



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> 1234820			<b>Reason for Modification:</b>
<b>Doc Description:</b> ATTENDANCE CASELOAD MANAGEMENT SOFTWARE			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-06-07	2023-06-28 13:30	CRFQ 0511 MIS2300000005	1

**BID RECEIVING LOCATION**

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

06/28/23 12:10:40  
 WV Purchasing Division

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** *See WV OASIS submission*

**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** *Michael R. Hochman* **AEIN#** *82-0681726* **DATE** *June 27, 2023*

All offers subject to all terms and conditions contained in this solicitation

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES OFFICE OF HUMAN RESOURCES MGMT ONE DAVIS SQUARE, STE 400 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES OFFICE OF HUMAN RESOURCES MGMT ONE DAVIS SQUARE, STE 400 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Additional Users/Licenses	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43230000			

**Extended Description:**

3.1.2.21 Additional Users/Licenses- each add on user/license (9 used for bidding scenario only, quantity could increase or decrease during life of contract)

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES OFFICE OF HUMAN RESOURCES MGMT ONE DAVIS SQUARE, STE 400 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES OFFICE OF HUMAN RESOURCES MGMT ONE DAVIS SQUARE, STE 400 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Online Training for Licenses Holders				

Comm Code	Manufacturer	Specification	Model #
43230000			

**Extended Description:**

3.1.2.22 Must provide online training for license holders at no cost. 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.

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2023-06-15



## Attendance Caseload Management Software (FMLA/FLOA/PLA)

CRFQ MIS2300000005

# Price Summary

Prepared for:  
West Virginia  
Health and Human  
Resources

Business Solutions and Technologies, LLC  
dba BizSolutions.Tech  
One Creative Place  
Charleston, WV 25311  
[www.BizSolutions.Tech](http://www.BizSolutions.Tech)

Prepared by  
Diana Lewis  
VP Strategic Initiatives  
June 25, 2023



## Price Summary

### Implementation Services\*

#### On-site Workshop

Record and Playbook Flow

Foundational Data Loading and Configuration

User Management

Portal - Employee Center

Reports and Dashboards

Performance Analytics

Workspace

Training Materials and Class Sessions

DHHR User Training Development –

Sample Leave Flow - slides, training quick reference cards, training video

DHHR Case Worker Training Delivery – Onsite instructor-led

- 1 Day of Training, on site in Charleston, for a total of 15 users

Superuser Training Delivery - Onsite instructor-led – 5 students

- Reporting and Dashboard Training

- Mail Templates

- Knowledge Management

ServiceNow System Administration – Onsite Instructor-led – 5 students

Open House for Q&A and on-site marketing for DHHR staff

Go-Live HyperCare Support

<b>Total Implementation Services</b>	<b>\$ 145,740</b>
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\*Implementation Services - The quoted hours will be billed as the hours are consumed. If hours are not spent, they will be retained and can be used for future enhancements. Team will manage scope and hours to ensure that no overages occur.



**Licensing and Support Services - Year 1**

Sustaining Support**	TBD
Licensing (20 users) – HRSD Professional	208,000

**Licensing and Support Services - Year 2**

Sustaining Support**	TBD
Licensing (20 users) – HRSD Professional	208,000

**Licensing and Support Services - Year 3**

Sustaining Support**	TBD
Licensing (20 users) – HRSD Professional	208,000

**Licensing and Support Services - Year 4**

Sustaining Support**	TBD
Licensing (20 users) – HRSD Professional	208,000

**Licensing and Support Services - Year 5**

Sustaining Support**	TBD
Licensing (20 users) – HRSD Professional	208,000

<b>Total Licensing - 5 years</b>	<b>\$ 1,040,000</b>
----------------------------------	---------------------

Additional User Licenses - 1 user – PSDS Professional	42
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<b>Additional User Licenses</b>	<b>\$ 42</b>
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\*\*Sustaining Support – This will be part of the Maintenance Agreement negotiated separately. When negotiated, we allow this budget may be used for support and enhancements, within the budget provided. After the initial go-live, customers typically issue additional PO’s to support special projects and ongoing enhancements.

**Business Solutions and Technologies, LLC:**

By: Michael R. Stockman

Name: Michael R Stockman

Title: Founder / CEO

Email: [Mike.Stockman@BizSolutions.Tech](mailto:Mike.Stockman@BizSolutions.Tech)

Date: June 27, 2023





06/28/23 12:10:35  
WV Purchasing Division

## Attendance Caseload Management Software (FMLA/FLOA/PLA)

CRFQ MIS2300000005

Prepared for:  
West Virginia  
Health and Human  
Resources

**Business Solutions and Technologies, LLC**  
dba BizSolutions.Tech  
One Creative Place  
Charleston, WV 25311  
[www.BizSolutions.Tech](http://www.BizSolutions.Tech)

Prepared by

Diana Lewis

VP Strategic Initiatives

June 25, 2023



## Cover Letter

Dear Evaluation Team Members,



**Mike Stockman**  
Founder and CEO  
Charleston, WV

Upon review of your Request for Quote (CRFQ), BizSolutions.Tech is excited about the opportunity to partner with West Virginia Health and Human Services to provide a cloud-based Attendance Management System. We understand your need for an effective solution for employees to request and for DHHR to manage leave requests.

At BizSolutions.Tech, we strive to:

- Do good work for our customers
- Maintain ongoing relationships with our customers and partners
- Build solutions that evolve and grow with business needs
- Provide a positive, constructive teaching approach to ensure success and build trust
- Be good people



**Diana Lewis**  
VP Strategic Initiatives  
Charleston, WV

Our company is based in **Charleston, WV**. We were founded in 2017, as a small and veteran-owned business. From inception, we have delivered successful technology implementations in a variety of industries and with companies of all sizes. I believe our IT and implementation expertise will result in a successful solution that meets your needs.

We are enthusiastic about the opportunity to partner with you to accomplish your goals and to make West Virginia stronger. I look forward to continued conversation and thank you for your time and consideration of our response.

Sincerely,

Mike Stockman  
Founder and CEO  
[Mike.Stockman@BizSolutions.Tech](mailto:Mike.Stockman@BizSolutions.Tech)

Diana Lewis  
VP, Strategic Initiatives  
[D.Lewis@BizSolutions.Tech](mailto:D.Lewis@BizSolutions.Tech)

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## About BizSolutions.Tech

Business Solutions and Technologies LLC, dba BizSolutions.Tech is a **West Virginia** based company that brings over 40 years of IT implementation, support, and training experience, for customers ranging from local to global. We also have 14 years of experience with the ServiceNow platform. We are seasoned IT professionals, who focus on providing thoughtful, well designed, value-driven solutions for our customers.

**We have made a commitment to growing the technical competency of West Virginia students by providing ServiceNow technical training and providing jobs in West Virginia. Our mission is to build the West Virginia economy by bringing technical jobs and revenue to the state.**

## About ServiceNow

ServiceNow makes work, work better for people. The ServiceNow cloud-based platform and products deliver digital experiences that help people do their best work. The Now Platform enables you to:

- **Connect your enterprise** – Create seamless experiences for employees and citizens.
- **Transform operations** – Empower employees to address citizen needs quickly and proactively. Solve issues by connecting the entire organization. Make it easy to find information, make requests, and track services.
- **Unleash the power of IT** - Modernize your operations to optimize productivity, cost, and resilience with a single platform for IT.
- **Drive workforce productivity** - Make it easier for employees to get what they need, when they need it. Embed intelligence into every interaction to deliver experiences that break down silos and unlock productivity. Empower service delivery teams with targeted, purpose-built solutions.
- **Reduce citizen effort** – Make government service more available through assisted and self-service. Promote engagement and advocacy.
- **Drive customer satisfaction** – Create easy-to-use interfaces that enhance the customer experience. Keep everyone engaged, productive, and informed.
- **Build apps fast** - Create intuitive experiences users love. Quickly build digital workflow apps to automate any process in an easy-to-use, no-code environment.
- **Adopt a trusted solution** - Thousands of customers use ServiceNow, including over 85% of the Fortune 500, over half of the Fortune 100, and many small- and medium-size organizations worldwide. Our customers span almost every industry and vertical from finance, energy, and education to state and federal, and managed service providers—in 50 countries.

- **Start with us, Stay with Us** - Once customers adopt the ServiceNow platform, they stay with it. ServiceNow had an approximate 98% customer retention rate in 2022.

ServiceNow was founded in 2004. Since that time, ServiceNow has grown from a small private company with a few employees in San Diego, California to a public company (NOW on the NYSE) with over 20,500 employees in over 70 offices worldwide, with headquarters in Santa Clara, California.

## Proposal

This section summarizes the proposed solution for an Attendance Caseload Management Software (FMLA/FLOA/PLA tracking) system. For easy reference, each section in this document is aligned with the related section from the CRFQ.

### 1 PURPOSE AND SCOPE

From CRFQ:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Health and Human Resources (DHHR) Office of Management Information Services for the WV DHHR Human Resources Management Office to establish an open-end contract for an Attendance Caseload Management Software (FMLA-Family Medical Leave Act; MLOA-Medical Leave of Absence; PLOA-Personal Leave of Absence tracking).

## System Design Overview

BizSolutions.Tech's proposed system design provides a comprehensive and tailored cloud-based DHHR Attendance Caseload Management system, built on the ServiceNow platform.

The unified portal allows for seamless HR service delivery that improves employee experiences when requesting and managing leave of absence requests. HR processes, documentation, and communications can be standardized and maintained. The proposed solution enables HR agents to receive notifications and take action on requests that need attention and provides tools and resources to better support employee needs.

