be migrated?

Answer: The Foster Care Ombudsman currently stores casework data within a Google Sheet that may be convertible, and casework documents within Google Docs that may be convertible. We currently house data and documents in a Google Workspace environment. The Google Sheet file size is currently 5,023 KB in .csv format. We do not use an incumbent case management system.

33. Please clarify “scanning” in requirement 3.1.1.9. Does this mean the system or integrated app will scan a paper doc and have the ability to attach the newly scanned electronic doc to a record in the new system?

Answer: The intent of this specification as it relates to scanning, is that documents that are scanned, can be uploaded into the cloud-based case management system and inserted to a case record for storage and future reference. The Foster Care Ombudsman is not anticipating nor expecting that the system itself performs scanning of documents.

**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.

34. Do you currently use Microsoft Suite and/or Google Docs?

Answer: The Executive Branch of the State of West Virginia, of which the Foster Care Ombudsman is a part, primarily uses applications within the Google Workspace. However, we maintain certain access to the Microsoft Suite and we receive information created by others in many applications including Microsoft.

35. What is your current system you use to track Cases that this solution would replace?

Answer: The Foster Care Ombudsman currently stores casework data within a Google Sheet that may be convertible, and casework documents within Google Docs that may be convertible. We currently house data and documents in a Google Workspace environment. We do not use an incumbent case management system.

36. Do you currently have an address validation application?

Answer: No.

37. Are you currently using any reporting tools? And would you like to continue using those same tools?

Answer: The Foster Care Ombudsman currently produces and houses data and documents, including reports, in a Google Workspace environment. We do not yet have/use an incumbent case management system. The Executive Branch of the State of West Virginia, of which the Foster Care Ombudsman is a part, primarily uses applications within the Google Workspace, but anticipates and expects robust reporting and data presentation features contained within a cloud-based case management system.

38. Would the State extend the deadline for proposal submission by two weeks?

Answer: We would be agreeable to an extension.

39. Do you have an anticipated budget for this project? If so, will you share the budget amount?

Answer: The State does not disclose budget during the bid process.

40. Please provide the number of internal users (state employees) who will need access to the system.

Answer: For the first year, we estimate 11 - 15 users that will access the system with additional users added as the unit grows.

41. Please provide the number of external users (health care providers or others) who will need access to the system.

Answer: To clarify, customers, complainants or other external users may enter complaints to a web form or a portal, but would not be actively logging in to the case management system. Access to this system would be reserved for Foster Care Ombudsman management and staff, and other authorized technical/vendor users.

42. How many cases do you anticipate being managed in the new system?

Answer: On a full year basis, the current statistics reflect between 750 and 1000 inbound complaints to the Foster Care Ombudsman. This reflects approximately 60 - 85 new inbound complaints per month. Given the trends in data and the expanding reach of the Foster Care Ombudsman unit, the count could substantially increase over the next several years but we are unable to reliably project at this time.

43. Is the state currently using another system and/or vendor to manage grants? If so, what is the system/vendor? If not, how many grants are currently being managed by the state?

Answer: The Foster Care Ombudsman is not managing grants and does not anticipate doing so.

44. Will this project require data migration from existing systems? If so, please describe the data, the number and type of records, the total size of files, etc.

Answer: The Foster Care Ombudsman currently stores casework data within a Google Sheet that may be convertible, and casework documents within Google Docs that may be convertible. We currently house data and documents in a Google Workspace environment. The Google Sheet file size is currently 5,023 KB in .csv format. We do not use an incumbent case management system.

45. Will the system need to integrate with any existing systems such as payment systems?

Answer: Integration with existing systems is not anticipated at this time.

46. Do the systems you wish this solution to interface with have APIs available? If so, are they available for review? If not, please describe integration capabilities.

Answer: This solution will not require API integration.

47. Are there any Security needs required to maintain the data? i.e., FEDRAMP and audit requirements? If so, please describe.

Answer: Cloud Solutions proposed must comply with the Minimum Acceptable Risk Standards for Exchanges (MARS-E), Version 2.2.

48. Does the agency hold licenses for an electronic signature tool you would like to use as part of this solution? If so, please provide the name. If not, do you have a preferred tool or would you like this to be included in the proposal?

Answer: No, we do not hold licenses for an electronic signature tool and do not need this included in the proposal.

49. Please elaborate on the agency's preference for future systems maintenance. Does the agency prefer future support and maintenance is done by the selected partner, internal team or a combination of both?

Answer: The Foster Care Ombudsman prefers that support and maintenance of the cloud-based case management system be provided by the selected vendor partner for the terms of the awarded contract.

50. Is the vendor required to be on site for any portion of the contract term?

Answer: The State does not anticipate significant onsite Vendor presence for this project and did not specify on-site presence in the RFQ. Any agreed onsite presence would be to satisfy a project need or requirement that could not be sufficiently met using other forms of information exchange and communication. The Vendor is responsible for all mileage and travel costs associated with the performance of this contract. If onsite presence is anticipated by a Vendor, such cost be included in the bid.

51. Have you seen demonstrations of any case management systems prior to issuing this Solicitation? If so, will you share which system?

Answer: The Foster Care Ombudsman has conducted extensive market research related to case management, customer relationship management, workflow management, and citizen services technologies.

52. On page 17 of 50, regarding insurance, there are a couple boxes checked without an explanation beside them. Can you verify that no critical information for vendors was excluded from this section?

Answer: The one box that was checked but blank should contain the following information:

\*\*\*CERTIFICATE HOLDER SHOULD READ AS FOLLOWS: State of West Virginia One Davis Square, Suite 200, 321 Capital St Charleston, WV 25301

The second box was checked in error.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: 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:**

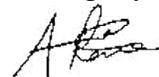
(Check the box next to each addendum received)

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

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

PlanStreet Inc

Company



Authorized Signature

06/26/2023

Date

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

Revised 6/8/2012



**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  
INSPECTOR GENERAL'S  
OFFICE STATE CAPITOL  
COMPLEX  
BLDG 6, RM817-B

HEALTH AND HUMAN  
RESOURCES  
OFFICE OF INSPECTOR  
GENERAL

1900 KANAWHA BLVD E,  
BLDG 6 RM 817-B

CHARLESTON WV  
US

CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	One Time Implementation	1.00000	EA		

**Comm Code****Manufacturer****Specification****Model #**

43232200

**Extended Description:**

One Time Implementation

**INVOICE TO****SHIP TO**

HEALTH AND HUMAN  
RESOURCES  
INSPECTOR GENERAL'S  
OFFICE STATE CAPITOL  
COMPLEX  
BLDG 6, RM 817-B

HEALTH AND HUMAN  
RESOURCES  
OFFICE OF INSPECTOR  
GENERAL

1900 KANAWHA BLVD E,  
BLDG 6 RM 817-B

CHARLESTON WV  
US

CHARLESTON WV  
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 INSPECTOR GENERAL'S OFFICE STATE CAPITOL COMPLEX BLDG 6, RM817-B CHARLESTON WV US		HEALTH AND HUMAN RESOURCES OFFICE OF INSPECTOR GENERAL 1900 KANAWHA BLVD E, BLDG 6 RM 817-B CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Year One Optional Renewal	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

**Extended Description:**  
Year One Optional Renewal

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Year Two Optional Renewal	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

**Extended Description:**  
Year Two Optional Renewal

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Year Three Optional Renewal	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232200			

**Extended Description:**  
Year Three Optional Renewal

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



**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 Husted

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 wvOASIS (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](http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf).

**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](http://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 wvOASIS 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.”

**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 wvOASIS 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)

**[J 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.

**Q 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).

**[2] 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.

**Q 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.

**Q 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.

**[J 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 a 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.

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.

**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.

**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.

**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/privacv/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.

Revised 11/1/2022

**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.

**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.uov](mailto:purchasing.division@wv.uov).

**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.

**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.

**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.

**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) Aon Rana - Program Manager

(Address) 220 Lexington Green Circle, Ste 110, Lexington, Kentucky 40503

(Phone Number) / (Fax Number) 800-859-5407

(Email address) aon.rana@planstreetinc.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, 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 enpayin^ in a boycott against Israel.

