



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 4

List View

- General Information**
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1135905	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0803
Vendor ID: VS0000018765	SO Doc ID: DOT2300000067
Legal Name: VERTOSOFT LLC	Published Date: 12/15/22
Alias/DBA:	Close Date: 12/21/22
Total Bid: \$482,551.00	Close Time: 13:30
Response Date: 12/20/2022	Status: Closed
Response Time: 15:42	Solicitation Description: ADDENDUM NO_1 Auditing Cloud-hosted SaaS (81230041)
Responded By User ID: jay@vertosoft.co	Total of Header Attachments: 4
First Name: Jay	Total of All Attachments: 4
Last Name: Colavita	
Email: jay@vertosoft.com	
Phone: 703-568-4703	



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Auditing Cloud-hosted SaaS				482551.00

Comm Code	Manufacturer	Specification	Model #
43231516			

**Commodity Line Comments:** Year 1: \$109,445 + (addition users at \$1667 / user)  
Year 2: \$82,800.00  
Year 3: \$89,424.00  
Year 4: \$96,578.00  
Year 5: \$104,304.00

**Extended Description:**

Auditing Cloud-hosted SaaS



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> 1135905			<b>Reason for Modification:</b>
<b>Doc Description:</b> Auditing Cloud-hosted SaaS (81230041)			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2022-12-05	2022-12-21 13:30	CRFQ 0803 DOT2300000067	1

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** Vertosoft, LLC  
**Address :** 1602  
**Street :** Village Market Blvd, Suite 215  
**City :** Leesburg  
**State :** VA **Country :** **Zip :** 20175  
**Principal Contact :** Lindsey Ernst  
**Vendor Contact Phone:** 571-707-4130 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

John W Estep  
 304-558-2566  
 john.w.estep@wv.gov

**Vendor Signature X** *Lindsey Ernst* **FEIN#** 81-3911287 **DATE** 12/20/2022

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

**ADDITIONAL INFORMATION****REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation (WVDOT) to purchase Auditing Cloud-hosted SaaS to be utilized by the West Virginia Transportation Auditing Division. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

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

DEPT. OF TRANSPORTATION  
1900 KANAWHA BLVD E,  
BLD. 5 RM-720

DEPT. OF TRANSPORTATION  
1900 KANAWHA BLVD E,  
BLD. 5 RM-720

CHARLESTON WV  
US

CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Auditing Cloud-hosted SaaS				

Comm Code	Manufacturer	Specification	Model #
43231516			

**Extended Description:**  
Auditing Cloud-hosted SaaS

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2022-12-13

	Document Phase	Document Description	Page
DOT2300000067	Final	Auditing Cloud-hosted SaaS (81230041)	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



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> 1135905			<b>Reason for Modification:</b> ADDENDUM NO_1 Vendor Questions and Responses
<b>Doc Description:</b> ADDENDUM NO_1 Auditing Cloud-hosted SaaS (81230041)			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2022-12-05	2022-12-21 13:30	CRFQ 0803 DOT2300000067	2

**BID RECEIVING LOCATION**

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 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

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**State :** VA **Country :** **Zip :** 20175

**Principal Contact :** Lindsey Ernst

**Vendor Contact Phone:** 51-707-4130 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**  
 John W Estep  
 304-558-2566  
 john.w.estep@wv.gov

**Vendor Signature X** *Lindsey Ernst* **FEIN#** 81-3911287 **DATE** 12/20/2022

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

**ADDITIONAL INFORMATION**

ADDENDUM NO\_1

Addendum No\_1 issued to publish and distribute the attached information to the Vendor Community

**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation (WVDOT) to purchase Auditing Cloud-hosted SaaS to be utilized by the West Virginia Transportation Auditing Division. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

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CHARLESTON WV  
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
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**Extended Description:**

Auditing Cloud-hosted SaaS

**SCHEDULE OF EVENTS**

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1	Tech Questions due by 10:00am	2022-12-13

# SOLICITATION NUMBER: CRFQ DOT2300000067

## Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT2300000067 ("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

### Additional Documentation:

Vendor Questions and Responses

Bid Opening remains 12/21/2022 at 1:30pm

### 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.

CRFQ DOT23\*67 WVDOT Auditing Cloud-Hosted SaaS Technical Q&A

Q1 Are you expecting a full written proposal? The reference RFQ suggests pricing and confirmation of functionality

**Agency Response:** A full written proposal is not required. Vendors must follow the instructions listed in "CRFQ DOT2300000067 Inst to Vendors.pdf". By a Vendor submitting a bid and signing the terms and conditions certification and signature page; Vendors are agreeing they have reviewed the solicitation and specifications in its entirety and they understand the requirements, terms and conditions contained in the Solicitation.