Our solution will provide the required resources necessary to support the caseload management processes and tracking for:

- FMLA – Family Medical Leave Act
- WV LOA – Medical Leave of Absence
- PLOA – Personal Leave of Absence
- ADA Accommodation
- Donated Leave Approvals
- Restricted Leave Approvals
- Disciplinary Issues and Actions

The workflow tracking provides a visual guide to the caseworkers, of the flow and the necessary steps in the process. In addition, automated emails, tasks, and approvals are triggered as the case moves through the different process phases.

The platform, portals, and the workflows are fully customizable to meet the needs of DHHR caseworkers and employees.

## Employee Experience - Submit Requests and Engage Through Process

### Employee Center

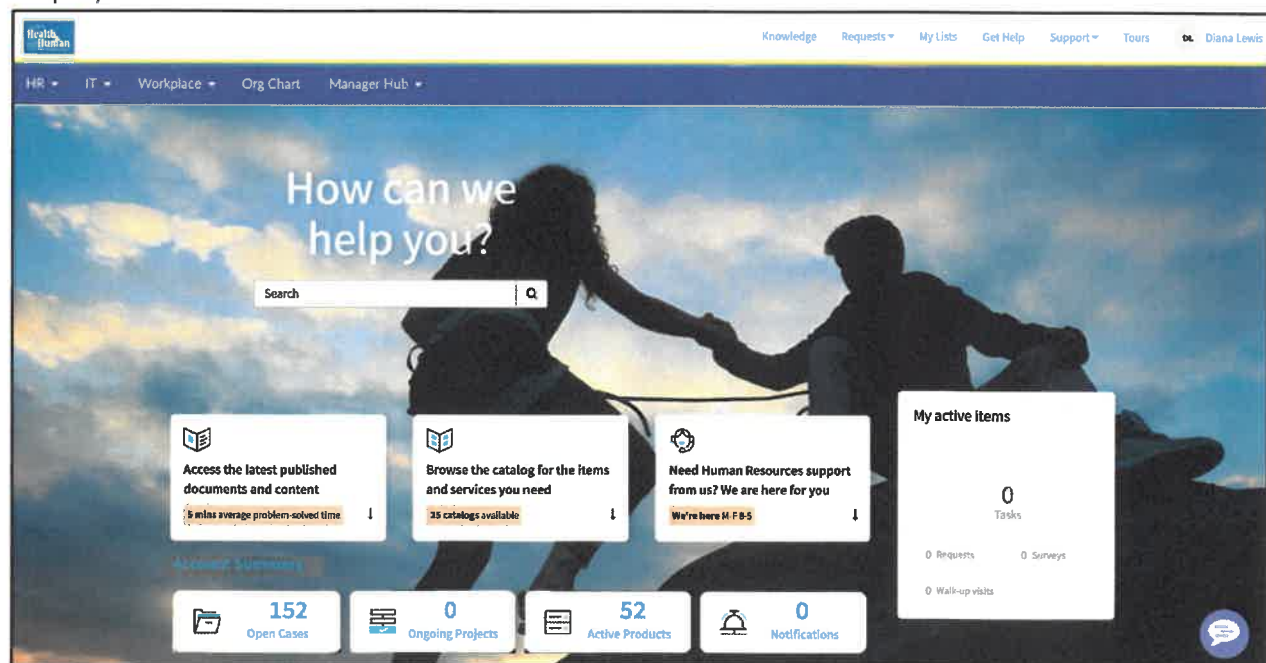


Figure 1-Employee Central is designed to grow with your organization, with the ability to add other services, like IT, Legal and Manager Hub

### Explore Topic

The employee will start by typing in the topic they want to explore. The portal search will provide knowledge articles to answer questions, provide policies or suggest request forms to fill out.

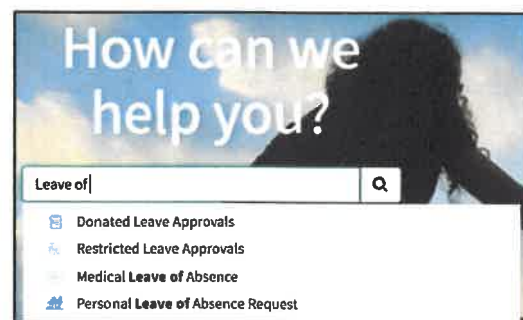


Figure 2-Employee Center Search

## Tips for discussing your leave of absence with your manager

KB0010003

☆☆☆☆ 1 views

Sample Knowledge Article–Checklist–Talking with your manager about parental leave

The best checklists are brief—otherwise, they can be intimidating. An alternative to a checklist is a regular Knowledge Article; just use descriptive section headers and keep the paragraphs short.

How to discuss your parental leave with your manager

Here's a checklist to help you get ready to share your parental leave news with your manager:

- **Review your leave rights and options.** These can usually be found in your company's parental leave policy and in your benefits information. HR should also have directed you to a source of information outlining the laws that affect your rights; usually these laws govern people who live and/or work in a certain area, so there may be national and more local

Figure 3-Sample Knowledge Article

## Submit Request



Each request type will have its own item in the service catalog on the portal.

Figure 5-Sample Catalog Item

Each request type has its own form, specifically designed for the information required for the necessary evaluation, approvals, and processing of the request. These forms are fully customizable.

On submission, a case record is created and automatically routed to the appropriate team.

While it is being processed, automated notifications will be sent to the employee confirming receipt of the request, and will provide any other standard notifications as needed.

Figure 4-Example Leave Request Form

## Check Status and Communicate Updates

Using the My Requests List, the employee can view all requests submitted, get status, and communicate with the assigned representative.

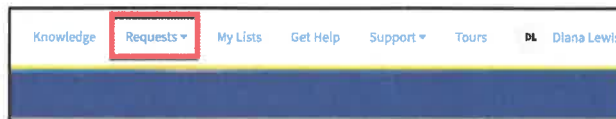


Figure 6-Employee Center Request Menu

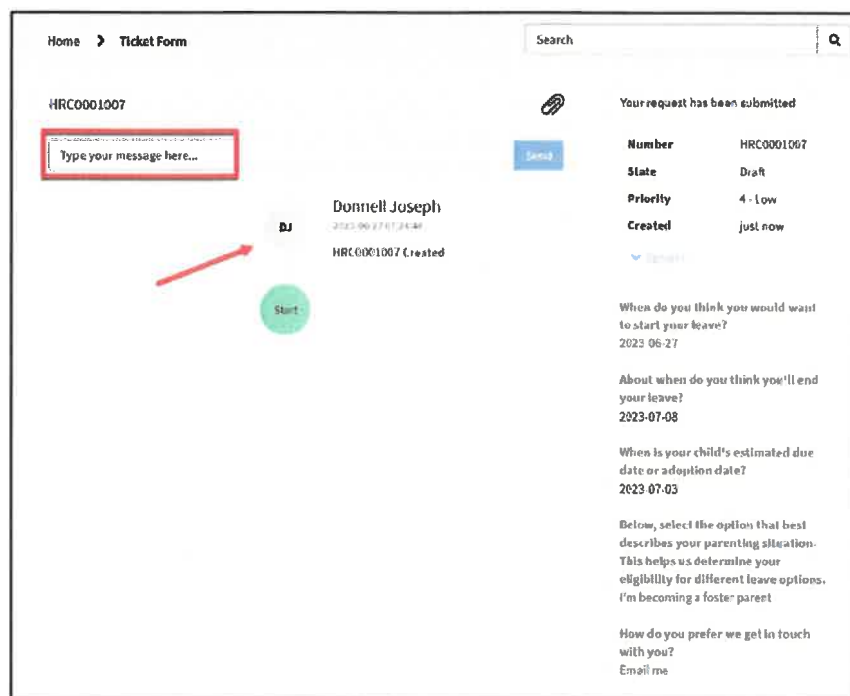


Figure 7-Employee Center Request Status Page, for history and communication

## Complete required tasks

Tasks can be automatically or manually assigned to the employee, based on the flow of the request. Notifications will be automatically sent with links to complete the tasks; in addition, the employee can locate and complete tasks from Employee Center.

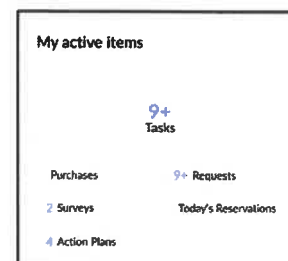


Figure 8-Employee Center Task Reminders

## DHHR Caseworker Experience – Receive, Perform Work, and Resolve

Manage all work via HR Agent Workspace

HR Agent Workspace is the hub for all DHHR caseworker activities. A landing page summarizes incoming unassigned work, assigned work, and service timer alerts. Additional pages are available for work lists. Purpose-built case forms will show procedures and provide a playbook to guide the caseworker through automated and manual process steps.