PlanStreet Inc  
(Company)

(Signature of Authorized Representative) 

(Printed Name and Title of Authorized Representative) (Date)  
Aon Rana - Program Manager 06/26/2023 800-859-5407

(Phone Number) (Fax Number)  
aon.rana@planstreetinc.com

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.: ~~crfa~~ MIS230000003

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

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

Addendum Numbers Received:

*(Check the box next to each addendum received)*

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

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

PlanStreet Inc

Company



Authorized Signature

06/26/2023

Date

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

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

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**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 in 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/Hi.5%20Utilization%20Report%20and%20EEQ%20policy.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.

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**CLOUD-BASED STATEWIDE CASE MANAGEMENT SYSTEM**

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- 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

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**CLOUD-BASED STATEWIDE CASE MANAGEMENT SYSTEM**

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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.

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- 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.

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- 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

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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

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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.

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**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.

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- 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:** Aon Rana  
**Telephone Number:** 800-859-5407  
**Fax Number:** \_\_\_\_\_  
**Email Address:** aon.rana@planstreetinc.com

**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.

State of West Virginia

Vendor Name:

By: \_\_\_\_\_

By: PlanStreet Inc

Printed Name: \_\_\_\_\_

Printed Name: Aon Rana

Title: \_\_\_\_\_

Title: Program Manager

Date: \_\_\_\_\_

Date: 06/26/2023

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. H48-1-5, WV ADC § 148-1-5

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**End of Document**

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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



**CRFQ 0506 MIS2300000003**

Cloud Based StateWide  
Case Management System

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June 29, 2023

Crystal G Husted  
Purchasing Director  
**State of West Virginia**

Dear Crystal,

On behalf of PlanStreet Inc. we appreciate the opportunity to submit this proposal to County of Tarrant. PlanStreet team comprises experienced case managers, project managers, and business leaders from a variety of industries. Our team's diverse experience lends unique insight into the various needs of case managers and large-scale projects.

This experience has led to the development of flexible case management software that enhances efficiency and ultimately creates a better experience for clients. We serve several mid to large-size organizations focusing on social, human, and healthcare case management programs across the globe.

The PlanStreet Team looks forward to the opportunity to earn your business, develop strong working relationships, and lead you through this process successfully. Please contact me if you have any questions or would like further information. I can be reached at 800-859-5407, or via e-mail at [sales@planstreetinc.com](mailto:sales@planstreetinc.com)

Sincerely,

*Barbara Harnish*

Barbara Harnish  
**Chief Financial Officer**

PlanStreet Inc.  
800-859-5407

E: [sales@planstreetinc.com](mailto:sales@planstreetinc.com)  
W: [www.planstreetinc.com](http://www.planstreetinc.com)

## Executive Summary

PlanStreet Inc. is an innovative software development firm based out of Lexington, Kentucky. We take pride in our comprehensive case management software that seeks to automate manual processes and provide easy access to the information you need no matter where you are.

Our team of professionals brings extensive knowledge and experience. We deliver the most comprehensive services to the industry and partner with institutions to improve business performance across their enterprise.



PlanStreet's business philosophy is built on the foundation of providing exceptional service delivery and competitive pricing to our customers. We value the close working relationships we've developed with our customers, as we endeavour to earn their trust and serve as strategic business advisors. PlanStreet takes pride in its exemplary track record. Customer satisfaction and ease of endorsement are essential to PlanStreet's continued success and growth.

We work with public and private organizations and independent research foundations of all sizes in virtually every core business function. Our team's focus on performance improvement provides institutions with comprehensive strategic, operational, and technology solutions that enable our clients to succeed and thrive in this new era of change.

At PlanStreet, we believe that those working in foster care, social, health care, and human services organizations deserve the best tools available to impact their clients' lives.

### Scalable and Secure for Meeting Complex Needs

PlanStreet's case management software along with agency and client portals is tailor-made for foster care, social, healthcare, and human services organizations. It eliminates manual processes and paperwork providing caseworkers with a safe and secure platform. PlanStreet provides an unprecedented level of performance, security, and scalability by using the best hosting platform, Microsoft Azure cloud. The case management software is comprehensive enough to include robust security and HIPAA compliance needs. Our case management software automates manual processes and forms. Access it from the office, your home, or wherever you might be. Caseworkers, service providers, and other stakeholders can easily use the software and access the important data related to them.

## Why PlanStreet

We focus on Foster Care case management, Homeless Management (HMIS), Reentry program management, and Child & Family case management along with industry-standard reports and integrations. We value diversity and our team comprises a diverse array of experts with case management experience. One commonality across all our projects and employees is the drive to grow and excel, which has allowed PlanStreet to take pride in our exemplary track record.

We believe PlanStreet is uniquely qualified to provide superior services to State of West Virginia because:

- The most significant advantage is its flexibility to adapt to new processes, changing requirements, and individualistic needs.
- It streamlines business processes and enhances organizational efficiency.
- Being a cloud-based management software, you can access it and work from anywhere, home, or office.
- Since case management software alerts everyone whenever a task is completed, time is saved for other tasks due to not needing to notify your team manually.
- PlanStreet helps in the analysis of generated reports, analyzes trends, and quickly solves fraud cases and forwards compliance reports.
- It helps organizations understand which actions are result-oriented and which actions need to be curtailed or stopped.
- PlanStreet keeps all files safe and secure by regularly backing up the data automatically every few hours.

## We are Certified

PlanStreet's case management software is HIPAA, NIST, and FedRAMP compliant. A firm or an organization lacking strategy is organized, managed, and motivated to get only the results it



already currently realizes. For leaders to get what they strategically desire, the organization must change. Effective leaders have zero tolerance for the status quo. The leader's primary role is to lead transformational change—first to determine the direction and then to communicate, organize, develop, motivate, and inspire followers to achieve the vision.

## Proposed Solution:

For a CMS to meet your needs, the following is PlanStreet's proposal:

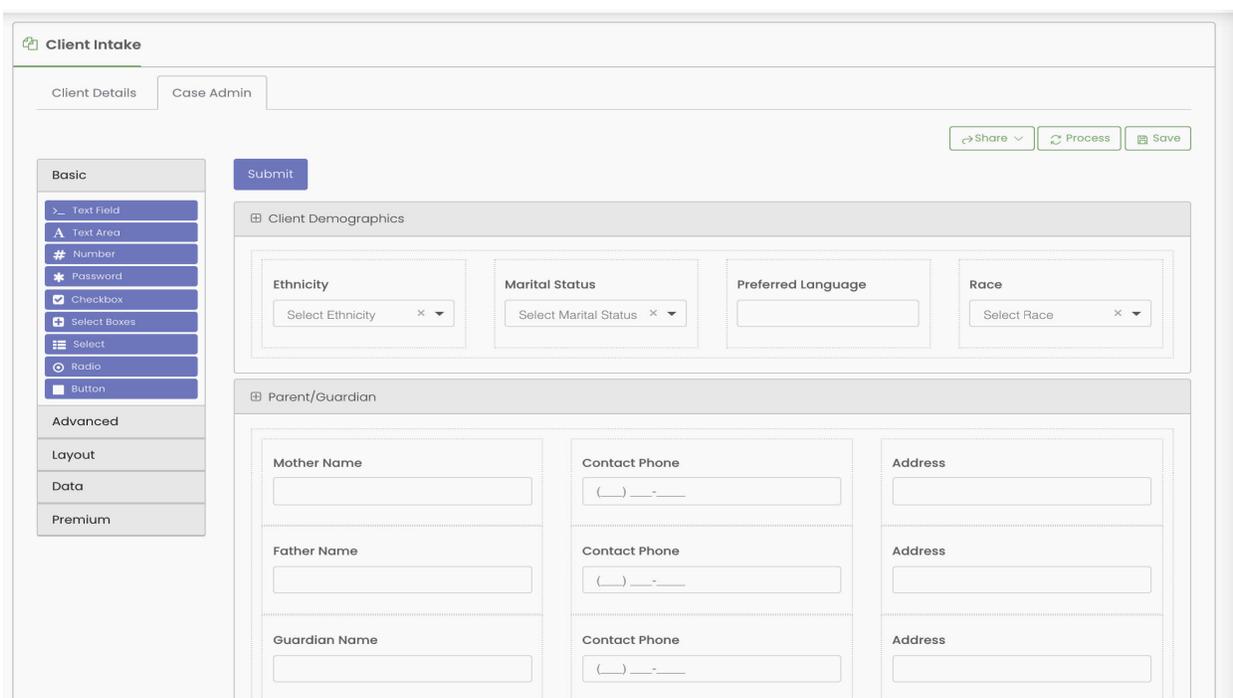
1. PlanStreet provides customized case management system to satisfy the needs of SSM's processes and individual client journey.
2. Cloud-Based, statewide case management system which must be compatible with Windows 11
3. A case management system that is customized to integrate with the Ministry EOIS-CaMS system and the Common Assessment.
4. We offer maintenance of the current, accurate, and complete client file in the Provincial system.
5. The Client file in the Provincial system will always stay updated and complete while providing services to the client. This includes documenting the client's progress through their Employment Action Plan (EAP) towards employment.
6. Facilities with a follow-up data entry to support the outcomes-based funding allocation at designated times.
7. We also collect, monitor, and report on Key Performance Indicators and Targets, as well as review the performance of both the Service Providers and the system's own performance.
8. PlanStreet will track financial expenditures, including funding requests and approvals.
9. We will provide roll-up reports for KPI's and track client interactions.
10. We have Email and speech-to-text functionality for client and employer interactions
11. Mobile capability for clients to securely upload documents and interact with us.
12. Ability to upload jpgs, pdfs, and word documents to client files.
13. Integrated calendar function for scheduling appointments.