Q2 Is 508 compliance a mandatory requirement? The Pentana application has not been through the 508 process but it is in use with a number of state and federal government agencies who can confirm that the following functionality makes the system acceptable.

- Hover over text (rather than relying on colors)
- Screen size can be manipulated (expanding or increasing the size of text to be read or entered)
- Audible text

**Agency Response:** The question is in reference to item number twenty-one (21) of the "CRFQ DOT2300000067 WVCloud-SaaS Procurement Addendum.pdf"- Compliance with Accessibility Standards ; the items listed in the "CRFQ DOT2300000067 WVCloud-SaaS Procurement Addendum.pdf" may be negotiated before contract award however the mandatories listed in the "CRFQ DOT2300000067 Specifications.pdf" are non-negotiable.

Q3 Is FedRAMP hosting a requirement or of interest at all?

**Agency Response:** It is not a requirement of CRFQ DOT2300000067 and not at this time.

Q4 Is analytics / continuous monitoring important, nice to have, or not something the team is interested in?

**Agency Response:** Vendors providing bid responses must meet all mandatory requirements listed in "CRFQ DOT2300000067 Specifications.pdf".

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ DOT2300000067**

**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 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.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

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

## EXHIBIT A - PRICING PAGE

### Auditing Cloud-Hosted SaaS RFQ (81230041)

LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305

Contract Item Number	Description	Unit of Measure	Estimated Quantity*	Year One Unit Cost	Optional - Year Two Unit Cost	Optional - Year Three Unit Cost	Optional - Year Four Unit Cost	Optional - Year Five Unit Cost	Extended Cost
<b>Auditing Cloud-Hosted SaaS Subscription / License</b>									
4.1.1, 4.1.2, 4.1.1.2.	Enterprise SaaS Subscription - Must at a minimum include 25 core user licenses, 1500 audits annually, 100 integration workflows (automation) annually, 50 integration monitors (automation) annually and unlimited stakeholders	EA	1	\$76,667.00	\$82,800.00	\$89,424.00	\$96,578.00	\$104,304.00	\$345,469.00
4.1.1, 4.1.2, 4.1.1.2.1	Enterprise SaaS Subscription Per Additional Core User (per license)	EA	1	\$1,667.00					\$1,667.00
<b>Auditing Cloud-Hosted SaaS Services**</b>									
4.1.3.1	Initial Cloud-Hosted SaaS Implementation Fee (lump sum)	LS	1	\$32,778.00					\$32,778.00
4.1.3.2	Initial Cloud-Hosted SaaS Virtual Instructor Led Training (hourly rate)	HR	4						\$0.00
4.1.3.3	Virtual Instructor Led-Training (hourly rate)	HR	100						\$0.00
4.1.3.4	Virtual Administrator Training (hourly rate)	HR	25						\$0.00
4.1.3.4	On-Site System Administrator Training (hourly rate)	HR	25						\$0.00
4.1.5	Cloud-Hosted SaaS Professional Services Support On Site Rate (hourly rate)	HR	100						\$0.00
4.1.5	Cloud-Hosted SaaS Professional Services Support Virtual Rate (hourly rate)	HR	100						\$0.00
						<b>TOTAL AMOUNT OF BID →</b>			<b>\$379,914.00</b>
<p>* The estimated purchase volume for new licenses represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.</p> <p>**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. Location: 1900 Kanawha Boulevard E. Building 5, Charleston, WV 25305</p> <p>***Optional Renewals- Year Two through Year Five may be renewed by Change Order upon mutual agreement between the Vendor and Agency.</p>									

Lindsey Ernst

Vendor Signature



Presented By:



# Proposal for Audit Software

**PRESENTED TO**

**West Virginia Department of Transportation**

**SALES TEAM**

**Lindsey Ernst**, Government Sales Manager

**James van Rooyen**, Regional Sales Director II

**Christy Fong**, Solutions Consultant

**Katja Freeman**, Principle, Audit Risk Compliance

**Geoff Thomasson**, Director of Advisory Services

Diligent Corporation  
111 West 33rd Street, 16th Floor  
New York, NY 10120

December 20<sup>th</sup>, 2022

West Virginia Department of Transportation  
Building 5  
1900 Kanawha Blvd E  
Charleston, WV 25305  
Attn: John Estep

RE: Proposal for Audit Software to West Virginia DOT

Dear John and the WVDOT evaluation team,

Vertosoft, as an Authorized Reseller for Diligent, is pleased to respond to WV DOT's CRFQ-0803-DOT2300000067-2. We understand that selecting an Audit Management tool that meets your needs can be a daunting task. We are excited to participate in this evaluation for audit software and hope to demonstrate via this proposal how Diligent can create a long-standing partnership which aligns with WVDOT's goals.

