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INTERNATIONAL
SOFTWARE
SYSTEMS, INC.

Response to One-Stop Shop Permitting Program Request for Information (RFI)

RFI# CRFI 0201 SEC2600000001

Submission Date – August 29, 2025, 1:30PM

Submitted by:

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Signature *Bhaskar Ganti*

Date 08/29/2025

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1. Transmittal Letter

Ms. Tara Lyle, Buyer Supervisor
Department of Administration
Purchasing Division
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Post Office Box 50130
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Email: tara.lyle@wv.gov

International Software Systems, Inc. (ISSI) appreciates the opportunity to respond to this Request for Information (RFI) to provide One-Stop Shop Permitting Program for the State of West Virginia.

Founded in 1995, ISSI has three decades of experience delivering enterprise systems for state and federal agencies. We bring proven expertise in enterprise-scale modernization, agile program management, and multi-agency collaboration. ISSI successfully replaced the legacy TEMPO system with ISSI's Environmental Tracking System (ETS), supporting more than 12 distinct programs with modernized workflows, GIS integration, and online payments. This effort streamlined permit issuance, compliance, and enforcement.

Beyond MDE, ISSI has provided the U.S. Environmental Protection Agency (EPA OARM) with the design, development, and ongoing maintenance of over 30 mission-critical applications and has successfully delivered enterprise solutions for the Maryland Department of Health (MDH) and the Maryland Insurance Administration (MIA). These projects involved data migration, integration with legacy portals, reporting, and robust security controls; all directly aligned with the integration, scalability, and compliance needs identified by West Virginia.

Our proposed solution, ETS, is a highly configurable one-stop solution designed to integrate with existing permitting portals such as ESS, ERIS, RBDMS, OnBase, and ePay. It fully supports multi-agency onboarding, secure workflows, GIS capabilities, and payment integration. ISSI will apply a hybrid Agile/PMBOK framework that combines the structure of PMBOK with the flexibility of Agile. This approach supports phased implementation with defined milestones, continuous stakeholder engagement, and ensures the solution is fully tested and ready for statewide go-live.

ISSI is CMMI Level 3 appraised and certified in ISO 9001:2015 for quality and ISO 27001:2022 for security. These credentials reflect our commitment to rigorous project management, robust security practices, and continuous improvement. With our demonstrated success in delivering an enterprise ePermitting system of similar size and complexity, ISSI is confident in our ability to partner with the State of West Virginia to implement our unified permitting system, ETS.

Thank you for the opportunity to respond to this important initiative. We look forward to supporting West Virginia in transforming its permitting operations to better serve its agencies, citizens, and businesses.



Sincerely,
Bhaskar Ganti, President/CEO

2. Technical Response

2.1 Please describe your ability and methodology to establish the One-Stop Shop Permitting solution. (RFI Section# 3.2.1)

International Software Systems, Inc. (ISSI) has extensive experience implementing enterprise solutions for state governments. Most notably, ISSI designed and implemented the Environmental Tracking System (ETS) for the Maryland Department of the Environment (MDE), replacing its legacy TEMPO system. ETS modernized permitting, licensing, compliance, and enforcement workflows across 12 environmental programs. Through this effort, ISSI not only streamlined MDE's permitting operations with a responsive web application and GIS/payments integration but also delivered significant savings by migrating from Oracle to SQL Server, avoiding nearly **\$1M** in costs. This successful implementation demonstrates ISSI's ability to modernize multi-agency permitting processes and deliver cost-effective results.

Agile/Scrum Delivery Framework

ISSI applies a disciplined **Agile/Scrum** methodology to ensure transparency, flexibility, and incremental delivery of business value. Project management will be conducted using JIRA, which provides visibility into sprint planning, backlog prioritization, and progress tracking for all stakeholders. Each sprint follows a cycle of planning, designing, developing, testing, and deploying, with a focus on delivering functional increments that contribute to the Minimum Viable Product (MVP), demonstrated at the end of each iteration. This approach fosters collaboration with agency staff, accelerates adoption, and ensures that the solution evolves in step with statutory requirements and user needs.



For West Virginia, ISSI proposes a phased Agile of the implementation of the ETS, ISSI's ePermitting System. ETS is a proven, configurable platform that can be tailored to each agency's permitting workflows. Our approach would begin with high-priority agencies (Commerce, DEP, DOT) and expand to additional agencies in subsequent phases, onboarding permit types and workflows through configuration and incremental builds. Where agencies already maintain functional portals, ISSI can integrate ETS with those systems via APIs to avoid disruption, while paper-based or outdated systems can be transitioned directly into ETS workflows. This strategy balances speed, risk reduction, and adaptability.

At MDE, ISSI successfully implemented the ETS system using the same Agile approach. We delivered a comprehensive solution that included full permitting and inspection workflows, supported by a modern .NET web front end. The system integrates with Power BI and offers extended functionality such as GIS mapping and online payment capabilities. Frequent sprint reviews, backlog grooming, and stakeholder feedback ensured alignment with MDE's operational requirements. This experience provides a direct blueprint for implementing ETS in West Virginia as the foundation for the One-Stop Shop.

ISSI will provide a cross-functional team consisting of project managers, functional specialists, technical specialists, and developers to support the implementation and any necessary customizations of the proposed ETS solution. We bring proven methodologies, reusable permitting modules from ETS, and the flexibility to adapt to West Virginia's specific agency requirements.

2.2 Provide examples of previous similar work products. (RFI Section# 3.2.2)

With a distinguished history of IT support services to federal, state, and commercial entities, ISSI's core competencies include software development and modernization, IT-managed services, operations and maintenance, staff augmentation, and cloud implementation. Underlying each offering is a security that provides foundational value for all our products and services. ISSI's repertoire includes developing highly customizable and scalable COTS products such as the Enterprise Tracking System (ePermitting Platform), the Grants Management System, and the Enterprise Complaint Tracking System.

In collaboration with the agency stakeholders, ISSI implemented Agile methodologies, .NET, and Python technologies, involving the key steps of requirements gathering and analysis, planning resources, timelines, and milestones, developing system architecture and design specifications, writing the code to build system modules and components, and conducting end-to-end testing of system performance, user acceptance, and bug fixes before deployment into the cloud. ISSI also provided comprehensive user training to ensure a smooth transition and effective system adoption.