Locate work on the Landing Page

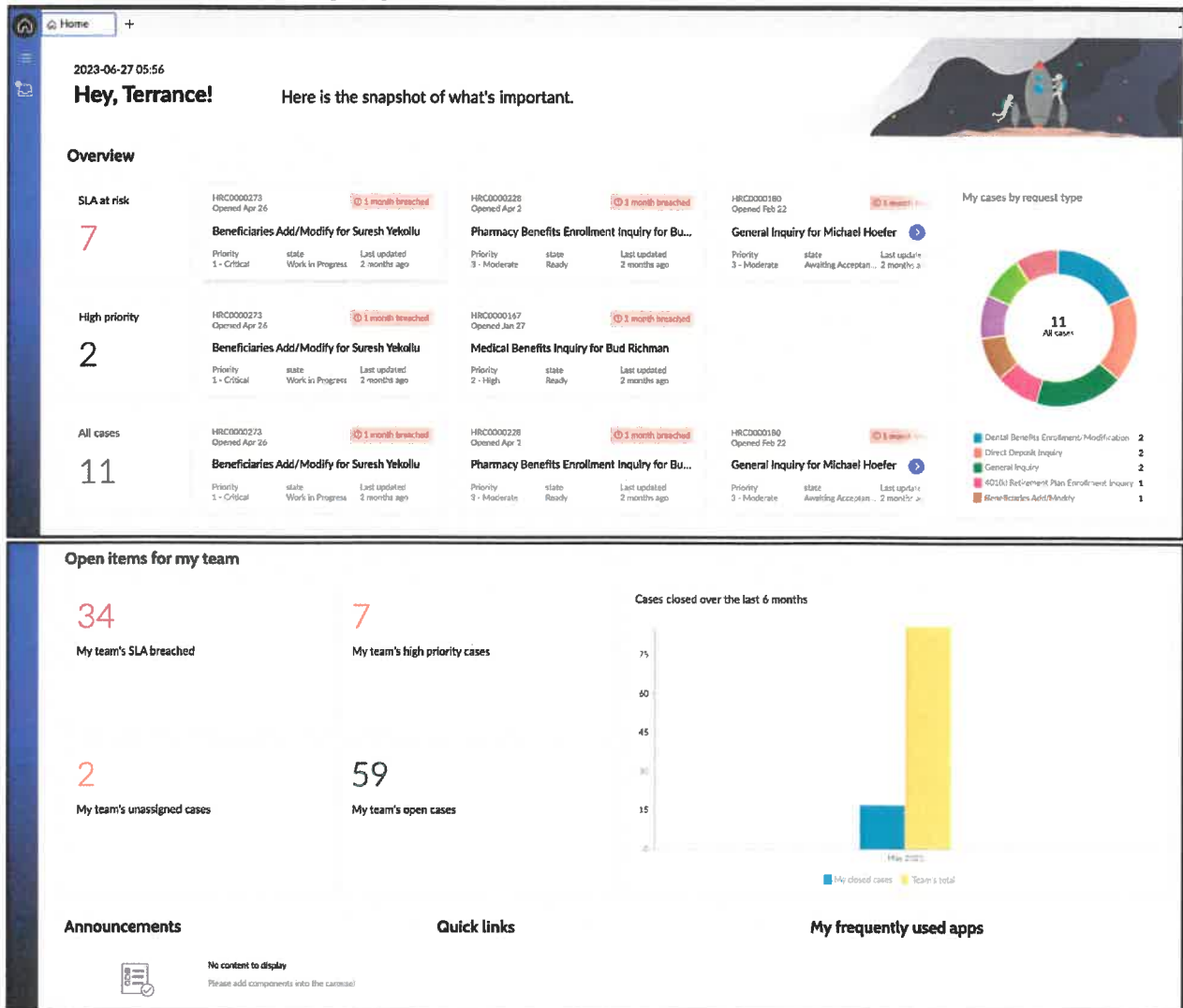


Figure 9-HR Agent Workspace Landing Page

## Automate Assignment

The software can be configured to route cases based on group, the skills needed by an individual, or by capacity.

## Work the Case

Case forms are tailored to the type of request <sup>1</sup>, and include checklists <sup>2</sup>, fulfillment instructions <sup>3</sup>, and quick access to related information, like the requester's other requests, cases, and Kronos information like Leave Time Used and Remaining <sup>4</sup>.

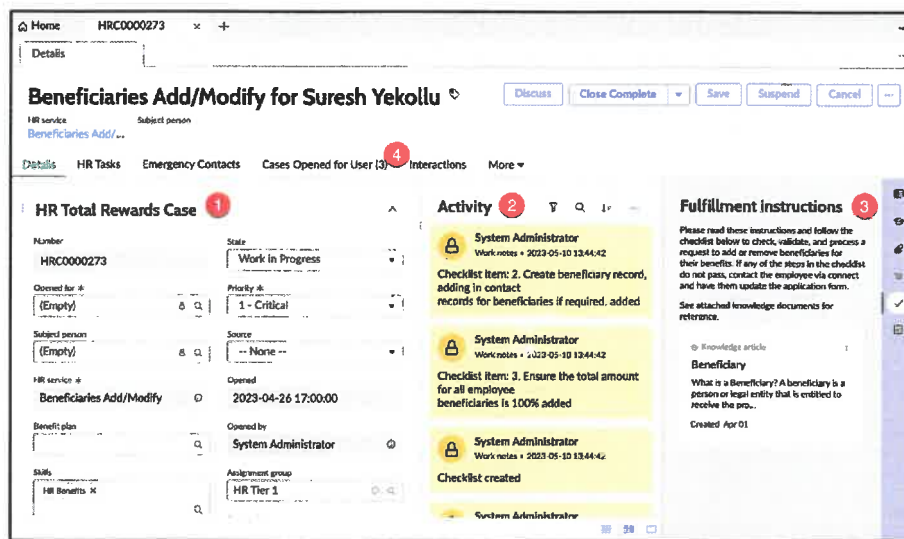


Figure 10-Case Form on Agent Workspace

## Use Playbooks

Playbooks provide a highly structured guide for agents to navigate through the multiple stages and different required data and actions required at each stage.

This is an excellent resource to accelerate onboarding of new agents.

Playbooks will be customized for your requests, where the additional structure is needed.

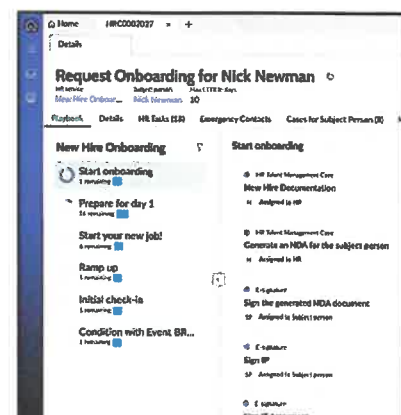


Figure 11-Example of HR Onboarding Case with Playbook



## Communicate with Employee

Agents will communicate with the employee, in a variety of ways:

- **Case Email** – The caseworker can use ServiceNow’s client mail feature from the case record, to communicate with people associated with the case. Outgoing emails, and the incoming replies are automatically captured in the activity log for the case. When incoming mail is received, the record can be highlighted so the caseworker is notified that new information is available.
- **Email Templates** – Commonly used mail templates will be created as part of the system design. These templates can be selected as appropriate from the case record. Superusers on the DHHR staff will be trained and empowered to set up new email templates in the future. Example, Letter of Leave.
- **Notifications** – The case workflow includes standard notifications that would be sent at predefined stages in the process, like when a case is received, or resolved. An Employee Back to Work email could be automated to send a certain number of days prior to the leave ending.

## Follow-up with Reminders

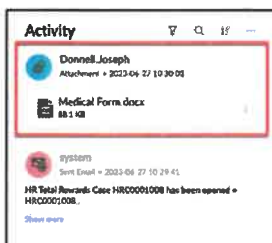
Throughout the life of a case, reminders can be set for tasks, and special notifications can be set to pop up on individual case records. Examples, Investigation Reminders and Days remaining until leave ends.



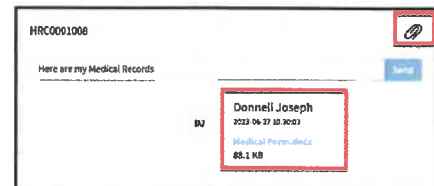
Figure 12-Reminders Tab on Case Form

## Store Documentation

Employees can provide documentation via the Employee Center using the paperclip icon.



The communication and the attachment are visible to the agent from the Case Activity stream.



Agents can view attached documents with a click, to launch it with the appropriate software (e.g., Google Docs, Adobe, Microsoft suite).



#### Generate Investigation Status Reports

A status report module may be used by the Investigator, should they be a licensed user. This module allows for packaging status reports for export.

#### Research State and Federal Employment and Attendance Regulations

An integration will be provided to allow the agent to research state and local regulations relating to a case, and then attach the documentation to the case record. This will enable the agent to complete their work without having to leave the workspace to perform the research. This integration will provide updates when regulations change.

#### Close Case

On completion of the case, the caseworker documents the findings and future actions on the case record. Automated notifications are sent to the employee with the final documentation provided.

## Automated Reporting

Dashboards and reports are available for caseworkers and managers to monitor overall case progress and the distribution of the department’s work. Both reports and dashboards allow users to drill down into case details as needed.