Thank you for the opportunity to participate in this evaluation. If you have any questions don't hesitate to contact me or my team.

Sincerely,

Lindsey Ernst  
Lindsey@vertosoft.com  
703-851-2195

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## Executive Summary

With over 30 years of experience providing Audit solutions to governments, Diligent's industry leading software allows customers to unlock their potential and have greater efficiency and insight of their audit function.

Diligent builds award-winning, cloud-based Audit, Risk and Compliance software to drive change in some of North America's largest government organizations. We are on a mission to unite and strengthen individuals and entire organizations through our integrated HighBond software platform. With more than 25,000 customer organizations in 130 countries and over 700 government customers in North America, Diligent works to support agencies at any stage in their maturity journey. Whether these professionals are managing audits, assessing risk, measuring controls, monitoring compliance, or testing data, HighBond manages, organizes, and automates the audit workflow.

Diligent will partner with WVDOT to help drive efficiency and program maturity across the Audit function. WVDOT can expect to achieve the following positive business outcomes: increased efficiency, greater visibility, assurance and confidence to leadership, and an increased scope and quality of audits/risk assessments.

## Diligent Facts

Diligent has brought together a wide range of products from ACL, Galvanize and Steele to provide an end-to-end modern governance approach. We are recognized as a leader in many analyst reports, including:



## What Makes Us Different

There are many solutions in the market today and choosing a vendor that fits your needs is extremely important. Here are a few reasons that make us a unique vendor:

**Integrated  
Analytics**



**FedRAMP / IL5  
Hosting**



**Audit Domain  
Expertise**



**Unified Platform**



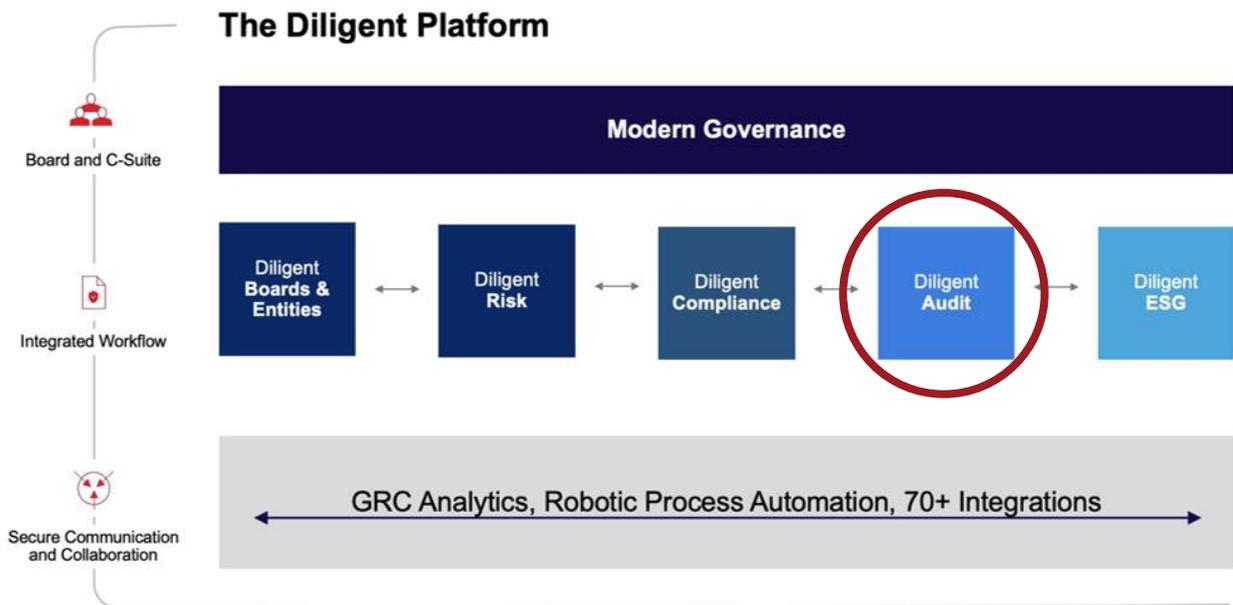
**Robust Reporting  
Capabilities**



# The HighBond Platform

HighBond by Diligent is designed to streamline your audit, risk and compliance activities. Easily oversee grants, manage internal controls, monitor program performance, and protect taxpayer funds and data in a single platform

More than 700 local and state/provincial governments worldwide have turned to Diligent to address their governance, risk, and compliance challenges. Explore some of the ways our platform can help make your job easier.