In addition to comprehensive documentation, we established disaster recovery, incident reporting, and escalation procedures. These preventive measures ensured timely and appropriate system backups and recovery in case of system failure and minimized downtime. Following these procedures, we have implemented 50 systems, including the COTS Learning Management System, at Federal agencies such as the Social Security Administration, the Library of Congress, Dallas Area Rapid Transit, and the University of Maryland. Several of these implementations required integration with third-party systems, requiring API connectivity and compatibility.

Our responsiveness to agencies' evolving needs has resulted in repeated contract awards from satisfied clients. ISSI proudly maintains a CMMI Level 3 certification, demonstrating our commitment to process maturity. We adhere to the quality and security standards set forth by ISO 9001:2015 and ISO 27001:2022.

Team ISSI's expertise in enterprise solutions is exemplified by our projects with the Maryland Department of the Environment (MDE) and the Maryland Department of Health (MDH). For MDE, ISSI successfully implemented an Environmental Permit Tracking System (ETS), enabling online processing of permit applications and compliance enforcement across 12 distinct programs with unique environmental standards and regulations. Similarly, ISSI designed and developed a Membership Database & Subsidy Payment System (MDSPS) for MDH, facilitating the receipt, review, and adjudication of applications for the Senior

Prescription Drug Assistance Program. This system parallels the functionalities required for online permit systems.

Given our extensive experience and hands-on expertise in implementing enterprise systems, ISSI is exceptionally qualified to deliver a one stop shop permit system for State of West Virginia. Our detailed past performance, outlined below, demonstrates our capability to handle projects of comparable size and complexity successfully delivered to entities with similar jurisdictions.

Maryland Department of Environment (MDE)

The Maryland Department of the Environment (MDE) is a state agency responsible for protecting and preserving Maryland's air, water, and land resources. It ensures *that environmental regulations are enforced* and provides guidance and support for environmental conservation and sustainability efforts.

ISSI provided an enterprise-wide e-permitting platform to remediate the user community's many challenges with their legacy system. Over 12 MDE Programs rely on this application for permit requests, eligibility reviews, approvals, compliance, enforcement, and investigations. The twelve (12) MDE programs capture permit data in the TEMPO system, requiring a solution to integrate with the user endpoints of these programs. The agency's businesses, contractors, and local governments now use the system.

Solutions Approach

A Project Management Plan consisting of the following was generated:

- Schedule, Deliverables, and Milestones
- Scope, Resource, and Schedule Management
- Risk and Change Management
- Implementation Plan, Systems Integration
- Data Migration
- System Training
- Testing and Quality Assurance
- Go-Live and Technical Support Strategy
- System Documentation

Consistent with the Project Plan, ISSI performed extensive requirements gathering to modernize the Tools for Environment Management Protection Organizations (TEMPO) permit tracking system database and the agency programs that use it to capture data on various water, air, and waste permits.

The comprehensive and thorough requirements knowledge and gap analysis for an enhanced UI and user experience (UX) helped our team focus on streamlining workflows for the 12+ environmental programs as desired by the agency.

The *web-enabled permit Tracking* system was built on the .NET framework. The *architecture was designed with* end-users in mind to automatically gather and track applicants'

information, manage online permit issuance and re-issuance, monitor compliance, generate reports, and keep up with regulatory updates, eliminating duplicative manual processes.

The prioritized user stories were delivered in Sprints, followed by demonstrations to the stakeholders for feedback and subsequent updates. Our team ensured the security of the system for each sprint deliverable.

Supported Technologies

Oracle 11g	C#	JavaScript	HTML5
SQL	Bootstrap 4	Ajax	CSS 3.0
ASPOSE	jQuery	.NET	

Outcome:

- ETS streamlined permit processing across 12 programs, eliminating duplicative manual steps and significantly improving productivity.
- Enabled inspectors and administrators to track violations, manage enforcement actions, and generate automated reports.
- Saved the Agency approximately \$1M in costs.
- ETS supports more than 7,000 applicants and internal users, providing a unified, efficient, and scalable permitting environment.

Key features of the solution:

■ Simplified permit issuance for residents and industries.	■ Seamless compliance enforcement.
■ User-friendly and one-stop solution.	■ Two portal solutions – Applicant and Agency portals.
■ Automated end-to-end solution.	■ Invaluable insights into environmental activities.
■ Flexible integration for seamless workflows.	■ Configurable and automated workflows based on the program.
■ Robust in-built document management.	■ Ability to raise complaints and schedule inspections online.
■ Error logging.	■ Audit log and record history.
■ Effortless user account management – role and group assignment.	■ Flexible account tiers for streamlined management.
■ Configurable automated email notifications.	■ Configurable letter templates.
■ Integration with ArcGIS.	■ Online payments module - PCI-DSS version 3.0 compliant.
■ Integrated pre-defined and ad-hoc reports using Power BI.	■ Individual component help descriptions as well as an online help guide.
■ Robust and secure system.	■ Mobile responsive design.
■ 508 compliant.	

Relevance:

ISSI's ETS implementation for MDE is directly comparable to the goals of West Virginia's One-Stop Shop initiative. It demonstrates our ability to:

- Consolidate multi-program permitting into a single, streamlined system.
- Implement modernized workflows that improve both applicant and staff experience.
- Ensure continuity of operations during migration from legacy systems.
- Deliver cost savings through strategic technology modernization.

2.3 Identify your company name, primary contact person, phone, and email. (RFI Section# 3.2.3)

Company Info	Company Details
Name of Company	International Software Systems, Inc.
Business Address	7337 Hanover Parkway, Suite A, Greenbelt, Maryland
Primary Contact Person	Sajan Ahuja, Director of Business Development
Telephone Number	301-886-8823
E-mail	sahuja@issi-software.com
Company Web Address	https://www.issi-software.com/
GSA Contract Number	47QTCA19D0016
DUNS	155075369
Accreditations/ Certifications	<ul style="list-style-type: none">• Small Business, Minority Business Enterprise• ISO 9001:2015 for Quality Management• ISO 27001:2022 for Information Security• CMMI Level 3 for Development• ITIL for continuous improvement

2.4 Describe how your solution would address adding additional permits and licenses for the participating agencies, when necessary, as well as adding additional agencies and their permitting requirements that may come online after the fact. (RFI Section# 3.2.4)

ISSI's proposed solution, ETS, is designed to be modular and configurable, allowing new permits, licenses, and even entire agencies to be onboarded without disruptive redevelopment. At the Maryland Department of the Environment, ETS successfully supported 12+ programs, each with distinct workflows, eligibility rules, and compliance requirements. This experience provides a proven model for ETS that can be configured to add agencies and permit types for West Virginia's One-Stop Shop initiative.