14. Attach links to forms and modify them over time.
15. Compliant with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA 2005)
16. Provides SSM the access client records across all sites.
17. Collection and audit of data from service providers via the Provincial system.
18. Records retention capability for up to 10 years.
19. Demonstrated succession plan for client records in case of company closure or sale.
20. Clear process for submitting platform issues.
21. Training materials and up-to-date information for successful implementation.
22. Standalone data collection software that can integrate with the Provincial system later.
23. Clients' ability to indicate readiness to work with a service provider.
24. Employers' ability to correspond with service providers to indicate readiness to provide employment or training.
25. Tools for creating and modifying resumes and cover letters.
26. Integration of job postings from other sources
27. Secure information entry for case managers using mobile technology
28. Capability for video or phone call tracking.
29. Provides a customizable web form incorporating a CAPTCHA response test.

## Key Components



This is the initial step in building a strong case management system. It involves the meeting between a client and a case manager where the latter gathers the most information possible by discussing with the client, identifying their needs, and documenting it in PlanStreet's intake form and case management software.



The screenshot shows the 'Client Intake' form in PlanStreet. The interface includes a top navigation bar with 'Client Details' and 'Case Admin' tabs. A 'Submit' button is located on the left side. The form is divided into several sections: 'Client Demographics' with fields for Ethnicity, Marital Status, Preferred Language, and Race; and 'Parent/Guardian' with fields for Mother Name, Father Name, and Guardian Name, each accompanied by Contact Phone and Address fields. A sidebar on the left lists various form components like Text Field, Text Area, Number, Password, Checkbox, Select Boxes, Select, Radio, and Button. At the top right, there are buttons for 'Share', 'Process', and 'Save'.



This step involves the details gathered during the Intake stage using PlanStreet. The manager's responsibility during this stage includes establishing an understanding with the client to have an in-depth understanding of upcoming challenges and to know more about their goals to provide efficient service.

Form Generation | My Forms | Submitted Forms | Miscellaneous Forms

Forms

- ALW- Monthly Assessment Tool
- Admit\_Discharge Signature Form
- Authorized Rep Form
- CFI Comprehensive Assessment updated 2020
- CLNY\_HSA Quarterly Housing Survey
- CLNY\_HOME GOODS ASSESSMENT
- CLNY\_INTAKE FORM
- CWIT General: SF-12
- CWIT General: WRNA probation
- DCPS Mental Health Referral
- DCPS\_Referral
- Emergency Case Management
- Eviction Prevention Plan
- FFR - Informed Consent and Service Agreement
- FR - Notice of Confidentiality of Substance Use

ALW- Monthly Assessment Tool

Pre Filled | Share | Edit | Delete

### ALW- Monthly Assessment Tool

#### Personal Information

Client Name: Tina Johns | Assessment Date: 12-02-2021 | Gender: Female

Facility Name: | Facility Location: | Client is currently in: Private Room

Is client physically able to evacuate the residence in the event of an emergency?

Any Risk Factors? | Primary Language:

Last Fall Date: MM-dd-yyyy | How did the fall happen?:



## Service Planning

The case manager, considering every resource and information gathered by the client in previous steps, takes action and supports the client's requirements. The manager must plan each step and set targets and goals for the team using PlanStreet.

My Activities | My Approval | Require Attention

All Activities Total Activities: 11

ALL: Cases

#### To Do

- Stolen Benefits**  
RABON SAM - 02/01/2005  
Feb 1 - 23  
AR
- Nutritious Food Helps Fight AIDS**  
ROBERT EDWARDS  
Feb 17 - Jan 1
- Job Hunting**

#### In Progress

- Negative Behaviors In School**  
RABON SAM - 02/01/2005  
Feb 1 - Jan 1
- Crime Scene Cleanup - 2**  
RABON SAM - 02/01/2005  
Feb 1 - 23  
AR

#### Done

- Job Hunting**  
ANNA EADS  
Feb 1 - Apr 28  
AR
- Support Families**  
RABON SAM - 02/01/2005  
Feb 1 - 16  
AR
- Job Hunting**  
ANNA BRITTAIN - 12/03/2012

#### Flagged

- Monthly Stipends To Support People**  
ANNA EADS  
Feb 1 - 28  
BE
- Nutritious Food Helps Fight AIDS**  
ALLAN DAWN - 12/02/2012  
Feb 16 - 28



## Monitoring and Evaluation

Every service delivered to a client must be properly evaluated and monitored using PlanStreet. By doing this, one can ensure the level of satisfaction and feedback of a client. Evaluation is essential to know how your service has made an impact on your client.

The screenshot displays the PlanStreet 'Cases' management interface. At the top, there are navigation tabs for 'Active Case', 'Archived Case', and 'Applicants'. Below the tabs, there are action buttons for 'Delete', 'Excel', and 'Pdf', along with a search bar. The main area contains a table with the following columns: Case Name, Health, Case Category, Start Date, End Date, Donor, and Cases Program. The table lists 12 cases, each with a health indicator (a traffic light icon) and a 'Cases Program' value. The interface also shows 'Active Case 102' and '1 - 20 of 102 items' at the bottom.

Case Name	Health	Case Category	Start Date	End Date	Donor	Cases Program
Connie Barrett	🟢🟡🔴	Shalae Saylor (inactive)	May 30, 2008	Jun 01, 2022		3
Christina Juifs	🟢🟡🔴	SLP	Oct 24, 2012	Oct 24, 2012		3
William Coats	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Jun 30, 2022		4
Jacqueline Embry	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	May 28, 2025		4
Robert Feeney	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	May 28, 2025		4
Ronnie Kennedy	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	May 28, 2025		4
Sandra Masters	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Feb 17, 2022		4
Shawntay Mills	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Jun 04, 2021		4
Patty Mulligan	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Oct 31, 2022		4
Leticia Pounds	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Feb 14, 2022		4
Nicki Colemire	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Jun 01, 2025		4
Tuwanna Hampton	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Jan 18, 2023		4
Jessica Pierce	🟢🟡🔴	Michael Jackson/Chad Sterrett	May 07, 2021	Jan 18, 2023		4

## Case Management & Service Delivery

Managing case data, program management, and service delivery in one place. Track the full lifecycle of case management and service delivery success with PlanStreet. Organizations can build programs that provide useful and sustainable services for existing and future members.

## Forms, Workflows, Approvals & Alerts

Digital forms can be configured in PlanStreet as needed, comprising time-saving data validation and conditionality features. It simplifies processes through intuitive workflow, alerting, and digital signature features. Easily share data and integrate among systems with our open API and automated file transfers.