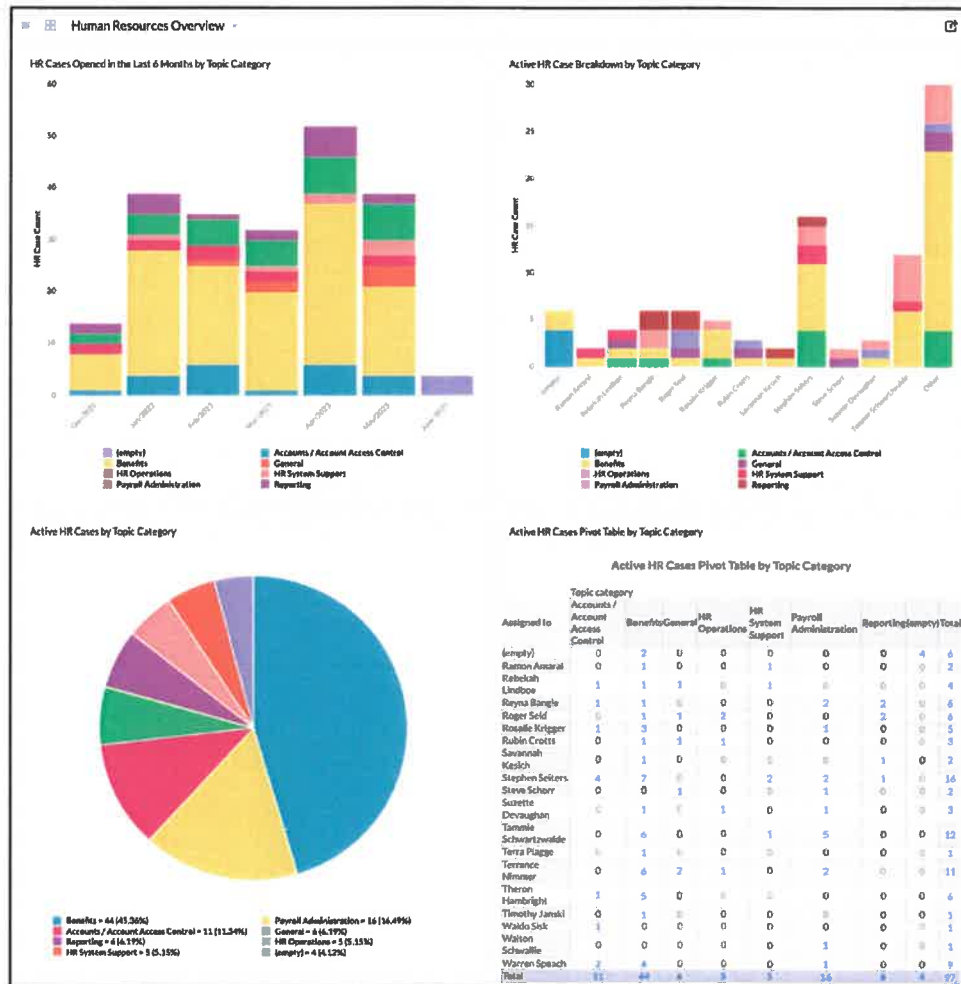


Figure 13-Human Resources Overview Dashboard

An initial set of dashboards will be configured as part of the proposed system design. The DHHR team members will be trained on how to create additional reports and dashboards, as needed.

The Now Platform reporting capability is easy to use, has a variety of visualization options, and will include a base set of reports created specifically for DHHR attendance tracking. For example, a report

could show how many employees are on different leave types. Most important, you will not need to export information to spreadsheets or other BI tools to get the information you need. Reports may be scheduled and published, but often live reports and dashboards are preferred, since they show up-to-the-minute information.

The reporting module includes out-of-the-box key performance indicator reports for Human Resources, including those on the list below.

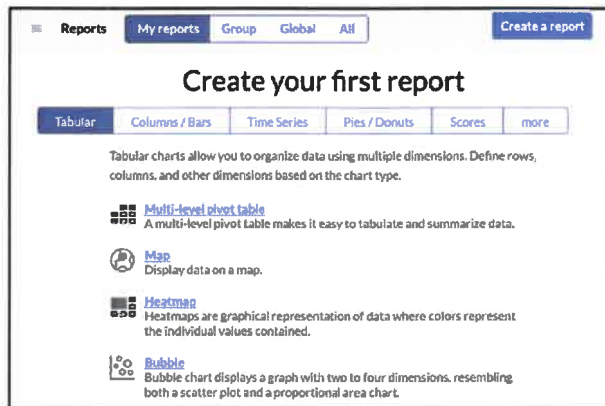


Figure 14-Reporting Landing Page

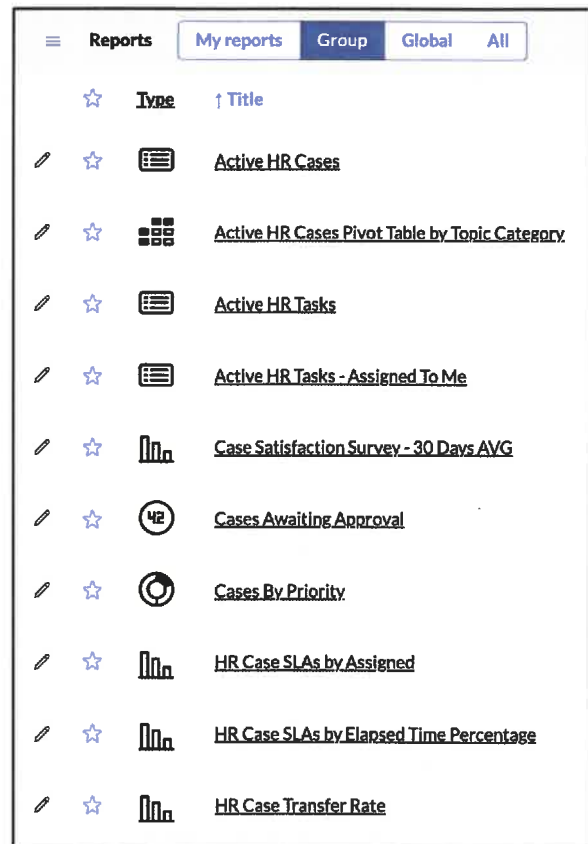


Figure 15-Out-of-the-box HR Reports

Dashboards will be created for different stakeholder audiences. Dashboards will contain multiple reports and score widgets to highlight the desired level of detail, always with the ability to drill down for more detail as needed.

**The Power of Reporting – Data-driven process improvement**

With the training we will provide on reporting, you will be empowered to build your own reports and dashboards. Using metrics like these can drive your improvement initiatives.

	Outcomes	Explanation	Success Metric
Cost	Reduce HR case volume worked (HR fulfiller)	Improved employee self-service results in fewer cases to the contact center	HR case volume (#)
	Reduce HR case resolution effort (HR fulfiller)	Reduced time to resolve HR cases via automated workflows, knowledge articles etc.	Time to resolve HR case (in hours)
	Increase onboarding team efficiency	Use digital workflows to automate and streamline onboarding tasks to reduce manual effort	% of manual onboarding activities (%)
	Increase offboarding team efficiency	Use digital workflows to automate and streamline offboarding tasks to reduce manual effort	% of manual offboarding activities (%)
	Increase transfer team efficiency	Use digital workflows to automate and streamline transfer tasks to reduce manual effort	% of manual transfer activities (%)
	Decommission legacy HR spend	Retire current software being used to manage HR service delivery	Legacy HR systems annual run rate (\$)
Risk	Reduce new hire attrition	Improve employee experience and access to key onboarding information via frictionless onboarding and self-service to improve retention	New hire attrition % (% of 1st year new hires retained)
Growth	Reduce time spent on HR tasks (end user productivity)	Self-service enables employees to resolve queries, resulting in reduced time spent on administrative tasks	HR case volume (#)
	Optimize HR contact channel (end user productivity)	Reduced time spent on the phone by enabling more efficient support channels	% of HR cases originating from phone call
	Increase new hire productivity	Provide an intuitive, frictionless onboarding experience to accelerate the ramp to full productivity for new hires	Time to full productivity (in months)

Figure 16-Metrics to use for monitoring and improving process health

Note: Some, but not all calculated metrics are included in the Reporting module. For advanced reporting scenarios, Performance Analytics (PA) can be used. The PA product is included with your HRSD licenses.

**UKG/Kronos/WVOasis Integration**

HR Service Delivery easily integrates with other cloud and on-premises HCM systems you already use. ServiceNow, through Integration Hub provides a UKG spoke. Integration Hub also allows developers to quickly develop custom integrations using common protocols and package integration actions into user-friendly, reusable actions for use in Flow Designer. Automate integration tasks using ServiceNow components for Flow Designer or develop custom integrations.

Integration Hub is included in your HSDS license.

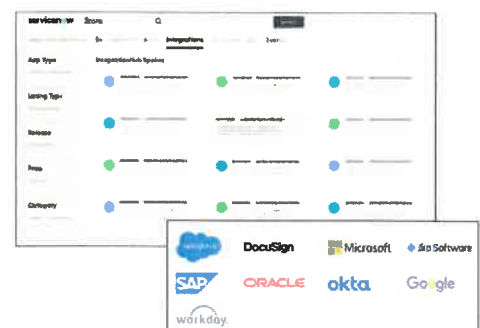


Figure 17-Integration Hub

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## User Licenses

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User licensing for HR Service Delivery is based on the number of employees/contractors served by the application platform. User licenses for 5000 users are included in the quote, along with a per user option for additional users.

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## User training

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On-site training will be provided for go-live, for caseworkers, superusers, and system administrators. The caseworker training will be custom built to show the features of a case lifecycle. In addition, a training video will be provided as an online learning aid for caseworkers after go-live. See the details under Deliverables: Training Materials, Video, and Class Sessions, on page 35.

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## Go-Live Support Services

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During the go-live transition, Hypercare is a standard service, which ensures that any identified questions, issues, or defects are addressed immediately.

Hypercare is a time-limited, enhanced level of assistance to ensure appropriate levels of support are provided immediately following an implementation go-live or a release upgrade. The objective of the plan is to establish specific activities that will occur and that are above and beyond the standard production support plan. This is a standard service and is included in the quote.