Adding New Permits and Licenses

- Administrators have the ability to easily add new permit or license types through the system's configuration interface:
 - Relevant sidebar tabs and sections (such as documents, status tracking, inspections, payments, etc.) can be created or configured for the new permit type.
 - Associated tasks and workflows can be defined and linked to the new permit, enabling these activities to appear appropriately under the Work Activity Log for tracking and transparency.

- **Workflow Flexibility** – Permits with simple intake/review processes or more complex multi-stage approvals can be modeled through ETS's configurable workflow engine.
- **Incremental Rollout** – New permits can be piloted with select programs, refined based on user feedback, and then scaled across the state, consistent with Agile/iterative delivery.

Adding New Agencies Over Time

- Our system also supports the seamless onboarding of new agencies. Administrators can add new agencies by entering required information such as agency name, contact details, and relevant classifications.
- **API-First Integration:** For agencies with an existing system (e.g., DEP's ERIS and ESS, DOT's OnBase, OEHS's ePay), ETS can integrate via standard APIs, aligning with WV's preferences. This approach avoids forcing replacement of functioning systems while still presenting a unified dashboard to applicants.
- **Digital Enablement for Paper-Based Agencies:** For agencies without existing portals (e.g., OEHS), ISSI can rapidly configure ETS modules to digitize their permit workflows and migrate them into the One-Stop system.
- **Parallel Operations:** As with MDE, ETS allows new agencies to run in parallel with their legacy systems until full migration is approved, minimizing disruption.

Scalability

- ETS was architected to scale across multiple programs; at MDE it processes thousands of permit applications annually.
- The platform supports role-based security and multi-agency administration, ensuring that each department retains ownership of its regulatory processes while benefiting from shared infrastructure.
- Additional agencies can be brought online in phased manner (e.g., Commerce, DEP, DOT in Phase 1; Tourism, Revenue, OEHS, SOS in Phase 2), consistent with WV's statutory timeline and phased implementation preference noted in the Q&A.

West Virginia has identified approximately 285 permit types across 7 departments. ETS's configurable design ensures that these permits can be digitized and integrated over time, whether through direct onboarding, API connections to existing portals, or new module development for agencies currently relying on manual processes. By leveraging a proven, scalable permitting framework, ISSI ensures that the One-Stop Shop remains adaptable as regulations evolve, new permits are created, and additional agencies come online.

2.5 How would you address permitting portals currently in use by state agencies. (RFI Section# 3.2.5)

ISSI recognizes that several West Virginia agencies already operate permitting portals and related systems. Our solution, ETS, is designed to complement and integrate with these existing investments rather than forcing wholesale replacement. This approach ensures continuity of operations while enabling unified applicant experience across the One-Stop Shop.

ISSI proposes the ETS as the One-Stop Shop permitting solution; a two-portal solution with an external portal for applicants and a secure internal portal for agency staff, each governed by role-based access controls (RBAC). This model allows ETS to serve as the single point of entry for applicants while still supporting the diverse needs of different agencies and staff roles.

Several West Virginia agencies have existing permitting portals in use, such as DEP's ERIS/ESS, DOT's OnBase system, OOG's RBDMS, OEHS's ePay platform, and ABCA's GL Solutions licensing system. ETS can integrate with these existing platforms through standard APIs (preferred by the State in the RFI Q&A), enabling data exchange while preserving agency investments. This ensures real-time synchronization of application data, payments, and status updates. For agencies that currently operate only with paper-based or PDF processes (e.g., OEHS), ETS provides configurable permitting modules that can digitize workflows and bring them into the One-Stop system.

Our proposed architecture supports two primary integration scenarios:

- ETS as the applicant-facing front end: In this model, ETS provides a unified user interface for citizens and businesses, while passing data securely to existing back-end systems like ERIS or RBDMS to complete processing. This creates a seamless experience for applicants without disrupting agency operations.
- ETS as the workflow backbone: Where an existing front end is retained (e.g., OnBase), ETS can serve as the underlying workflow and reporting engine, orchestrating reviews, approvals, inspections, and compliance tracking while ensuring data integrity across systems.

This flexible integration approach would allow the State to take advantage of ETS's unified One-Stop portal while continuing to leverage existing agency portals. Over time, programs can be migrated fully into ETS as systems if business needs dictate, ensuring a smooth transition that balances modernization with continuity of service.

2.6 Describe how you handle security and privacy/cyber security as well as backups and disaster recovery within your solution. (RFI Section# 3.2.6)

ISSI integrates security and privacy at every stage of system design, deployment, and operations. Our approach aligns with federal and state requirements, including NIST SP 800-53 controls and FIPS 199 categorization, while ensuring that all data is FedRAMP compliant, encrypted in transit and at rest, and stored exclusively within U.S. facilities. Role-Based Access Control (RBAC), multifactor authentication, and continuous audit logging protect sensitive permitting, financial, and proprietary applicant information, as required by the enabling statute.

Backup and Data Protection

ISSI's backup and recovery strategy is designed to maintain the confidentiality, integrity, and availability of permitting data. Backups are performed on a scheduled, automated basis using both full and incremental approaches, with retention policies aligned to agency

requirements. Encrypted (AES-256) backups are maintained across multi-tiered storage solutions that include secure on-premises repositories, cloud platforms, and geographically separate off-site facilities. We regularly conduct restoration drills to verify the recoverability of data, ensuring that the system can be restored quickly and reliably if needed.

High Availability and Redundancy

To minimize downtime and maintain operational continuity, ISSI deploys high-availability architectures with load balancing and automatic failover. Critical system components are replicated across multiple availability zones and, when required, across separate geographic regions. Databases leverage synchronous and asynchronous replication to maintain data integrity while reducing the risk of data loss during unexpected events.

Disaster Recovery and Business Continuity

ISSI maintains a tested Disaster Recovery (DR) Plan that enables rapid restoration of services in the event of a disruption. Recovery objectives (RTO/RPO) are clearly defined in consultation with client requirements. Depending on the hosting model, we support warm and hot site configurations that allow seamless failover with minimal interruption. Automated recovery playbooks and a dedicated incident response team ensure that recovery steps are executed quickly and consistently. In addition, regular disaster simulations validate the effectiveness of recovery procedures and ensure readiness.