The screenshot displays the PlanStreet Cases dashboard. At the top, there is a navigation bar with 'Cases' and 'Home - Cases'. Below this, there are tabs for 'Active Case', 'Archived Case', 'Applicants', and 'Client Notes'. A search bar and an 'Actions' dropdown are also present. The main content area shows a table with the following columns: Action, Case Name, Health, Case Category, Start Date, End Date, and Donor. The table contains 12 rows of case data, each with a health indicator (a set of three colored circles) and a 'Donor' field.

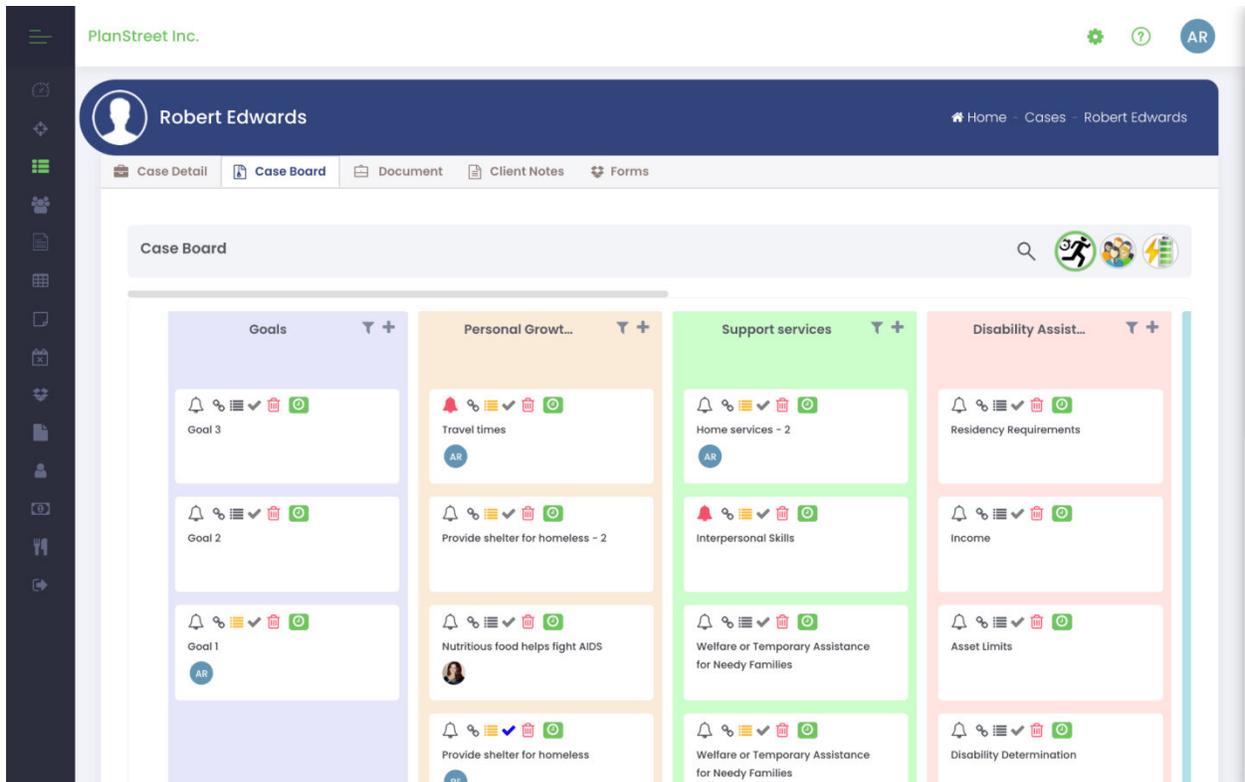
Action	Case Name	Health	Case Category	Start Date	End Date	Donor
...	Aaden Smith	●●●	Shirmer Housing	Jan 27, 2022	Mar 11, 2022	Human
...	Adysen Africa	●●●	California Housing	Jan 27, 2022	Feb 28, 2022	
...	Anna Eads	●●●	Shirmer Housing	Feb 01, 2022	Apr 28, 2022	
...	Rabon Sam - 02/01/2005	●●●	Shirmer Housing	Feb 01, 2022	Feb 23, 2022	
...	Anna Brittain - 12/03/2012 - (2)	●●●	California Housing	Feb 03, 2022	Feb 03, 2022	Blue Crc
...	Allan Dawn - 12/02/2012	●●●	California Housing	Feb 02, 2022	Feb 28, 2022	Blue Crc
...	Robert Edwards	●●●		Feb 04, 2022	Feb 28, 2022	
...	Peter Rabbit - 12/03/2012	●●●		Jan 05, 2022	Feb 28, 2022	
...	Anna who	●●●	California Housing	Feb 07, 2022	Feb 07, 2022	
...	Sandra Hannock - 12/02/2012 - ...	●●●		Feb 07, 2022	Feb 28, 2022	

## Configurable Dashboards

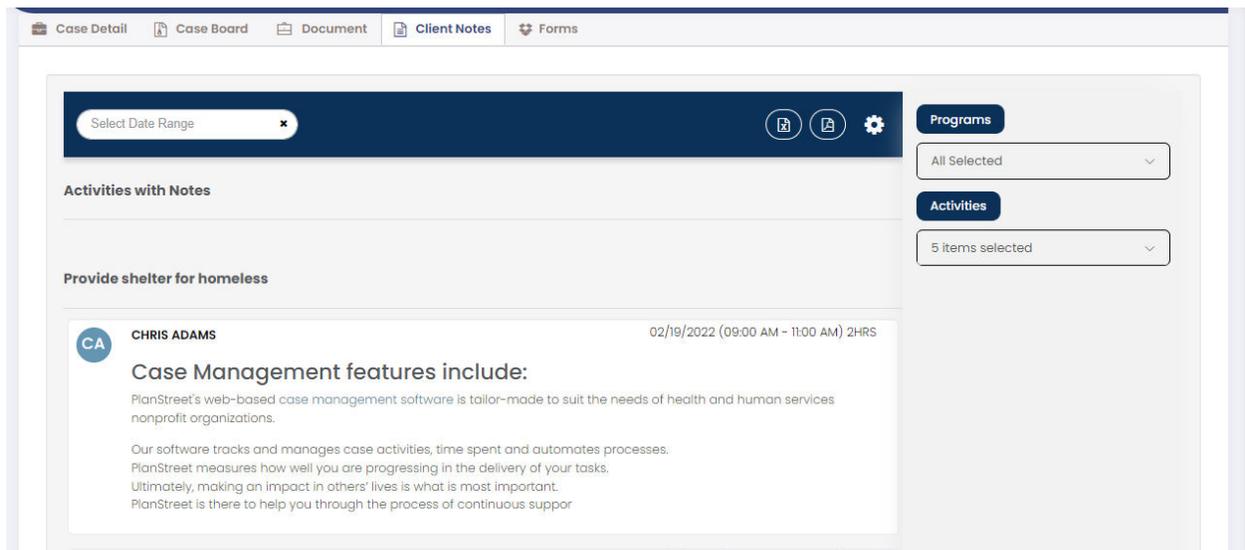
PlanStreet allows customers end-to-end views through configurable dashboards. Our useful reporting dashboards help planning services and programs with intuitive user experience and guide plans on the right course by making specific recommendations.

## Compliant, Best Practice Configurations

PlanStreet helps your organization accelerate its impact by evaluating and managing outcomes. It also helps in aligning the mission with the desired results at an organizational level. PlanStreet's Case Management software leads to an outcome where every participant receives the services he/she needs to reach his goals.



## Client Notes





## Key Features

- **Client Portal Security**

Keeping client data secure is a top priority. PlanStreet uses data encryption and permissions to make sure that only those authorized to have client data have access to it. Your organization's reputation and your ability to serve society depend largely on your ability to earn and maintain public trust. Client data security is the first step.

- **Document Collaboration**

The ability to instantly share and collaborate on documents is a key feature of PlanStreet's client portal. No more waiting on standard mail or burdensome email attachments. Shared documents can be placed right in the client portal, reviewed by both parties, and signed off electronically. The process is quick, efficient, and secure.