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## Upgrades/enhancements

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The ServiceNow platform has two major upgrades throughout the year. Between those upgrades are patches that can enhance functionality and resolve any issues identified in the platform. These software updates are included with the licensing, but the support to test and apply the updates will need to be included in a Maintenance Agreement negotiated outside of this CRFQ. Our typical Maintenance Agreements include the following support:

*BizSolutions.Tech will coordinate, test, and apply upgrades and patches, as needed throughout the contract. Based on experience, customers typically require only one major release per year. As necessary, we can jump a release to stay in sync with ServiceNow's current release version.*

*BizSolutions.Tech excels at ongoing engagement with customers, throughout their ServiceNow journey. Once the Maintenance Agreement is established, the support budget may be used for support and enhancements. After the initial go-live, customers typically issue additional purchase orders to support special projects and ongoing enhancements.*

## CRFQ Specifications and Responses





<b>Contract Items and Mandatory Requirements:</b> 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.			
Status key: <input checked="" type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Not available <input type="checkbox"/> Some questions			
#	Requirement	Status	Comments
3.1.2.1	Must be compatible with the West Virginia Office of Technology's current operating system, Windows 10	<input checked="" type="checkbox"/>	<p>ServiceNow platform is compatible with Windows 10 and 11, using any of the following browsers:</p> <ul style="list-style-type: none"> <li>• The latest public release of Firefox or Firefox ESR</li> <li>• The latest public release of Chrome</li> <li>• Safari version 9.1 and later</li> <li>• Microsoft Edge version 90</li> <li>• Internet Explorer version 11</li> </ul> <p>Other notes:</p> <ul style="list-style-type: none"> <li>• Edge mode is supported.</li> <li>• Compatibility mode is not supported.</li> <li>• Setting Security Mode to High (via the Internet Options &gt; Security tab) is not supported.</li> <li>• Internet Explorer 11 is susceptible to memory leaks, causing performance impacts.</li> </ul>
3.1.2.2	Must be compatible with WVOasis and UKG/Kronos.	<input checked="" type="checkbox"/>	Integrations can be enabled between the ServiceNow platform and WVOasis, as well as UKG/Kronos.
3.1.2.3	Software must have automated FLMA/MLOA/PLA tracking.	<input checked="" type="checkbox"/>	Software will have automated tracking of FMLA, MLOA, and PLA. The automation to include, web-based application forms, workflows to automate stages, notifications, tasks, and approvals in the process.

<p>3.1.2.4</p>	<p>Software must offer recommendations based on state and federal employment and attendance regulations.</p> <p>It is the expectation that the software provides a library of state and federal regulations for the case workers to search through and match against cases.</p> <p>With this, the software must be able to update state and federal regulations as they change or are updated. The software should be able to pull information from WVOASIS and UKG/Kronos to determine employee eligibility based on federal and state guidelines.</p> <p>Motivator: having to research all eligibility requirements manually.</p>	<p><input checked="" type="checkbox"/></p>	<p>This will be accomplished via an integration between the HR case knowledge management feature and the state and federal employment regulation data in the platform's Governance Risk and Compliance application.</p> <p>This integration will allow the agent to perform research while working a case, and ability to attach the information to the case. The information may be stored for internal record keeping, and/or shared with the requester.</p> <p>This application maintains current data based on Thomson Reuters, Regulatory Intelligence news feeds. Licensing for the feed, if necessary is not included in this quote.</p>
<p>3.1.2.5</p>	<p>Software must be fully customizable</p>	<p><input checked="" type="checkbox"/></p>	<p>The HR Service Delivery application is purpose built for HR requirements. Using the HRSD foundation, the ServiceNow platform can be quickly configured, customized, and released, so agents can take advantage of efficiencies as soon as possible.</p>
<p>3.1.2.6</p>	<p>Software must create automated letters of leave from templates that are emailed or mailed to employees</p>	<p><input checked="" type="checkbox"/></p>	<p>Mail templates may be triggered manually or in an automated fashion. Electronic mail can be sent automatically with workflows. Agents may manually send paper mail to a printer for mailing.</p>
<p>3.1.2.7</p>	<p>Software must assign case numbers to an employee's leave case to keep all appropriate</p>	<p><input checked="" type="checkbox"/></p>	<p>Unique case record numbers are automatically generated by the system.</p>



	documents linked to that specific employee's case number		
3.1.2.8	Software must track FMLA/MLOA/PLA used by each employee	<input checked="" type="checkbox"/>	Software will track amount of leave approved, and amount of leave used.
3.1.2.9	Software must allow HR personnel to input disciplinary information into most recent templates and submit it to the next appropriate approval authority, then to employee management, then when approved, email to the appropriate individuals. (Payroll, HR Director, and HR personnel completing discipline).	<input checked="" type="checkbox"/>	<p>HRSD application provides for disciplinary issues and actions. Ten types of issues are available by default. Some examples include:</p> <ul style="list-style-type: none"> <li>• Absenteeism</li> <li>• Abusive Language or Behavior</li> <li>• Misconduct</li> <li>• Insubordination</li> </ul> <p>Templates may be created for disciplinary issues and associated messages, where details are customizable by the agent. The workflow will send the disciplinary message for multiple approvals. On approval the message can be automatically sent to the appropriate individuals.</p>
3.1.2.10	Software must track disciplinary matters with weekly reminders of employees who are suspended pending investigation	<input checked="" type="checkbox"/>	Disciplinary actions include suspensions. Weekly reports or reminders will be created and made visible to only the appropriate users.
3.1.2.11	<p>Software must interact with UKG/Kronos and WVOasis to coordinate all pertinent information for all types of leaves per each employee.</p> <p>Addendum A - The software must be able to collect timecard information from KRONOS. This includes but is not limited to total number of worked hours within a 12 month period, accrued leave, how much accrued leave has been used and if the employee is on authorized or</p>	<input checked="" type="checkbox"/>	<p>The integration with UKG/Kronos will provide necessary time tracking information into the HRSD application. The Now Platform has a pre-developed integration with Kronos.</p> <p>The integration with WVOasis will provide necessary employee information, like probation dates. Information may be synchronized between the two systems, as needed.</p>

	<p>unauthorized leave. As well as the system should be able to track leave of absence balances.</p> <p>WVOasis is the State of West Virginia's ERP. There are several facets of WVOasis. With that said, what we are looking for, from the software is to collect employee information to create profiles on the software. For example, WVOASIS houses this information under Employee Profile Manager (EPM), we would like for the software to take that information and create employee profiles to link cases to that specific employee. Important information within WVOASIS is probation dates, dates of service and employee addresses and phone numbers.</p>	<p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>If WVOasis supports integrations using REST or SOAP APIs, the Now Platform can be configured to support the integration. This quote assumes that WVOasis supports API integration.</p> <p>or</p> <p>If WVOasis supports other types of integrations, the integration can still be completed. However, this quote does not include other integration options.</p> <p>NOTE: Since ServiceNow has a native reporting and performance analytics application, integration with WVOasis, for the purpose of BI reporting, is not included with this quote. This type of work could be added, but it is likely not necessary.</p>
3.1.2.12	Software must track ADA cases and prompt next steps to assigned HR personnel	<input checked="" type="checkbox"/>	<p>ADA case request is included in the application and the workflow can be tailored to meet DHHR requirements. The workflow will follow the appropriate stages, tasks, approvals, and notifications. The Playbooks feature on the form, provides guidance to HR personnel regarding next actions and information required.</p>
3.1.2.13	Software must track investigative report status, calculate due dates, and prompt investigator to updates daily	<input checked="" type="checkbox"/>	<p>Status for all record types will be maintained, including Investigative report status. Due dates will be calculated, and notifications will be sent to the investigator on the specified interval (weekly, biweekly, 5 days prior to due date, etc.).</p>

			We are assuming the investigation is associated with a case, and not a different type of case altogether. A new case type can be added, but it is not currently in the quote.
3.1.2.14	Software must provide self-service access for employees.		The Employee Center portal will be the one-stop-shop resource for employees to get information, view announcements, submit leave requests, check status of requests, and communicate with staff members regarding their requests.
3.1.2.15	Software must track notes and emails associated with specific leave cases and employees		Each Leave case has an activity log which tracks emails, and paper mails to the employee, and email replies from the employee. DHHR staff members may also add internal notes, visible to appropriate DHHR staff members, and external notes, which will be emailed to the requester.
3.1.2.16	Software must allow employees, supervisors, HR personnel to send medical paperwork and identify paperwork if for ADA, FMLA, MLOA, LOA, or unknown		<p>Ideally, the electronic request forms will provide space for the requester to fill in necessary information and eliminate the need for attached forms.</p> <p>But for certain situations, attachments are necessary, like when an employee needs to provide a doctor note.</p> <p>There are several ways of receiving incoming forms and emails.</p> <ol style="list-style-type: none"> <li>1. When submitting the online request form, the requestor may attach any necessary paperwork. These files will automatically be associated with the case record.</li> </ol>

			<p>2. If additional information is needed, the DHHR staff member can send an email from the case record to the employee explaining what is needed. When the employee responds to the email with the attachment, the document will be automatically associated with the case.</p> <p>3. On the page where the requester checks status on their request, they can communicate with the staff member, and provide attachments. These communications and attachments are automatically added to the case.</p> <p>4. If an employee were to send an email to the DHHR email address, those emails can be set up to create a record for review by the service desk. In this situation the agent would need to review the incoming mail and match it to the existing case record.</p>
13.1.2.17	Software must allow creation of reports on productivity, time used, open cases, employee participation, etc. for caseload management	<input checked="" type="checkbox"/>	The HRSD application contains many out-of-the-box reports and dashboards. This proposal allows for creation of three custom dashboards, containing the reports specified in the workshop. In addition, training will be provided to your superusers on creating reports and dashboards.
3.1.2.18	Software must be compatible with Google Docs and Microsoft Office Suite.	<input checked="" type="checkbox"/>	File attachments that are in Google Docs, or Microsoft Office formats will launch in their native applications.
3.1.2.19	Software must prompt donated leave approvals and autogenerate responses	<input checked="" type="checkbox"/>	A request for donating leave is included in the HRSD application and can be tailored to meet DHHR

			requirements. The workflow will follow the appropriate stages, tasks, approvals, responses, and notifications. The Playbooks feature on the form provides guidance to HR personnel regarding next actions and information required.
3.1.2.20	<p>Software must prompt restricted leave approvals, track and notify when length of leave time is nearing (90) ninety days, which will automatically send out ADA paperwork.</p> <p>Addendum A - Software must prompt work restriction approvals, track, and notify when length of leave is nearing (90) ninety days, which will automatically send out ADA paperwork. It must also allow users to review and approve final approval letters for donated leave.</p>	<input checked="" type="checkbox"/>	<p>A request for ADA accommodation is included in the HRSD application and can be tailored to meet DHHR requirements.</p> <p>If the restricted leave process is very different from the flow for ADA accommodation, a custom restricted leave request will be provided. It will have automated workflows and a playbook to prompt tasks, approvals, and automated notifications prior to 90 days, and automatically send out ADA paperwork.</p>
3.1.2.21	<p>Additional Users/Licenses may be needed and added per set cost and per each license.          (9 licenses are being used for bidding scenario only, quantity could increase or decrease during life of contract.</p>	<input checked="" type="checkbox"/>	<p>User licenses for HRSD are based on the number of employees and contractors served by the application. Therefore 5000 users have been quoted for this CRFQ. Licenses may increase over the life of the contract, at a per user rate, provided with the quote</p>
3.1.2.22	<p>Must provide online training for license holders at no cost.</p> <p>System upgrades, enhancements, and error corrections must be at no</p>	<input checked="" type="checkbox"/>	<p>For go-live on-site training for the DHHR staff members will be provided on-site in <b>Charleston, WV</b>. Training is also included for superusers.</p> <p>A training video with hands on practice materials will be provided to satisfy online training needs.</p> <p>One major release upgrade per year is included in the quote. There is no</p>