Compliance and Standards

Our practices are informed by ISO 27001, SOC 2, and NIST frameworks and are consistent with regulatory requirements including HIPAA, GDPR, and state data protection statutes. This ensures that the One-Stop-Shop solution will not only meet statutory mandates but also adhere to industry best practices for security, privacy, and business continuity.

Hosting Recommendation

While the State has indicated flexibility in considering vendor-hosted, State-hosted, or hybrid solutions, ISSI recommends a secure, AWS-based cloud deployment for scalability, resilience, and proven FedRAMP compliance. Within AWS, we leverage multi-AZ deployments, S3 versioning, RDS snapshots, and CloudWatch monitoring to ensure availability and resilience. Environment separation (Dev, UAT, Production) will be achieved using Virtual Private Clouds (VPCs), and deployment pipelines will be automated through AWS CodePipeline or GitHub Actions with rollback safeguards.

ISSI has successfully implemented comparable backup, redundancy, and disaster recovery strategies for MDH, MDE, and MIA. At MDH, these practices supported the secure migration of the Maryland Drug and Alcohol Regulatory System (MDSPS) to the cloud. At MDE and MIA, we ensured high availability and routine recovery testing for environmental and insurance permitting systems. These experiences demonstrate our ability to deliver secure, resilient solutions that protect sensitive data while supporting uninterrupted business operations.

2.7 How would you ensure that the solution will be operational by the deadline indicated in the statute and legislative rule. (RFI Section# 3.2.7)

ISSI's approach is to combine a structured *Project Management Plan* with *Agile/Scrum* delivery so that functionality is delivered in manageable increments, tested thoroughly, and refined based on stakeholder feedback. This ensures steady progress and reduces the risk of delays.

At the Maryland Department of the Environment (MDE), our team implemented the Environmental Tracking System (ETS) using this same approach. ETS was delivered in phases across 12+ programs, with legacy systems running in parallel until migration was complete. That experience gives us a proven model to apply in West Virginia.

Agile Delivery with Phased Rollout

- Development will proceed in 2–3-week sprint cycles, each delivering prioritized features tied to permit actions.
- Each sprint concludes with demonstrations in a staging environment, giving WV stakeholders the opportunity to validate requirements, suggest refinements, and approve features before they move to production.
- Agencies can be onboarded in phases (e.g., Commerce, DEP, and DOT as initial priorities, followed by Tourism, Revenue, OEHS, and SOS), aligning with statutory deadlines while spreading risk.

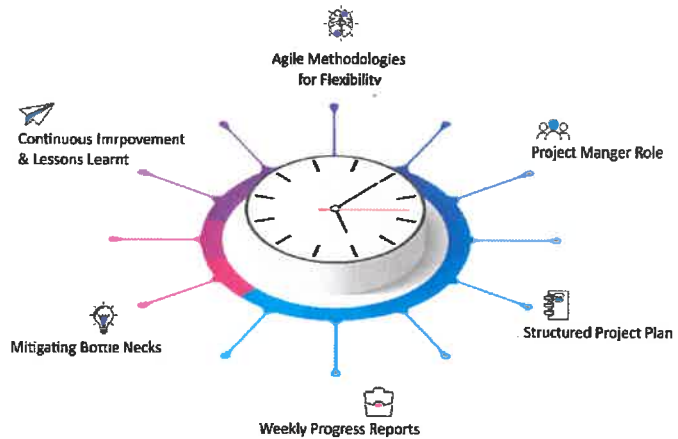
Project Management and Oversight

- A dedicated Project Manager will oversee schedule, resources, and deliverables, supported by JIRA for backlog tracking, sprint planning, and transparent reporting.
- Risks will be identified and prioritized early through structured risk sessions. Mitigation plans will be embedded into the master schedule to prevent slippage.
- ISSI applies PMBOK-aligned practices, including defined sign-off procedures, change management, and weekly status reviews with stakeholders.

Testing, Training, and Readiness

- Quality assurance is built into every sprint, with unit, functional, performance, and load testing performed before stakeholder review.
- User Acceptance Testing (UAT) will be conducted in the staging and production environments to confirm operational readiness.
- A comprehensive training plan (classroom or virtual) and step-by-step user walkthroughs will prepare staff for live operations.
- A deployment plan will outline tasks, roles, and timelines for each go-live phase, with post-deployment monitoring and warranty support.

ISSI has demonstrated its ability to meet tight schedules in several projects to include but not limited to MDE, the EPA, and SSA. By applying the same disciplined Agile approach, clear communication protocols, and risk-driven project management, we will ensure that the West Virginia One-Stop Shop permitting solution is fully operational by January 1, 2027, and positioned for exclusive use by July 1, 2027, as required by statute, as released within the Q&A. The project plan will be finalized after contract award.



2.8 Examples of previous solutions of similar size and scope. (RFI Section# 3.3.1)

ISSI has successfully delivered large-scale, enterprise permitting and regulatory systems for state and federal clients that closely align with the scope and complexity highlighted for West Virginia's One-Stop Shop initiative.

- **Maryland Department of the Environment (MDE) – Environmental Tracking System (ETS)**

The Maryland Department of the Environment (MDE) is a state agency responsible for protecting and preserving Maryland's air, water, and land resources. It ensures that environmental regulations are enforced and provides guidance and support for environmental conservation and sustainability efforts.

ISSI provided an enterprise-wide e-permitting platform to remediate the user community's many challenges with their legacy system. Over 12 MDE Programs rely on this application for permit requests, eligibility reviews, approvals, compliance, enforcement, and investigations. The twelve (12) MDE programs capture permit data in the TEMPO system, requiring a solution to integrate with the user endpoints of these programs. The agency's businesses, contractors, and local governments now use the system.

ETS features include:



- Two-portal design (public and internal) with role-based access controls.
- Integration with ArcGIS for mapping permit boundaries, inspection sites, and enforcement actions.
- Online payment processing (PCI-DSS compliant).
- Mobile-responsive, Section 508-compliant design for applicants and inspectors.
- NIST-aligned security framework with audit logging and encryption.
- Automated and ad-hoc reporting, including EPA data feeds.

ETS was implemented in phases, running in parallel with TEMPO to ensure continuity. By migrating from Oracle to SQL, ISSI delivered more than \$1M in savings to the State while eliminating user pain points in workflow navigation and reporting.

○ **Maryland Department of Health (MDH) – Membership Database and Subsidy Payment System (MDSPS)**

Leveraging .NET technologies and the Agile methodology, ISSI successfully automated and implemented a Membership Database and Subsidy Payment System (MDSPS) for over 25,000 active members enrolled in the Senior Prescription Drug Assistance Program.