- **Compliant, Best Practice Configurations**

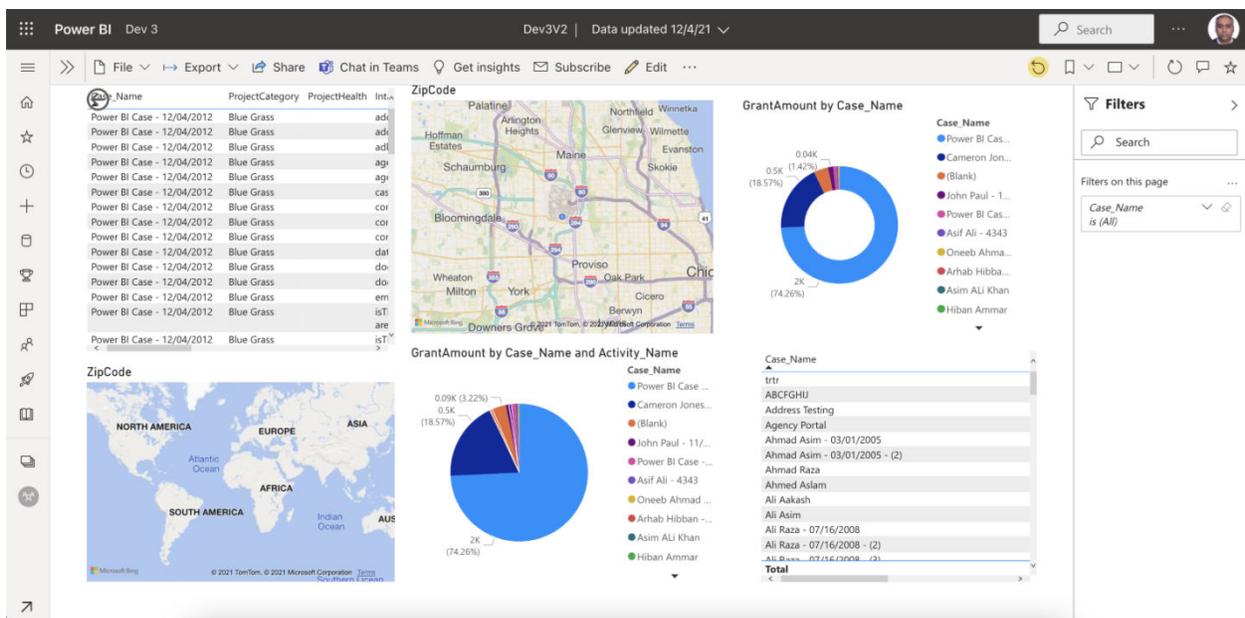
PlanStreet helps your organization accelerate its impact by evaluating and managing outcomes. It also helps in aligning the mission with the desired results at an organizational level. PlanStreet's Case Management software leads to an outcome where every participant receives the services he/she needs to reach his goals.

- **Task Sharing**

Clients seek out organizations for their help and this help is modelled by PlanStreet's very client portal. Tasks and forms that need to be completed can be divided and tracked so that their progress doesn't fall behind. Case managers are able to log in and see exactly where a client is in relation to a deadline.

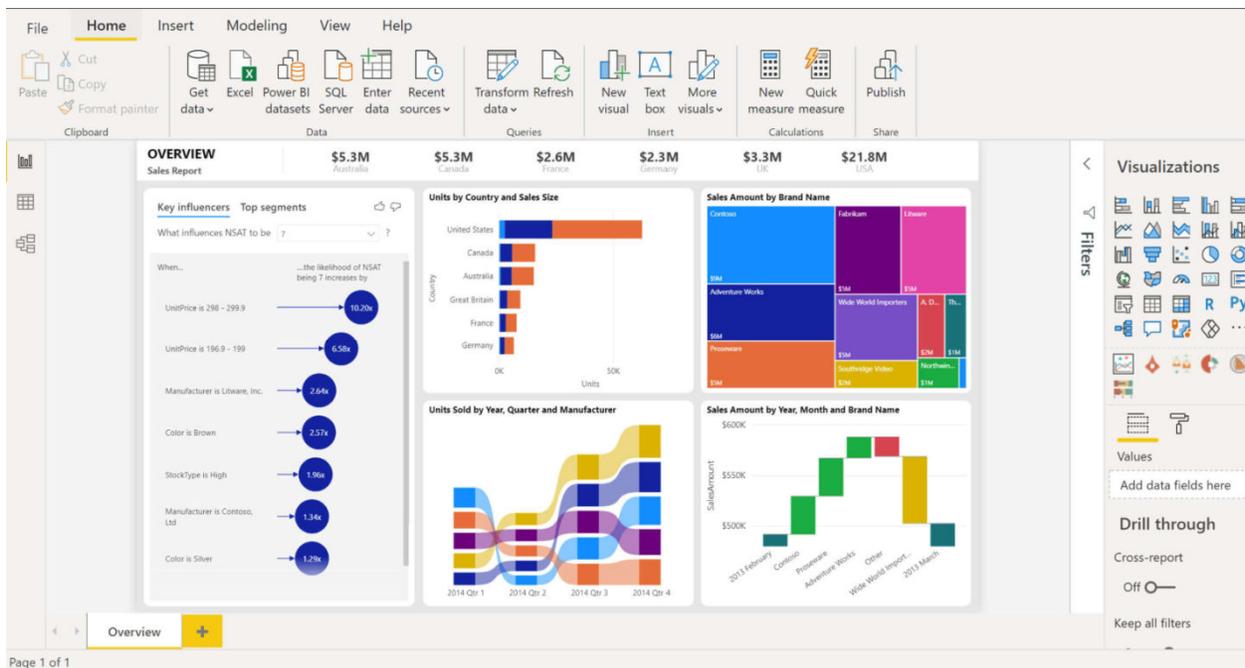
# Microsoft Power BI Embedded

PlanStreet Case Management Software, Agency, and Client portals have Microsoft Power BI analytics embedded in order to provide a unified data warehouse and reporting to all stakeholders. Power BI embedded analytics allows you to embed and access content such as reports, dashboards, and tiles within PlanStreet.



Using Power BI embedded analytics you can:

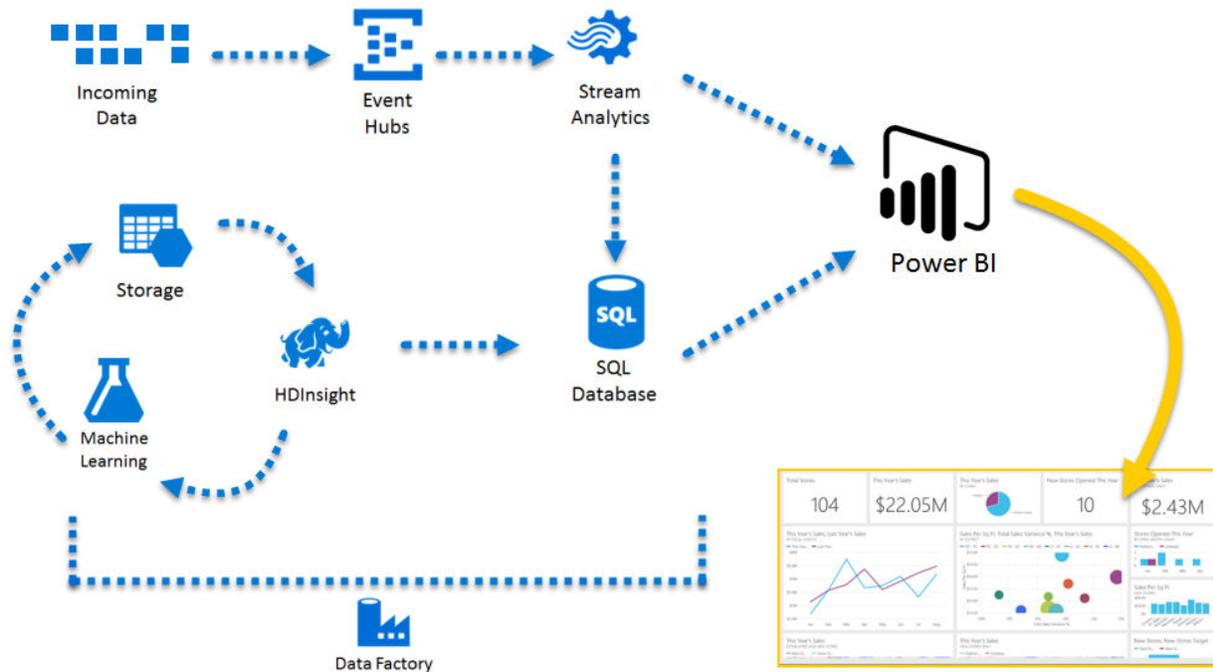
- Deliver compelling data experiences for your end-users, enabling them to take action based on insights from your solution's data.
- Quickly and easily provide exceptional customer-facing reports, dashboards, and analytics in your own apps by using and branding Power BI as your own.
- Reduce developer resources by automating the monitoring, management, and deployment of analytics, while getting full control of Power BI features and intelligent analytics within PlanStreet.