	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	<input checked="" type="checkbox"/>	<p>additional license fee for upgrades, only the hours for testing and implementation support are required.</p> <p>ServiceNow patches will be published to correct platform errors and release new functionality. There is no charge for the patches, except for testing and implementation, budgeted in Sustaining Support.</p> <p>Prior to deployment into production, each Requirement/Deliverable will be tested internally by the BizSolutions.Tech team, then tested and approved by the DHHR acceptance test resource(s). If despite this due diligence, a defect is found after it is implemented, in the first 30 days, BizSolutions.Tech will perform the correction under warranty at no charge. If identified after 30 days, the remedy will be corrected and billed against the Sustaining Support budget.</p>
Addendum A	Requires compliance with SaaS regulations in NIST SP 800-210.	<input checked="" type="checkbox"/>	ServiceNow is compliant with role-based access required by NIST to protect sensitive data. In fact, ServiceNow offers the highest level of government security available in the marketplace, FedRamp Level 1.
Addendum A	The agency will manage the software and will rely on the software vendor to provide support and or make changes to the structure of the software as needed. Maintenance agreements beyond the scope or terms of this contract will be procured as needed.	<input checked="" type="checkbox"/>	ServiceNow provides updates for corrections or small enhancements. Two major versions are released per year. The software updates are included in the licensing, but the support for deploying the updates is not. This support should be included in the Maintenance Agreement.

## Experience and Success Stories

### ServiceNow HR Service Delivery Implementations

The following implementations have been built on the ServiceNow HR Service Delivery Platform. Their successes are a testament to efficiencies DHHR can achieve.

City of Santa Monica, California  
 Employees: 1,900

Implemented:  
 HR Service Delivery,  
 Customer Service Management,  
 and IT Service Management

**Digitization in Santa Monica makes life easier for citizens**

<b>140K+</b> Hours saved over 2.5 years	<b>50%</b> Increase in NPS for services	<b>90%</b> Of paper forms digitized
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University of California, Irvine (UCI)  
 Employees: 24,000

Implemented:  
 HR Service Delivery

Video and story link:  
<https://www.servicenow.com/customers/uci.html#!>

**How do we connect 400 departments and 38 divisions?**

[Watch Video](#)

<b>50%</b> Self-service achieved during 2021	<b>36K</b> Tickets handled in 2021	<b>87%</b> Ease of use score achieved
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Ryder Trucks  
 Employees: 48,000

Implemented:  
 HR Service Delivery,  
 and IT Service Management

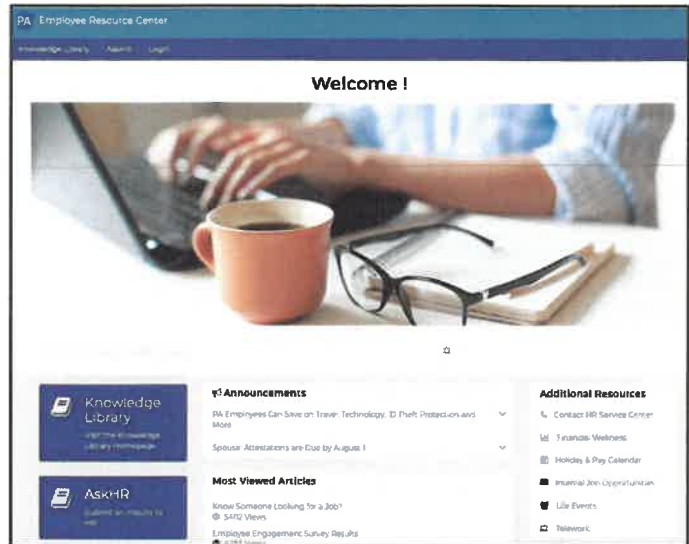
**Ryder connects workforce on unified employee portal**

<b>80%</b> Increase in HR agent efficiency	<b>91%</b> Increase in access to knowledge content	<b>10%</b> More cases received in H2 2022 compared to H1 2022
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Commonwealth of PA  
 Employees: 75,000

Implemented:  
 HR Service Delivery  
<https://player.vimeo.com/video/731059848>

NASPE Award - 2021



City of Raleigh, North Carolina  
 Employees: 4,500+

Implemented:  
 HR Service Delivery,  
 IT Service Management  
 IT Operations Management  
 Strategic Portfolio Management  
 Vulnerability Response  
 Hardware Asset Management  
<https://www.servicenow.com/customers/raleigh-north-carolina.html>





**BizSolutions.Tech Certifications and Implementation Experience**

The following summarizes BizSolutions.Tech’s extensive certifications, teaching credentials, and implementation experience. Those items specifically related to the capabilities and components of this DHHR Attendance Management System, are highlighted with the green check mark.

Education and Teaching Credentials	Implementation Experience								
Accreditation - HR Service Delivery Accreditation - Public Sector Digital Services Certified Implementation Specialist (CIS) Customer Service Management Pro IT Service Management Pro Certified System Administrators (CSA) Certified Application Developers Certified to teach ServiceNow courses:	Customers: Sport Vehicle Manufacturers, Financial Institutions, Toy Manufacturers, Data Centers, Aerospace, Satellite Manufacturers, Restaurants, Banks, Retailers, Point of Sale Manufacturers								
<div style="border: 1px solid blue; border-radius: 15px; padding: 10px; text-align: center;">  Administration Fundamentals                          Service Portal Fundamentals                          Platform Implementation                     </div> <div style="border: 1px solid blue; border-radius: 15px; padding: 10px; text-align: center; margin-top: 10px;">  ITSM Fundamentals                          ITSM Implementation                          Service Mapping                     </div> <div style="border: 1px solid blue; border-radius: 15px; padding: 10px; text-align: center; margin-top: 10px;">  Custom User Training                     </div>	<ul style="list-style-type: none"> <li>&gt;80 Implementations <span style="float: right;">✓</span></li> <li>10 Upgrade cycles, since 2017 <span style="float: right;">✓</span></li> <li>Customer/Citizen Portal <span style="float: right;">✓</span></li> <li>Employee Portal <span style="float: right;">✓</span></li> <li>Mobile Development <span style="float: right;">✓</span></li> <li>Service Catalog <span style="float: right;">✓</span></li> <li>Catalog items &gt; 500 <span style="float: right;">✓</span></li> <li>Entitlements, Costing, Time Tracking and Billing <span style="float: right;">✓</span></li> <li>Workspace <span style="float: right;">✓</span></li> <li>Workflow <span style="float: right;">✓</span></li> <li>Dashboards and Reporting <span style="float: right;">✓</span></li> <li>Integrations – Zoom, Teams, Jira, Salesforce, Slack, Custom <span style="float: right;">✓</span></li> <li>Performance Analytics <span style="float: right;">✓</span></li> <li>Custom Development</li> <li>Multiple Languages (English, German, Dutch, Spanish)</li> <li>United States Government Security controls</li> </ul>								
<div style="border: 1px solid blue; border-radius: 15px; padding: 10px;"> <p> Micro-Certs</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Flow Designer</td> <td style="padding: 5px;">CMDB Health</td> </tr> <tr> <td style="padding: 5px;">Configure the CMDB</td> <td style="padding: 5px;">Predictive Intelligence</td> </tr> <tr> <td style="padding: 5px;">Performance Analytics</td> <td style="padding: 5px;">Integration Hub</td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;">Virtual Agent</td> </tr> </table> </div>	Flow Designer	CMDB Health	Configure the CMDB	Predictive Intelligence	Performance Analytics	Integration Hub	Virtual Agent		
Flow Designer	CMDB Health								
Configure the CMDB	Predictive Intelligence								
Performance Analytics	Integration Hub								
Virtual Agent									

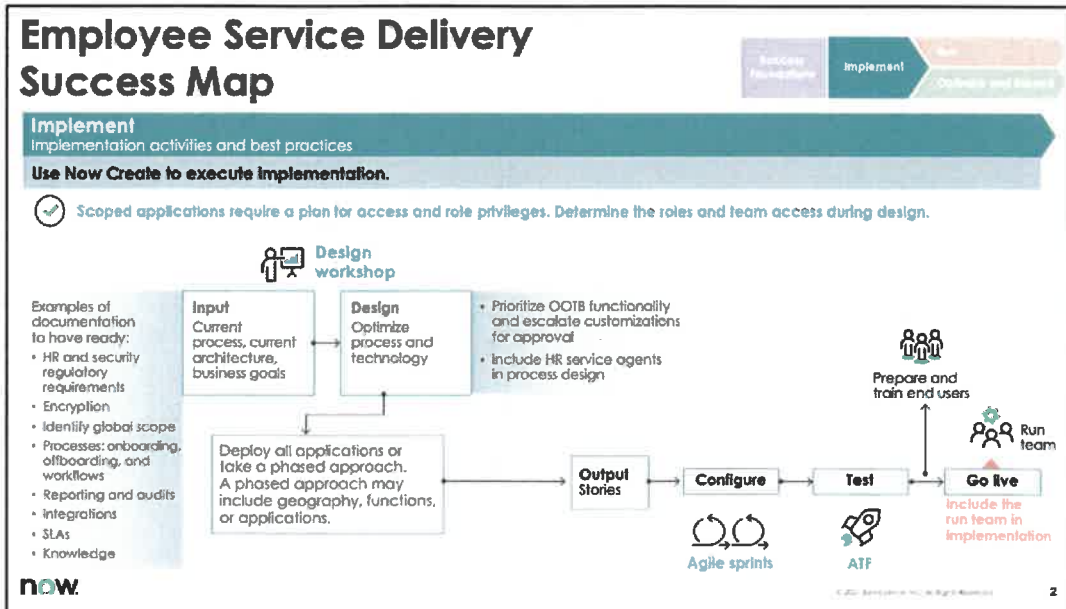
## Program Management Methodology

BizSolutions.Tech uses the ServiceNow methodology, Now Create, for managing the development releases. Why use Now Create?