The technical team migrated data from legacy database into the new system, ensuring the data was accurate and current. Additionally, ISSI supported all application and subsidy payment processing aspects, including eligibility verification, applicant/member document management, member demographic data storage and management, premium subsidy payment file generation, premium subsidy payments, historical storage and management, and financial tracking and reporting of SPDAP subsidy payments.

All historical member data/images from member applications, correspondence, premium subsidy payment files, and COB Input/ COB Response files were successfully migrated into the MDSPS for use in determining the applicant's eligibility for SPDAP, member's eligibility for continuation of premium subsidy payment, and generation of premium subsidy payments.

Delivered in four months, MDSPS automated workflows, and provided secure, web-based access for citizens and administrators. This project highlights ISSI's ability to meet statutory deadlines while ensuring accuracy in data migration, financial tracking, and compliance auditing.

○ **U.S. Environmental Protection Agency (EPA) – Office of Administration and Resources Management (OARM)**

ISSI supported EPA OARM in modernizing and maintaining 30+ enterprise applications supporting facilities management, environmental compliance, property management, health and safety, and pollution prevention.

Our responsibilities included:

- Requirements analysis, functional and data modeling, and system design.

- Development and integration of agency-wide portals to unify multiple workflows.
- Implementation of workflow approval processes for facilities budgeting and environmental management.
- End-to-end documentation, including Functional Requirements, System Engineering, and Design Analysis documents.
- A team of 26 staff (PM, BAs, architects, developers, QA, network engineers, helpdesk) to sustain and enhance mission-critical systems.

This effort demonstrates ISSI's ability to operate at federal scale, staffing large multi-disciplinary teams and delivering secure, integrated enterprise systems across diverse functional areas.

○ **Maryland Insurance Administration (MIA) – Enterprise Complaint Tracking System (ECTS)**

ISSI delivered an enterprise solution (3-portal) for citizens and insurance companies to exchange data and documents with the MIA. The system automated complaint intake, routing, and resolution, with integrated document management and workflow automation.

Our responsibilities included:

- Data migration into a new ECTS database.
- System integration, performance and security testing, and end-user training.
- Configurable workflows and secure document exchange.
- Concurrent use by over 2,000 internal and external users.

These past performances demonstrate that ISSI is fully capable of implementing a One-Stop Shop permitting system for West Virginia, leveraging our ETS solution.

2.9 Please describe pricing strategy options available to address the cost of buildout and maintenance of the program, including user fee options. (RFI Section# 3.3.2)

ISSI offers two flexible approaches for the State of West Virginia, so the solution can be tailored to best fit the states' needs:

1. License-Based Model

Under this model, the State of West Virginia would pay a one-time implementation fee for ETS to get the software fully deployed. After implementation, the State continues with a recurring license to use the software, which includes updates and ongoing support. This approach is ideal for a ready-to-use solution without the need to manage hosting or infrastructure. It's straightforward, predictable, and ensures the State's team always has access to the latest features.

2. Custom Development Model

If the State of West Virginia has specific workflows or unique requirements, we can develop software tailored just for those needs. The software would be hosted and operated on the State's own infrastructure, providing full control. Pricing is based on the development scope and effort, with optional support and maintenance to ensure smooth operation. This model is ideal for a fully customized solution that aligns perfectly with the State's processes and goals.

2.10 Any marketing materials, technical data or other relevant information to the solution. (RFI Section# 3.3.3)



WHAT IS ETS?

The ultimate solution to protect our environment



International Software Systems, Inc.'s (ISSI) ePermit Tracking System (ETS) is a web-based innovative solution designed to streamline environmental tracking for agencies, making it easier to log and track concerns, issue permits, and maintain compliance with federal regulations.

USER-FRIENDLY, ONE-STOP SOLUTION

- Simplifies permit requests with intuitive, online submissions, accelerating departmental review and approval of routed applications.
- Manages permit applications, approvals, and payments online.
- Tracks, monitors, inspects, and enforces statewide compliance with environmental statutes.
- Manages complaints and grievances.
- Generates automated compliance reports.

CUSTOMIZABLE AND SCALABLE

Upgrade or implement a modernized, enterprise-wide solution with flexible integration to meet your unique requirements.

SEAMLESS COMPLIANCE ENFORCEMENT

- Streamline compliance for a cleaner, safer environment.
- Simplify logging and tracking environmental violations.
- Stay up to date with changing laws using administrative modules.

SIMPLIFY PERMIT ISSUANCE FOR RESIDENTS AND INDUSTRIES

The solution enables organizations to process consumer complaints securely and efficiently from the consumer's home computer to your employees' office desktop or tablet.





**INTERNATIONAL
SOFTWARE
SYSTEMS, INC.**

www.issi-software.com

ENHANCED ENVIRONMENTAL OVERSIGHT

- Real-time monitoring capabilities.
- Invaluable insights into environmental activities.
- Key metrics tracking
- Accurate Data analysis

ACHIEVE ENVIRONMENTAL EXCELLENCE WITH ETS

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Mobile responsive design for easy access	Pre-defined and ad-hoc reports
Automated Email Notifications	Online payment module
Tailored Email Notifications	Integrated GIS component
Dynamic Task Automation & Collaboration Tracking	Seamless Document Integration & Control

TESTIMONIAL

"ISSI has been a fantastic partner on the ETS project. Their technical aptitude as well as their customer service is exceptional. The project team is exceptional at communicating with the stakeholders of the project. They always follow up with the business units and are very customer focused. ISSI identified a more cost-effective build with SQL as the new architecture. They were able to adapt to the changes and keep the project on time and within budget. I had a lot of confidence in the team from ISSI. The project had some changes that put a strain on the timeline. ISSI was able to deliver the project on time. ISSI has always been cost minded with the project funds. They have never overspent and if any of the costs were going to be higher for a particular sprint, they were able to communicate it to the stakeholders and work to keep the project budget on target."

Gary Anastasio, Director of Project Management, Maryland Department of Environment, Baltimore, Maryland

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Screenshots


Screenshots of ISSI Proposed ePermitting System, Environmental Tracking System (ETS)

Our technical capabilities are showcased below in the screenshots from our existing e-permitting system.

Application Portal


The screen below enables online services like Apply for new permit, Schedule inspections, and check permit status, and submit complaints.