## Create a data-driven culture with business intelligence for all

Enable everyone at every level of your organization to make confident decisions using up-to-the-minute analytics.

With **Azure** services and **Power BI**, you can turn your data processing efforts into analytics and reports that provide real-time insights into your business. Whether your data processing is straightforward, complex, single-sourced, massively scaled, warehoused, or real-time, Azure and Power BI have the built-in connectivity and integration to bring your business intelligence efforts to life.



## PlanStreet RESTful API

PlanStreet offers a fully RESTful API for customers, 3rd party developers, and partners to customize their PlanStreet experience to fit their exact needs. Our case management API lets developers and users create custom extensions within the PlanStreet system. Create cases, extract case and contact information, and update or deactivate information from within your PlanStreet installation.

We also offer compatibility with a variety of 3rd party software such as HMIS, CRM, Microsoft, Google, and Business Intelligence applications for bi-directional integration with PlanStreet.

### API Method Types:

- Post
- Get
- Put
- Delete

## Authentication:

All users must be authenticated if they want to send any request to the PlanStreet endpoint. Successful authentication requests would result in a token to be used to validate their requests. Token validity lasts 24 hours.

## Data Migration

PlanStreet rollout team assists new and existing customers to migrate off legacy and 3<sup>rd</sup> party systems. Most PlanStreet database migration projects follow initial PlanStreet implementation, but database migration projects aren't always limited to new users.

### Data migration scenarios:

- Move from a legacy database system or Excel spreadsheets to PlanStreet software and need to bring historical data into your new PlanStreet database.
- Update forms, links, or fields in PlanStreet and need to move existing data to the updated structure. Data migration projects are almost always required when existing data is present in PlanStreet and updates are made to the forms, links, and fields holding that existing data.
- Import data from another database software system into your PlanStreet database. Use PlanStreet imports to integrate external software systems.
- Redesign the form, field, and linking structure of your existing PlanStreet database as part of a reimplementation project. Although reimplementation projects are less common than the other scenarios, sometimes a PlanStreet database needs an overhaul. A reimplementation project builds new forms parallel to your existing PlanStreet database and migrates data from your existing structure to the new structure.

### Data migration approach:

Data migration projects will generally include these phases:

- **Preparation** – Complete an assessment of the PlanStreet database structure to identify forms and links; prepare expectations and set up the database for the data migration
- **Discovery** – Develop a data migration blueprint to translate legacy database objects and fields to PlanStreet forms, links, and fields

- **Mapping** – Map legacy data fields in Excel to PlanStreet import templates using the data migration blueprint as a guide
- **Import** – Import formatted data files into PlanStreet based on the data migration blueprint for both records and links (records and links are separate imports in PlanStreet and should be accounted for in the Preparation and Discovery phases listed above)
- **Review** – Review and confirm data migration accuracy based on the blueprint using PlanStreet reports and searches

Data migrations can enhance PlanStreet reporting (more data equals more context) but migrating all data isn't always the right decision. That is why it is important to determine whether the data you want to migrate is actually useful to your organization.

- Do we use this data in our current reports?
- Will end-users and managers review this data?
- Is this data being used for decision-making? If yes, how so?

If the data is being used currently and has a functional and strategic purpose, there is a clear case for moving the data to PlanStreet, but holding onto historical data that isn't being used is a waste of resources. Only manage, maintain, and support data that is relevant. There is no need to migrate data that isn't useful or that adds no value to you.

## Integrations

PlanStreet offers native Integration with the following applications:



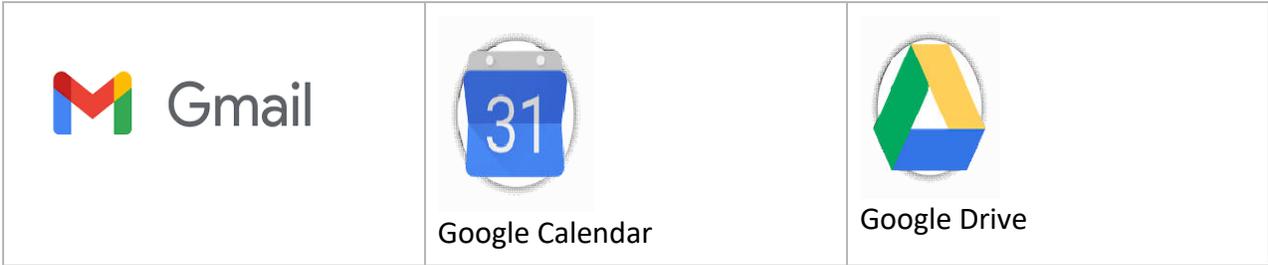
Organize, Manage, and Review your expenses, income, donations, and other business financials in one place by integrating Planstreet with QuickBooks.



Outlook	Calendar	
---------	----------	--

### Outlook Calendar

Integrate Outlook with PlanStreet to send and receive information about a project or task from the same application you use to actually perform tasks. This will all result in valuable time saved.



PlanStreet's integration with Google Calendar will save you valuable time. You can now manage, review, and organize your day-to-day activities without having to leave your system.

### Google Drive

You can now manage and organize your Google Drive from PlanStreet. You can perform all the activities like adding, deleting, and sharing files/folders with other resources from within the system.

### Microsoft Teams

You can manage projects, tasks, task statuses, and dashboards from within MS Teams. Integration with that helps you connect with your team, either in-house or remote and also stay focused on PlanStreet.



## Single Sign-On

PlanStreet SSO (Single Sign-on) is a user authentication service or a session that allows users to use a single set of login credentials to access several applications.



## Payment Integrations

PlanStreet offers integrations with Paypal, Stripe, and Square to accept donations and payments.



## Mobile Applications

PlanStreet has native mobile applications for Case Management in Android and IOS.

Stay Connected on the go!



## Track Record Of Success

PlanStreet boasts an unrivalled success record. In our history of success, PlanStreet’s case management software has been implemented at the following organizations:

### PlanStreet Case Management Clients



## Company Overview:

Full Legal Name	PlanStreet Inc.
<b>Office Address</b>	<b>Kentucky Office:</b> 220 Lexington Green Circle, St 110, Lexington, Kentucky 40503 800-859-5407
<b>Contact Person</b>	<b>John McGovern</b> Account Manager <a href="mailto:john.mcgovern@planstreetinc.com">john.mcgovern@planstreetinc.com</a> 832-729-5273
<b>Year of Incorporation</b>	2013
<b>Number of Employees</b>	100+

## Similar

## Projects

	Reference 1	Reference 2	Reference 3
Organization name, location, and type.	<b>San Juan County, NM</b>	<b>Erie County, New York</b>	<b>Sarpy County, Nebraska</b>
Description of system installed (include module(s) and version(s))	Implementation of PlanStreet Case Management Software, Client portal, online forms, Intake forms. Integration with Student Management System, Data migration, and templates set up.	Implementation of Case Management Software and client portal. Integration with MS Teams, Intake Forms, Program management and detailed case management system. Data migration and work order management for the properties.	Implementation of Case Management Software, Human Services, Client portal. Integration with Google SSO and MS Teams. Intake Forms, program Management and Human services system.
The date operations began on the system.	06/08/21	05/12/21	05/15/21
Operational statistics (i.e. transaction volumes, # users, etc.)	800 Participants	1000 Participants	1200 Participants