- **Faster time to value:** The Now Platform is deployed quickly so that customers can start benefiting from their investment.
- **Scalability and adaptability:** Now Create provides the best delivery approach to meet the demands of even the largest and most complex customers.



- Collaboration is central to our approach.



### BizSolutions.Tech Provided Resources

Engagement Manager	Project Manager/ Scrum Master	Business Analyst	Developers/ Administrators	Testers	Training Developers	Instructors
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Detailed Roles and responsibilities will be provided during project kickoff.

### DHHR Required Resources

Resources – DHHR				
Executive Decision Maker	Executive Stakeholders	One Subject Matter Expert for each case type (ADA, MLOA, etc.)	Representative for each user persona: Employee/Requester, Approver	User Acceptance Testers

- Executive Decision Maker – Makes funding decisions.
- Executive Stakeholders – Identifies objectives to be met.
- Subject Matter Experts (SME) – Defines process definition for a given type of case (ADA, MLOA, etc.) lifecycle, in collaboration with BizSolutions.Tech team. Responsible for making decision when multiple DHHR opinions are presented. Responsible for providing input to the development stories (requirements) and approving the documentation prior to development starts. If procedures are desired for the case tasks, the SME would be responsible for providing the text for the task instructions.
- Representatives for each persona – Provides feedback on solutions built, within the scope of the project (employee/requester, approver).
- User acceptance test participants – Ensures functionality is working as defined in the stories (caseworker).

**Teamwork is key to our success!**



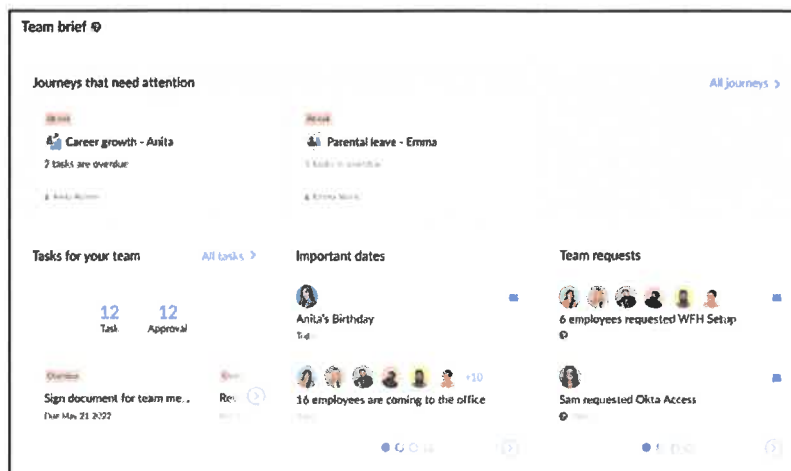
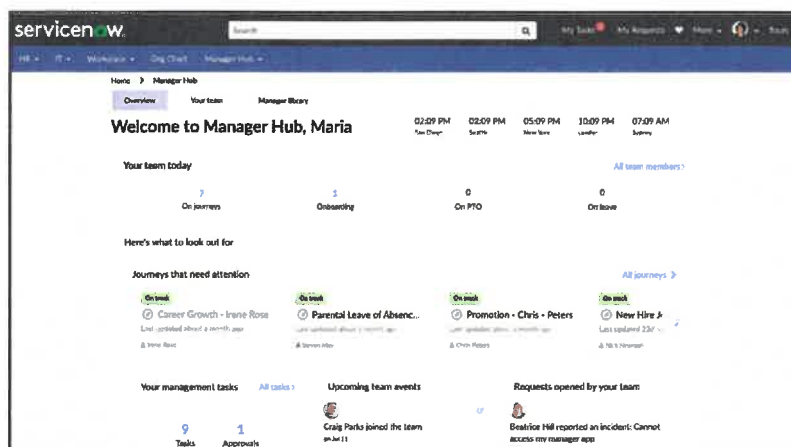
## Growth Potential

We recognize this initial phase focuses on managing attendance. However, West Virginia can utilize the HR Service Delivery application and single architecture on the Now Platform to take advantage of pre-built and no-code capabilities for all Human Resources' needs, from Employment Verification to 401K Plan Enrollments.

By taking the full magnitude of HR Service Delivery into consideration up front, new services can be added, tailored to the agency's requirements, and quickly implemented. This brings accelerated and increased value for the agency's investment.

Other built-in capabilities include the Manager Hub and Campaign Automation.

## Manager Hub



## Key Benefits


- Get a comprehensive view into your team journeys, daily team stats, pending, learnings, and important dates
- Gain quick access to Journeys where managers can initiate, track and personalize employee journeys
- Enable managers to receive notifications and take action on employee tasks and requests that need immediate attention
- Access curated content for managers, news and announcements, and leadership development resources in a single place
- Provide managers with tools and resources to better support employee needs

### Manager library

Resources and tools for you to work, think and grow as a leader


#### Things to focus on this quarter

##### Employee voice




Results from our latest employee voice survey are available soon. Leaders may see anonymized results from their team and be expected to focus on goals for improvement.

##### Annual goals



After company goals are announced, teams and employees can set their goals too. We have a new guide and tool to help you through this process.

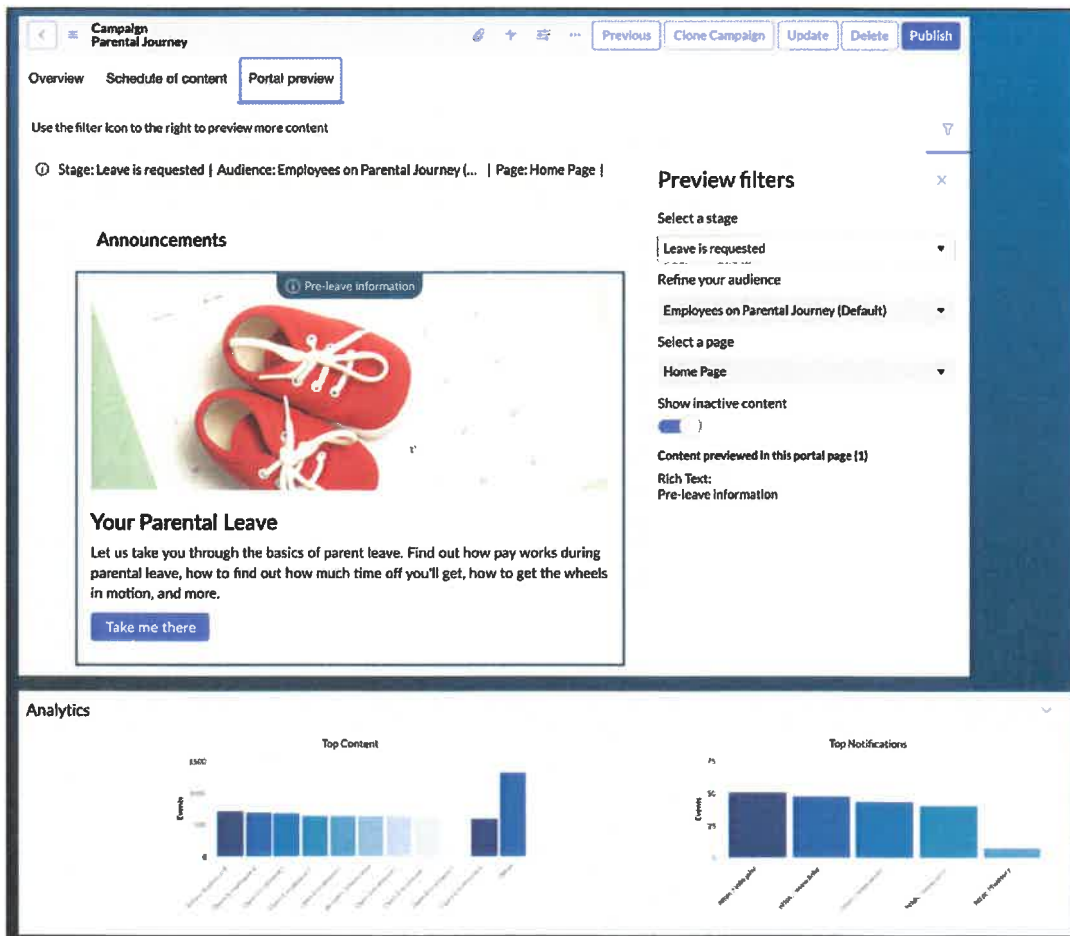
##### Coaching and feedback



Learn best practices of giving feedback and hone your unique coaching style. How does this make you an effective leader and boost your team's productivity?