## Common Government Use Cases:

- Audit Workpaper Management
- Program Oversight
- Contracts Oversight
- Whistle Blower Hotline
- Automated Control Monitoring
- Enterprise Risk Management
- Improper Payments
- Grants Oversight
- Fraud Investigations





## Account Team

Your Diligent account team has an extensive audit, risk, technical and domain knowledge and will be able to support you at every step of your evaluation, implementation and beyond.



### **James van Rooyen** | Regional Sales Director II

- 4 years in public sector tech sales
- Manage and support Diligent's mid-west government customers
- Extensive Government procurement experience



### **Christy Fong** | Solutions Engineer

- 6 Years of IT Project Management experience
- Responsible for demonstrations and customizations of HighBond
- Detailed public sector knowledge



### **Katja Freeman** | Principal, Audit, Risk Compliance

- 10 years at the City and County of Denver, most recently held position as the Audit Director
- 15 years of performance audit, analytics, and policy experience
- 



### **Geoff Thomasson** | Director, Advisory and Consulting

- 10 years of audit and risk experience
- KPMG
- Certified Public Accountant (CPA)

## Implementation Strategy

Change can be difficult, and although our platform is intuitive, the nature of our customers work can be complex. We provide an integrated learning approach, developed by education specialists with decades of experience to engage and enable teams.



## Implementation Support

Because Diligent is a configurable platform and not built completely from the ground up, this allows our implementation times to shorten, allowing our customers to be up and running within a matter of weeks.

### Experienced Onboarding Team

We pride ourselves in providing an implementation team that has extensive audit and risk backgrounds. Our Diligent customer success teams comprises of our Adoption Managers who average 10 years of Audit experience who will be there to ensure you have a successful onboarding with HighBond.

After the initial implementation, we provide a dedicated resource called a Client Partner who is there to help execute on your short and long term vision with the platform, increase usage and adoption, and provide recommendations from other customers they've seen in the industry.

We anticipate that the implementation team to comprise of 3-5 individuals who will work with WVDOT's subject matter experts to ensure you are fully implemented and successfully using the platform with an estimated timeline of 8-12 weeks.



#### **Imad Jebara** | VP, Global Customer Operations

- 13 years of audit and risk experience
- KPMG
- Certified Public Accountant (CPA), Masters of Business Administration (MBA)



#### **Geoff Thomasson** | Director, Advisory and Consulting

- 10 years of audit and risk experience
- KPMG
- Certified Public Accountant (CPA)



#### **Jimmy Shapira** | Advisory and Consulting Manager

- 4 years of audit experience
- Deloitte
- Extensive customer onboarding experience

## Diligent Security

At Diligent, we take security seriously, especially for our government customers who in many cases manage sensitive data. We are one of the only cloud hosted FedRAMP vendors on the market.

Every person, team, and organization using our service expects their data to be secure, available, and handled according to strict confidentiality and privacy principles at all times—and we understand how important this is.

We have built our global business on the trust our customers place in our ability to safeguard their data and continue to maintain that trust through our security and compliance initiatives and culture of continuous improvement.

### Our commitment

We are committed to providing a robust and secure service that protects our customers' data.

We provide our service to customers, and we also use it ourselves—storing our corporate data in our products. We do so knowing that our platform is built upon industry-leading security technology, refined principles and practices, and ongoing investments in security training, testing, independent audits, expert consulting, and advanced tooling.

We are committed to providing all necessary documentation to make our customers comfortable, including our SOC2, ISO27001, Penn Testing, CAIQ, BCP's and more.

#### FAQ:

- Hosted on AWS
- SOC 2 provided with a Mutual NDA in place
- FedRAMP and IL5 authorized
- Multi-layered security environment following the principles of least privilege
- Customers have full ownership of user access controls



## Current Customers

Diligent has been providing audit, risk compliance solutions to state/local government transit customers for over 30 years and works with over 700 government agencies across the United states.