## **Implementation Approach**

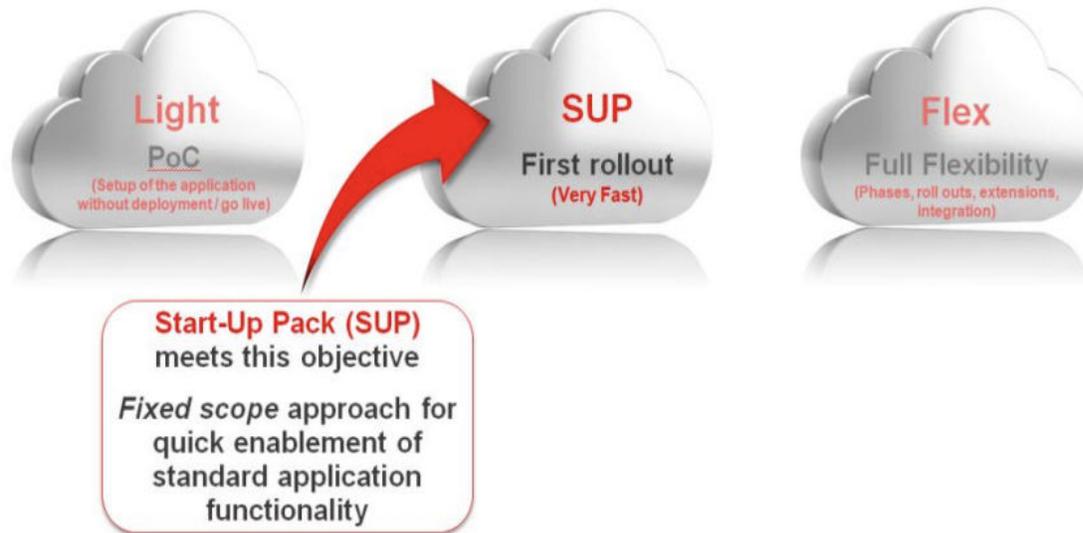
PlanStreet is proposing to benefit from our Cloud Service Start-Up Pack which expedites the implementation timelines. Start-Up Pack provides out-of-the-box functionality to get started while full flexibility is being rolled out.

### **PlanStreet Case Management Cloud Service Start-Up**

The PlanStreet Case Management Cloud Service Start-Up Pack emphasizes an “out-of-the-box” philosophy and the adoption of the native functionalities existing in the PlanStreet product. This approach is ideal for customers that are looking for a rapid time to value. The start-up pack implementation can be completed in weeks –rather than months – reducing your deployment costs significantly.

Where higher levels of tailoring may be required, the PlanStreet Case Management Cloud Service Start-Up Pack is an excellent way to establish a baseline instance for the start of a tailored implementation project. The scope of the start-up pack includes the setup and deployment of an agreed set of PlanStreet modules for the purchased Case Management application (Case Management, Client Portal & Agency portal), each having a specific fixed scope. This includes defined data loads, a set of functional process flows, and parameters. Whilst the start-up pack offers a fixed approach for quick enablement, we understand that each customer is different and that one size may not fit all. A tool specifically developed by PlanStreet gives a more tailored approach to the implementation of combined modules and can take customer-specific requirements into consideration. The scope can therefore be reduced or increased as desired, for example:

- ‘Lite’ approach – reduction of start-up pack scope, suitable for a proof of concept (POC).
- ‘Flex’ approach – start-up pack scope plus the implementation of additional requirements to be implemented.



### Leveraging the Start-up Pack with PlanStreet Consulting Services

PlanStreet Case Management Application provides unprecedented power and flexibility. PlanStreet Consulting helps you take advantage of these capabilities quickly and cost-effectively with the Cloud Service Start-Up Pack. Our experts will guide your team through the steps essential to configure your PlanStreet Case Management Application and prepare your users for this innovative new platform.

PlanStreet Cloud Service Start-Up Pack is delivered by consultants who focus exclusively on PlanStreet Case Management Software and will provide you with the guidance, thought leadership, and best practices your organization needs. We also provide additional services to cover integrations, conversions, customizations, and migrations, as well as installation and architectural services for on-premise deployments. These services may run concurrently with the start-up pack or follow in subsequent phases.

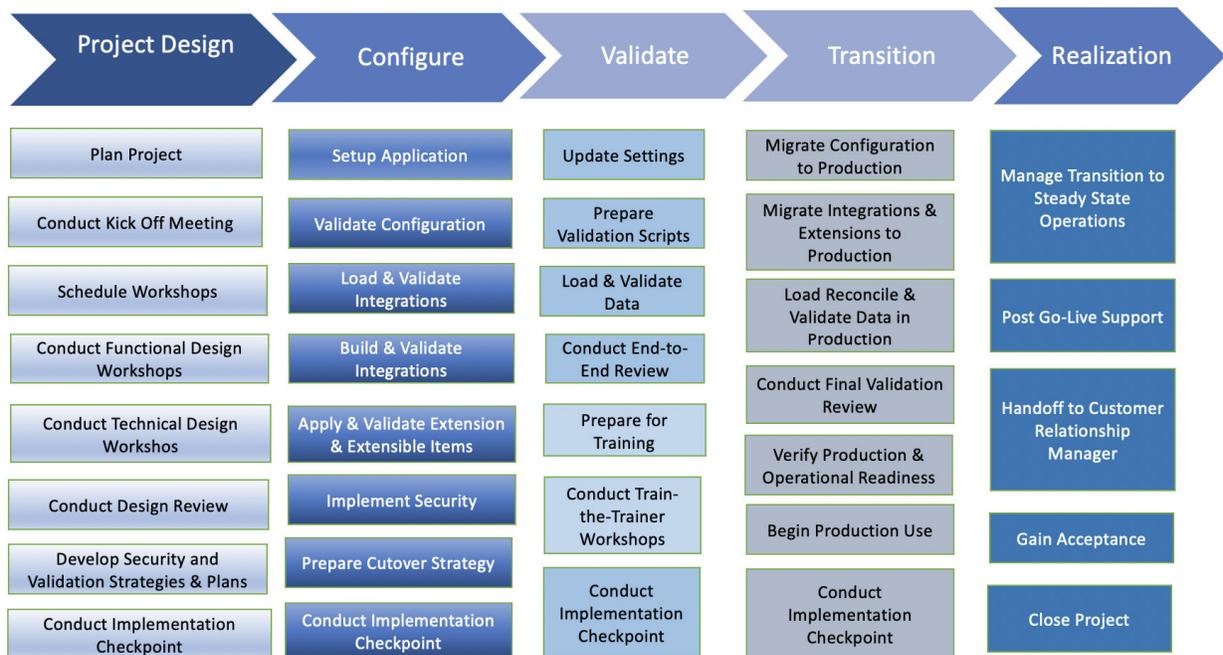
## Project Management Approach

This approach is for PlanStreet Case Management Cloud to cover the implementation of standard/out-of-the-box features and other tasks like integration, data loads and any other project-specific documentation and training.

This approach has 5 phases:

1. Project Design
2. Configure
3. Validate
4. Transition
5. Realization

This is the detailed Project Implementation flow:



## Team Profiles

Managing Partner		
Aon Rana		<ul style="list-style-type: none"><li>▪ Project Role – Program Manager</li><li>▪ 20+ years in Software Implementations</li><li>▪ Strategy and Implementation Expertise</li><li>▪ Case Management experience</li></ul>

Aon is a seasoned project management professional with extensive experience in implementing software applications across various industries. Highly experienced working with functional and technical implementation professionals. He has successfully led and delivered projects in Nonprofits, Higher Education, Healthcare, and the Public sector. An expert in agile Project Management methodology and PlanStreet apps cloud approach with hands-on experience in Change Management with several global successful implementations.

Highly experienced in working with functional and technical implementation professionals. Aon is able to group unique skill sets together to accomplish satisfactory results and has excelled in the advisory and consulting around leading Case and Client Management Systems. He has successfully led and delivered consulting projects in Nonprofits, Higher Education, Healthcare, and the Public sector. He has expertise in agile Project Management methodology, Business Process reengineering, and Changes Management. Aon is well versed with Nonprofits and Public sector business processes and has assisted them with re-engineering and optimization of Client Intake, Needs Assessment, Service Delivery, and Outcome Tracking.