## Communication Campaign Automation

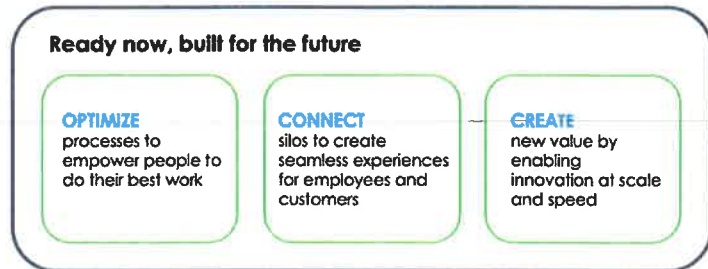
HRSD also offers coordinated communication campaigns to support your employees through transitions along with reporting to evaluate the effectiveness of the various communication efforts.



The screenshot shows the 'Campaign Management' interface for a 'Parental Journey' campaign. At the top, there are navigation tabs: Overview, Schedule of content, and Portal preview (which is selected). Below the tabs, there are buttons for Previous, Clone Campaign, Update, Delete, and Publish. A filter icon is present on the right. The main content area is titled 'Announcements' and features a card for 'Pre-leave Information' with an image of red shoes. The card text reads: 'Your Parental Leave. Let us take you through the basics of parent leave. Find out how pay works during parental leave, how to find out how much time off you'll get, how to get the wheels in motion, and more.' Below the card is a 'Take me there' button. On the right side, there are 'Preview filters' including: 'Select a stage' (Leave is requested), 'Refine your audience' (Employees on Parental Journey (Default)), 'Select a page' (Home Page), and a toggle for 'Show inactive content'. Below the filters, it shows 'Content previewed in this portal page (1)' with the text 'Pre-leave Information'. At the bottom, there is an 'Analytics' section with two bar charts: 'Top Content' and 'Top Notifications'. The 'Top Content' chart shows 'Pre-leave Information' as the top content. The 'Top Notifications' chart shows 'Pre-leave Information' as the top notification.

## The Continuous Improvement Journey

It all begins with ServiceNow's single, unified platform that can weave together the way your business works.



As you start to map more processes and workflows across the organization, the organization becomes more and more connected. Eventually, you get to the point where everything is connected, where you've digitized your mission critical services, and you've built a service mesh or fabric that's linking everything together.

The value of flexibility is unique to each customer. It is not uncommon for use cases to evolve and for realization of additional uses and business opportunities to occur. There is no limit to the ways you can reinvent new ways to work across the enterprise more efficiently.

The Now Platform creates the **foundation for opportunity and continuous improvement.**

- Lay the foundation for a shared services center of excellence that facilitates more self-service among employees.
- Improve agility for HR to adapt to employee needs — specifically, a scalable solution that can layer in a unified service experience.
- Provide integrations for third-party employee service portals.

**"Each of our HR centers has their own funding stream so we couldn't tell them to stop utilizing their homegrown time and attendance system. But I can consolidate all of their data at our level. Over time, the goal is to turn off all of the different systems and remove the siloed structure of our approach to HR."**

*Deputy chief human capital officer, United States Department of Health and Human Services*

Technology is vital to creating new possibilities. The Now Platform will enable you to imagine a more holistic vision for employee experience, now and into the future.



Start small, think **BIG**. The possibilities are endless.

The ServiceNow platform really opens the door for us to completely revolutionize how HR is done in the federal government ... the bottom line is, I have so much flexibility with this system that the world is our oyster.

— Chief human capital officer, United States Department of Health and Human Services

HR professionals that used ServiceNow Human Resources Service Delivery saw these qualified benefits:



Figure 18-Forrester customer study findings

The value of improving employee productivity by delivering a unified service experience over three years:

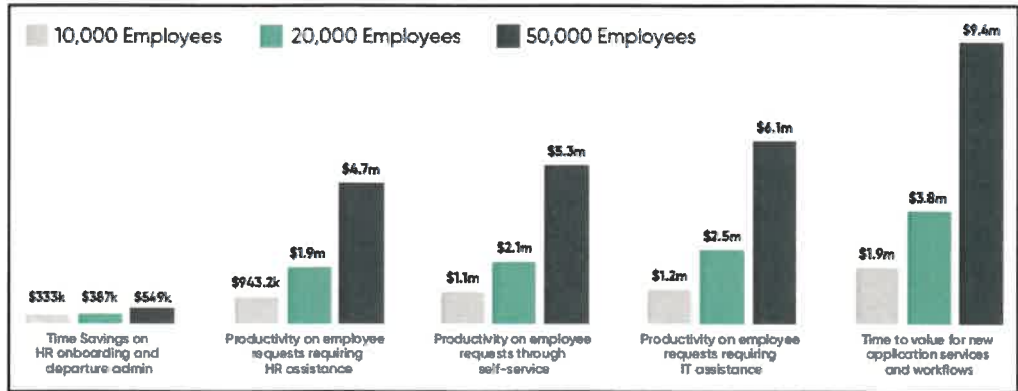


Figure 19-Forrester customer study findings



There's so much more to this journey, let's have a discussion!

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## Deliverables

### On-site Workshop

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During the Workshop, team members from BizSolutions.Tech and DHHR will meet to discuss and align on the process, data, and reporting requirements. The output from the workshop will be the requirements, in the form of stories. Travel expenses will not be required, as the key team members are located in **Charleston, WV**.

### User Management

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User management will be facilitated via integration with WVOasis. These user records will be for all employees/contractors who are using the Employee Center portal, and all the caseworkers who will be responding to requests from the portal.

### Portal

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Employee Center portal will provide the following for DHHR's employee customers: announcements, knowledge articles, service catalogs, order forms for each type of case, ability to check status and communicate with caseworker, ability to receive automated work tasks and complete, and ability to look up information, policies, and procedures.

### Cases, Workflows and Playbooks

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Cases, flows, and playbooks will be provided for the following case types:

- FMLA
- MLOA
- PLA
- ADA
- Donated Leave Approvals
- Restricted Leave Approvals
- Disciplinary Issues and Actions

### Workspace

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A HRSD Agent Workspace with landing page summarizing incoming unassigned work, assigned work, and service timer alerts will be provided with additional pages for work lists. Purpose-built case forms, showing procedures, and playbook to guide the caseworker through automated and manual process steps.



## Integrations

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### Integrations to include:

- Kronos – for timecard related data. Integration to be built using a ServiceNow connector for Kronos integrations.
- WVOasis – for employee profile data. Integration to be built using REST or SOAP APIs.
- State and Federal Regulations – for qualification decision making. Integration to be built using a ServiceNow module for regulatory compliance.

## Foundational Data

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The standard HRSD Data Module includes structures for employees, , emergency contacts, households, assignment groups, users, roles, etc. These structures will be configured per the requirements. Data that are available in spreadsheets will be uploaded. Data entry training will be provided if needed.

## Reports and Dashboards

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The following reports and dashboards will be included in the proposed solution:

- Executive Dashboard – metrics for overall organization
- DHHR Supervisor Dashboard – metrics for overall department
- Caseworker Dashboard – metrics for individual performance

## Training Materials, Video, and Class Sessions

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### *DHHR User Training Development*

User training materials will cover the lifecycle of one type of case, to demonstrates the common features of the different record lifecycles. Materials to include:

- Instructor Slides
- Hands-on practice exercise
- Quick reference cards
- Training video for new hires, after go-live



### *DHHR On-Site Class Sessions*

Room Requirements – If students can bring their own computers, a training room will be provided at our offices at the Northgate Office Park. Otherwise, a room needs to be provided with computers that have supported browsers and internet access.

### *Training Session Content and Audiences*

Course	Audience	Location	Days	Students
Case Management and Navigation	Caseworkers	On-site, Charleston, WV	1 Day	9
Reporting and Dashboards – Creating	Superusers	On-site, Charleston, WV	1 Day	5
Mail Templates – Managing				
Knowledge Management – Creating				
ServiceNow Administration	Administrators	On-site, Charleston, WV	3 Days	5
Open House – Q&A, Marketing	DHHR Staff	On-site, Charleston, WV	½ Day	Unlimited

### Testing and Warranty

Prior to deployment into production, each Requirement/Deliverable will be tested internally by the BizSolutions.Tech team, then tested and approved by the DHHR acceptance test resource. If, despite this due diligence, a defect is found after it is implemented, in the first 30 days, BizSolutions.Tech will perform the correction under warranty at no cost. After 30 days, the remedy will be corrected and billed against the sustaining support budget. See section, Sustaining Support below for more information.

### Sustaining Support

Sustaining Support will be included in a Maintenance Contract, negotiated separately, per the comments in Addendum A. Our general approach to sustaining support is as follows:

*Sustaining support will be provided, with a budget set for the calendar year. This includes time required for upgrades. The hours are only charged if used and may be used for enhancements, provided the upgrade hours are reserved and used first before using on enhancements.*

Due to the Maintenance Contract being separate, the sustaining support budget was not included with this quote.

## Signatures

**IN WITNESS WHEREOF**, the parties by their duly authorized representatives have agreed to this SOW.  
The effective date of this exhibit shall be the earliest date of signature below.

### ServiceNow

By: 

Name: Larry Coune

Title: Account Executive – State and Local

Date: June 27, 2023

### Business Solutions and Technologies, LLC:

By: 

Name: Michael R Stockman

Title: Founder / CEO

Date: June 27, 2023

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.: CRFQ MIS2300000005

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.

Business Solutions and Technologies, LLC  
Company

Michael R. Hochman  
Authorized Signature

June 27, 2023  
Date

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

## CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents of all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, United States Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.


Organization: Business Solutions and Technologies LLC

Street address: 1 Creative Place

City, State, Zip: Charleston, WV 25311

Diana Lewis  
CERTIFIED BY: (type or print)

VP Strategic Initiatives  
TITLE:

  
(signature)

6/28/23  
(date)