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 **PERMIT APPLICATION PORTAL**


[Home](#) [About](#) [Permits](#) [Fees](#) [Public Health](#) [Environmental Justice](#) [MDE EJ Screening Tool](#)


OUR ONLINE SERVICES


 [Apply E-pay](#)

 [Schedule Inspections](#)

 [Check Permit Status](#)

 [Data Search](#)

 [Search Invoice](#)

 [Complaints](#)

Online Services - Inspection Requests

Please select one of the Search By methods below and define your search criteria first. Then, click the Search button to display the results. Fields with * are required items.


Search Criteria

Application Type* :
----- Select One -----

Number* :
Number

[Clear](#) [Search](#)

To search for a specific permit or license, select the Application Type from the dropdown menu, then enter the desired Permit or License Number, and click "Search". The MDE Web Site will then display details about the application (e.g., Site Address, Work Type, Application Date, etc.) and review and inspection status of the application. The results are displayed in the Details tab.

Search results are organized into sections, such as Application, Contractors, Licenses, Reviews, and Inspections, where applicable. Click a horizontal section bar to toggle between show and hide mode. The column header of both Reviews and Inspections listings also provide data sorting capabilities. The  icon indicates an "un-sorted" status. Click a column header to toggle the list sorting between ascending (↗) and descending (↘) order.

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The screen below enables online services to submit a complaint.


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OUR ONLINE SERVICES














Apply E-pay

Schedule Inspections

Check Permit Status

Data Search

Search Invoice

Complaints

Online Services - Submit a Complaint

Complainant Details

☐ Confidential ☐ Anonymous

Complainant Name :

Address Line 1 :

Address Line 2 :

Address Line 3 :

Municipality :

State :

Zip :

Complaint Details

*County :

Region :

*Problem Location :

*Complaint Type :

*Regulatory Program :

*Problem Description :

Problem Resolution/Comments :

*Occurred Date/Time :

PAF Number

Clear






Save Complaint

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The screen below enables online services to check the permit status without logging into the system.


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OUR ONLINE SERVICES














Apply E-pay

Schedule Inspections

Check Permit Status

Data Search

Search Invoice

Complaints

Online Services - Check Permit Status

Search Criteria

Agency ID* :

Search

Clear

Application Type* :
----- Select One -----
▼

Permit Number* :

To search for a specific permit or license, select the Application Type from the dropdown menu, then enter the desired Permit or License Number, and click "Search". The MDE Web Site will then display details about the application (e.g., Site Address, Work Type, Application Date, etc.) and review and inspection status of the application. The results are displayed in the Details tab.

Search results are organized into sections, such as Application, Contractors, Licenses, Reviews, and Inspections, where applicable. Click a horizontal section bar to toggle between show and hide mode. The column header of both Reviews and Inspections listings also provide data sorting capabilities. The icon indicates an "un-sorted" status. Click a column header to toggle the list sorting between ascending () and decending () order.

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The screen below enables online data search.


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 **PERMIT APPLICATION PORTAL**


AboutPermitsFeesPublic HealthEnvironmental JusticeMDE FJ Screening Tool


OUR ONLINE SERVICES














Apply E-paySchedule InspectionsCheck Permit StatusData SearchSearch InvoiceComplaints

Online Services - Data Search

Please select one of the Search By methods below and define your search criteria first. Then, click the Search button to display the results. Fields with * are required items.

Search Criteria

Agency ID:

Agency Name:

Permit Number:

Address:

Region:

--Select--

County:

--Select--

State:

--Select--

Municipality:

--Select--

Field Office:

--Select--

ZIP Code:

Search

Clear

Please type in the property address (Street Number and Street Name) and click on the search button to display a list of matching addresses from the MDE Permit System. Then, select an address to display all applications and permits for the address. Note that Street number and Street name are required fields. Please enter any one field.

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FEEDBACK

Comments and Suggestions

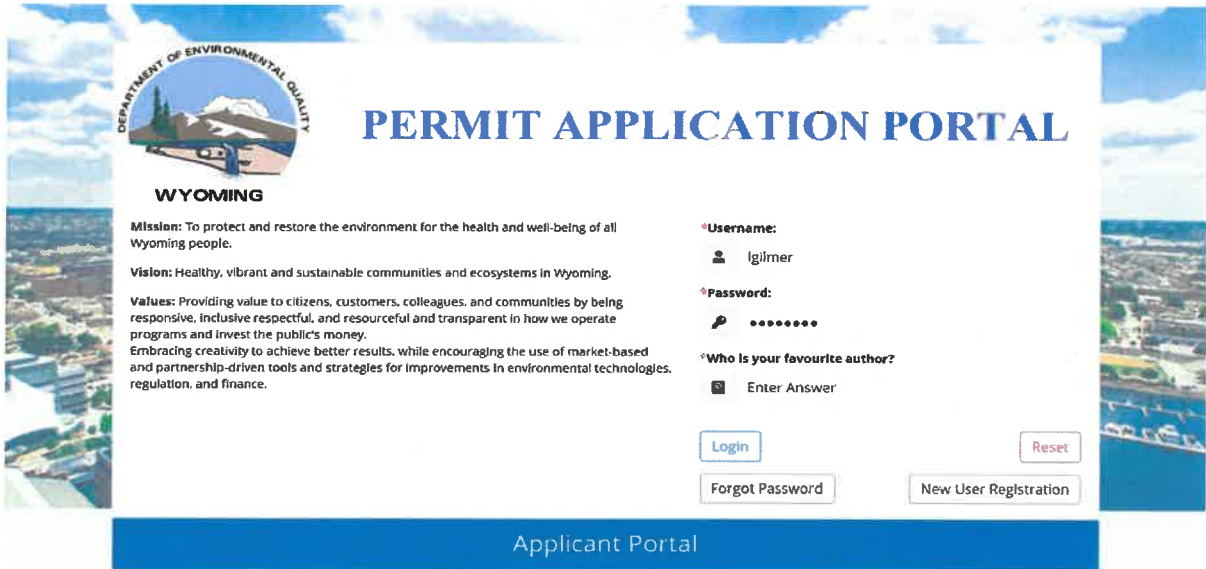
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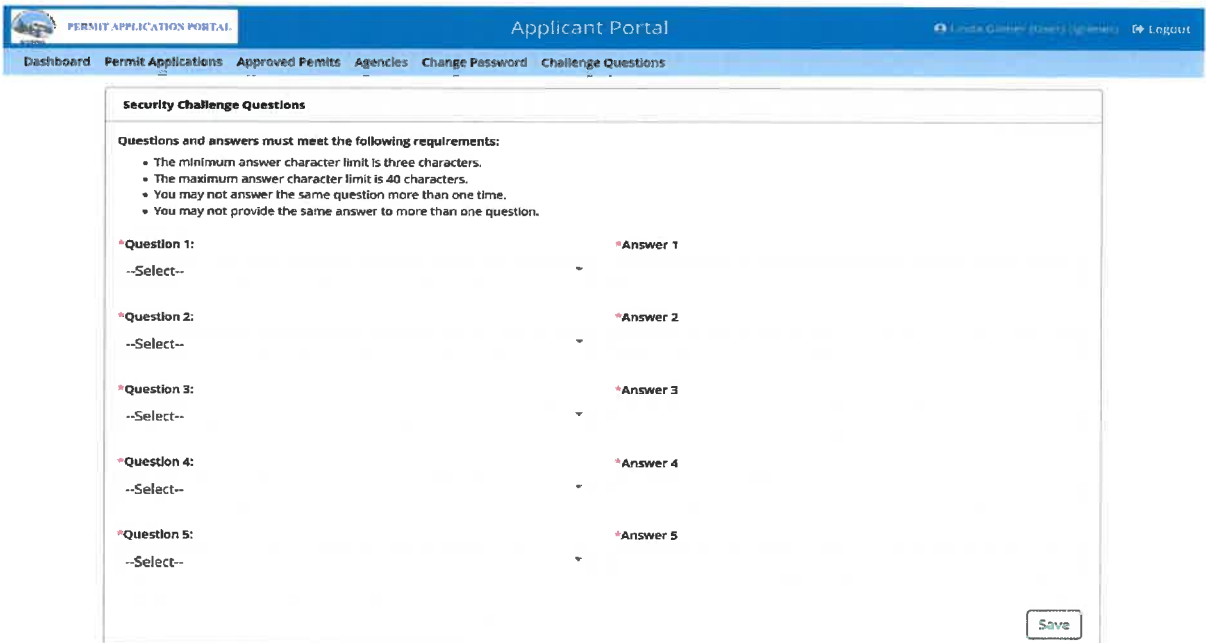
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The screen below enables new applicants to register while allowing returning applicants to use their previously used credentials.