### Education

National University of Singapore, Post Grad

University of Nottingham, BSC (Hons) Economics

## Director Higher Education

Outi  
Cornette



- Project Role – Projects Manager
- 30 years in Software Implementations
- Change Management Expertise
- Case Management experience

Outi helps organizations realign complex and insufficient processes to free up people, time, and money for truly critical and meaningful projects. She has a proven history of identifying the root causes of issues that cause project delays, poor delivery experiences, low morale, and lack of trust between teams across the organization. Using her knowledge of ITIL, LEAN, and Six Sigma Green Belt, she learns the as-is processes by talking with team members, and she identifies the to-be based on available tools and people.

By sharing the to-be vision with the teams, she creates collaboration and acceptance for the changes so that by the time those changes are rolled out, people feel comfortable with them and adapt to them quickly. The changes may include moving work to remote teams, new standardized forms, and streamlined processes with a limited number of touchpoints.

She has a reputation for getting done what she says she will do, and knowing whom to ask if she doesn't know the answer to a question. She mentors and coaches team members with the sole purpose of helping them experience the same success and joy at work as she has, and she loves watching them excel beyond what they thought was possible.

### Industry Expertise

1. Requirements Analysis
2. Enterprise Architecture
3. Business Analysis
4. Requirements Gathering
5. SDLC
6. ITIL
7. Agile Methodologies
8. Lean Six Sigma

- 9. Software Project Management
- 10. Agile Project Management

IT Project Manager		
Sean McLaughlin		<ul style="list-style-type: none"> <li>□ Project Role – Student System Expert</li> <li>□ 12 years in Technology Projects</li> <li>□ Strategy and Programing</li> <li>□ Project Management experience</li> </ul>

Sean is a senior IT Project Manager with 12 years of success leading all phases of diverse technology projects, and ten years of programming and enterprise system admin lead. He is our lead PMO strategist responsible for planning and aligning business goals with SDLC implementations to drive process improvements, transparency, and faster delivery cycles. He has excellent communication skills and leverages technology and business acumen to communicate effectively with business sponsors and their respective teams.

Sean is an expert in Agile, Kanban, DAD, scrum, and waterfall project management methodologies. He is able to manage multiple, dispersed, large project teams and is known for high-quality deliverables that meet timeline and budgetary targets.

**Skills Summary:**

- Project Management: Commercial SW R&D, Web, SaaS, Mobile, Infrastructure, Networks, Virtualization, Hosting, Integrations/Migrations, PMO, Acquisitions.
- Project Lifecycle: Requirements Analysis, Scheduling, Reporting, ALM, TDD UAT/ QA/ Deployment/ Support.
- Value-Added Leadership: SDLC Workshop Instructor, Remote Geo, Distributed Team Leadership, Cross-Functional Supervision, Team Building & Mentoring, SME Consultant, Planning, Vendor Management.

**Education:**

University of Kentucky, BS Computer science

Client Success Manager		
Brian Eads		<ul style="list-style-type: none"><li>Project Role – Client Success Manager</li><li>15 years in Technology Projects Support</li><li>Strategy and Programing</li><li>Project Management experience</li></ul>

Brian is a Client Success Manager with 15 years of success leading all phases of diverse technology projects; and ten years of programming and enterprise system admin lead. Responsible for Vendor relationships, development, and evaluation. The product roadmap, testing, and implementation in live environments for customer facilities. Strategic planning and development of Standard Operating Procedures. Mentoring, coaching, and team development. Project Management for multi-state, multi-company projects. Provided on-site customer service and Project Management services. Evaluates customer needs and present a clear road map of solution implementation. Trained staff on best practices and operating procedures. Maintained customer relationships, and updated solutions as needed.

He is our lead client success manager responsible for planning and aligning business goals with SDLC implementations to drive process improvements, transparency, and faster delivery cycles. He has excellent communication skills and leverages technology and business acumen to communicate effectively with business sponsors and their respective teams.

**Skills Summary:**

Customer Services

Project Management

Analyzing business problems

Data analysis and visualization  
Presenting business insights  
SQL & Python

### **Education:**

Strayer University- Kentucky, Master of the Business Administration  
University of Kentucky, BA Telecommunications

## **Training Plan**

PlanStreet proposes to conduct End User Training with a focus on improving the adoption of the system. Training is not a one-time activity during the validation phase but is a continuous process that will continue during the Validation and Transition phases. The PlanStreet team will also cascade and validate all user documentation developed as part of the training cycle. The PlanStreet training strategy will include competency testing that will be required for all users to complete to certify that all users are proficient, and have adequate knowledge to operate the system according to each user's functional role.

### **Purpose**

The purpose of the Training Plan is to describe the processes and timeline by which training will be delivered to all Users of the newly Implemented System.

### **Goal**

The objective of the Training Plan is to ensure all personnel understand the necessity and practice of using the application properly for maximum benefit. The goal of PlanStreet Training is to ensure that concerned personnel are provided with the technical skills and procedural knowledge necessary in order to successfully conduct this project in an effective and efficient manner.

### **Objectives**

The objective of the training plan shall be to train individuals and the team to:

- Understand the working of the New System and to use it in the desired fashion.
- Recognize practices and implement standards throughout the organization.
- Identify and deliver organizational change, navigation, and application training.
- Identify end-users to be trained to meet respective go-live dates.
- Prepare end-user training materials that will serve as a desk reference.
- Evaluate the effectiveness of the training experience to improve the process.
- Keep informed of the threats to, and vulnerabilities of the systems.
- Take necessary measures to protect information generated, stored, processed, transferred, or communicated by information systems.
- Educate end-users about the comprehensive and systematic business process approach.

### **Methodology**

All users, trainers, and support personnel will need training and/or resources at different levels. Comprehensive training is a critical requirement for all persons central to the implementation process. Training will be intense in different modules and careful planning and scheduling will be necessary.

Several levels and types of training are required and will be scheduled at the appropriate times during the implementation period. The Training plan shall identify the activities, resources, and timelines associated with the end-user training, including the Training presentation, User Manual content, and online end-user training sessions.

### **Support and Technical Assistance**

We offer support via Chat, email, and phone. PlanStreet's support service will provide fast problem resolution, with priority handling of service requests and preferred access to our functional and technical support staff. With our support, any service requests and bugs submitted by the Client receive priority handling and routing to the most appropriately skilled analyst. PlanStreet's Technical experts respond to customer production-critical issues quickly and work around the clock until the issues are resolved.

### **Constant Access to On-line Support Tools**

As a PlanStreet customer, client will have constant access (24 hours a day, 7 days a week, 365 days a year) to our online support tools and resources via our website.

**Monthly Reporting**

PlanStreet will email State of West Virginia monthly report that includes a description of customer issues, the status of issues, priority levels recorded, disposition of issues, service levels achieved, and other general information to assist the Project Manager in the ongoing support of State of West Virginia.

**Software Updates and Critical Bug Fixes**

PlanStreet will provide regulatory change updates and documentation as well as critical bug fixes. To further provide The State of West Virginia with a consistent response, we have implemented the Priority Service Level Standard based on severity indicators with the following targets:

- Severity 1 Service Requests: 90 percent (%) response within 1 hour (Monday- Friday).
- Severity 2 Service Requests: 90 percent (%) response within 5 business hours.
- Severity 3 Service Requests: 90 percent (%) response by the next business day.
- Severity 4 Service Requests: 90 percent (%) response within a week.

**Staff:**

Resource	Quantity	Location	Duration
Project Manager/SME	1	Remote	3 months
Functional Consultant	1	Remote	3 months
Technical Consultant	2	Remote	3 months

**Project Timeline:**

Roll Out	Description	Timeline
Start-up Pack Roll Out	Out of Box Features, (Intake Forms & other critical Forms), Super Users' Training	4-6 Weeks
Full Flexibility Roll Out	Workflows Implemented, Data Migration, Integrations	3-4 Months
Realization (Post Go-Live)	Dedicated Support Manager	Ongoing