The screenshot shows the 'PERMIT APPLICATION PORTAL' for the 'DEPARTMENT OF ENVIRONMENTAL QUALITY WYOMING'. It includes the department's mission, vision, and values. The login section has fields for 'Username' (with the example 'lgilmer') and 'Password' (masked with dots). Below these is a security question: 'Who is your favourite author?' with an 'Enter Answer' button. At the bottom of the login section are buttons for 'Login', 'Reset', 'Forgot Password', and 'New User Registration'. A blue banner at the bottom of the page reads 'Applicant Portal'.

The challenge questions are the security questions for user ID and password retrieval/reset if an applicant forgets his/her login credentials. Once answered correctly, it will take the applicant to change password screen. The screen below allows a user to modify their challenge questions after they log into their user account.



The screenshot shows the 'Applicant Portal' navigation bar with links to 'Dashboard', 'Permit Applications', 'Approved Permits', 'Agencies', 'Change Password', and 'Challenge Questions'. The 'Challenge Questions' page is titled 'Security Challenge Questions' and lists requirements for questions and answers. It contains five numbered questions, each with a dropdown menu for selection and a corresponding answer field. A 'Save' button is located at the bottom right of the form.

Security Challenge Questions

Questions and answers must meet the following requirements:

- The minimum answer character limit is three characters.
- The maximum answer character limit is 40 characters.
- You may not answer the same question more than one time.
- You may not provide the same answer to more than one question.

*Question 1:	--Select--	*Answer 1
*Question 2:	--Select--	*Answer 2
*Question 3:	--Select--	*Answer 3
*Question 4:	--Select--	*Answer 4
*Question 5:	--Select--	*Answer 5

Save

Application creation is allowed on the screen below. The Applicant can select the Program and search for permit types and permit classes to obtain the pertinent application form template.

Air

Land

Water

?

Show 10 ▼ entries

Search:

#	Program Description	Permit Type	Permit Class
10	Air Stationary Source	Administrative Amendment - Part 70 Permit to Operate	Part 70 Permits To Operate
22	Air Stationary Source	Amended State Permit to Operate	State Permits To Operate
110	Air Stationary Source	Certification of Public Convenience and Necessity	Permit Approvals
37	Air Stationary Source	Change of Ownership of Equipment	Registrations
60	Air Stationary Source	Change of Ownership Part 70 Permit to Operate	Part 70 Permits To Operate
103	Air Stationary Source	Change of Ownership Registration	Registrations
105	Air Stationary Source	Change of Ownership State Permit to Operate	State Permits To Operate
107	Air Stationary Source	Charbroilers and Pit Barbecues	General Permits
32	Air Stationary Source	Concrete Batch Plant	General Permits
45	Air Stationary Source	Dry Cleaner Initial Notification	Required Notifications

Showing 1 to 10 of 55 entries

Previous

1

2 3 4 5 6 Next

Selected Permit:

Please select a Permit Type

*** Application Date:**

10/20/2023

Permit Year:

2023

*** Description:**

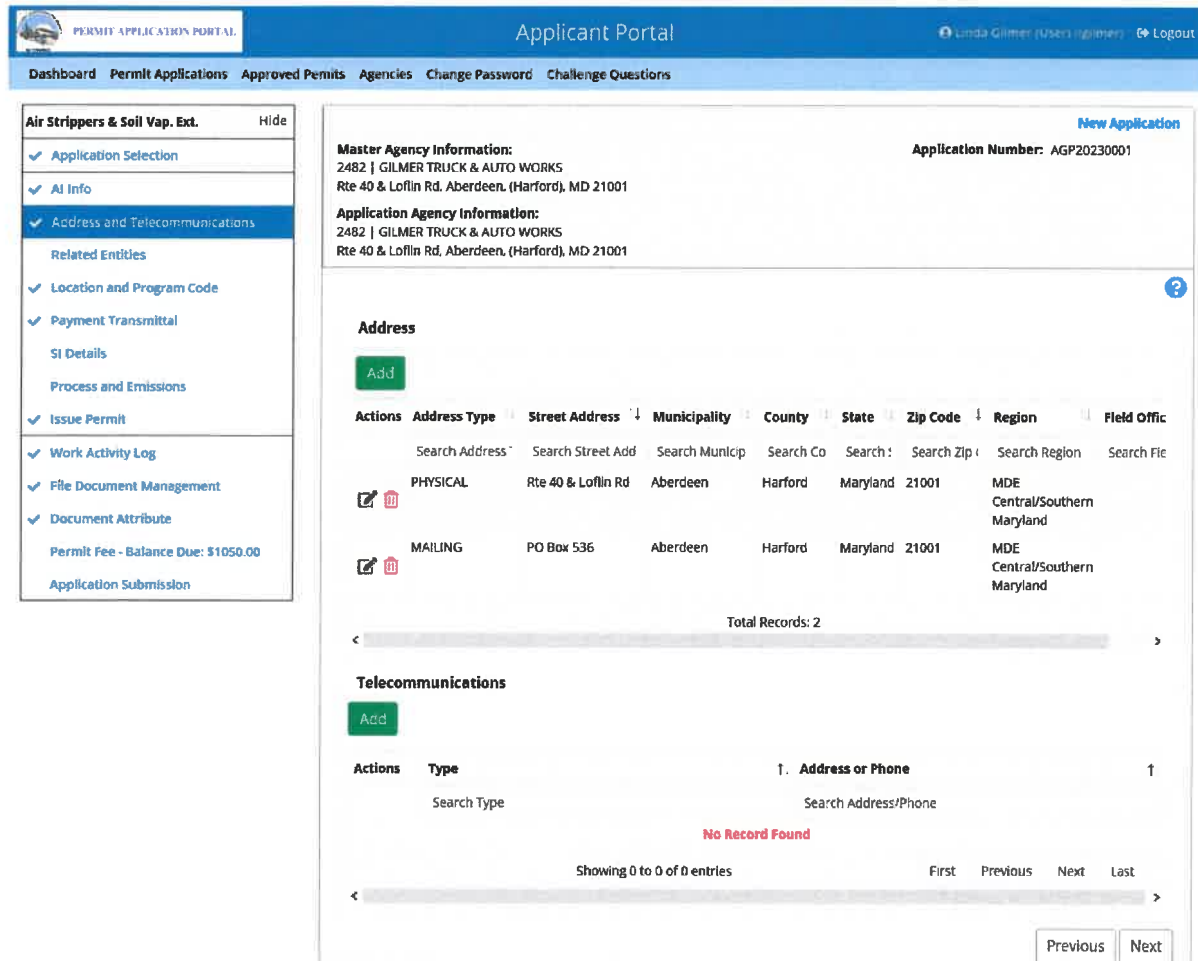
Bring Forward:

Use Blank Template

Save

Reset

Edit Application allows the applicant to perform editing actions.



PERMIT APPLICATION PORTAL Applicant Portal Linda Gilmer (User: lgilmer) Logout

Dashboard Permit Applications Approved Permits Agencies Change Password Challenge Questions

Air Strippers & Soil Vap. Ext. Hide

- Application Selection
- AI Info
- Address and Telecommunications**
 - Related Entities
 - Location and Program Code
 - Payment Transmittal
 - SI Details
 - Process and Emissions
- Issue Permit
- Work Activity Log
- File Document Management
- Document Attribute
- Permit Fee - Balance Due: \$1050.00
- Application Submission

Master Agency Information:
2482 | GILMER TRUCK & AUTO WORKS
Rte 40 & Loflin Rd, Aberdeen, (Harford), MD 21001

Application Agency Information:
2482 | GILMER TRUCK & AUTO WORKS
Rte 40 & Loflin Rd, Aberdeen, (Harford), MD 21001

Application Number: AGP20230001

Address

[Add](#)

Actions	Address Type	Street Address	Municipality	County	State	Zip Code	Region	Field Office
Search Address	Search Street Add	Search Municip	Search Co	Search :	Search Zip :	Search Region	Search File	
	PHYSICAL	Rte 40 & Loflin Rd	Aberdeen	Harford	Maryland	21001	MDE Central/Southern Maryland	
	MAILING	PO Box 536	Aberdeen	Harford	Maryland	21001	MDE Central/Southern Maryland	

Total Records: 2

Telecommunications

[Add](#)

Actions	Type	Address or Phone
Search Type		Search Address/Phone

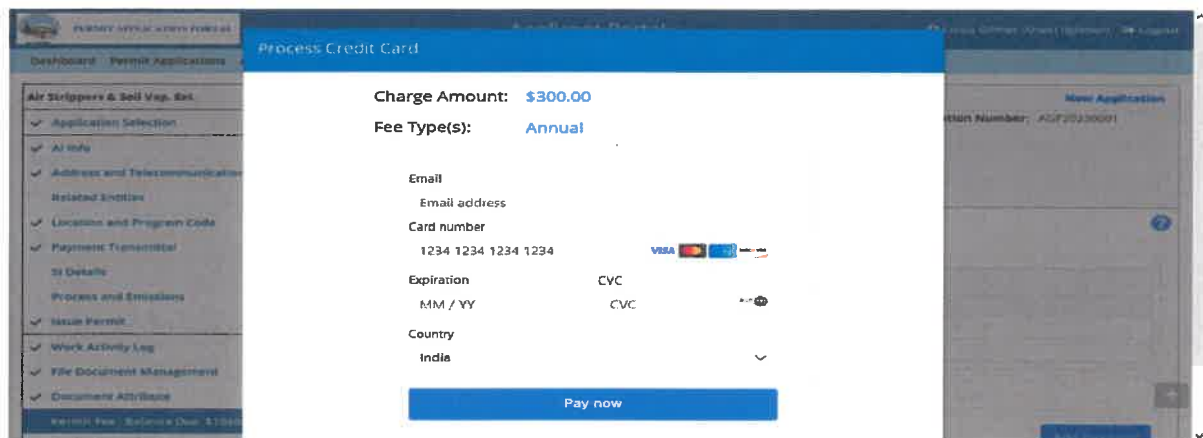
No Record Found

Showing 0 to 0 of 0 entries

First Previous Next Last

[Previous](#) [Next](#)

The applicant can make payments as shown in the following screenshot.



PERMIT APPLICATION PORTAL Applicant Portal Linda Gilmer (User: lgilmer) Logout

Dashboard Permit Applications Approved Permits Agencies Change Password Challenge Questions

Air Strippers & Soil Vap. Ext. Hide

- Application Selection
- AI Info
- Address and Telecommunications**
 - Related Entities
 - Location and Program Code
 - Payment Transmittal
 - SI Details
 - Process and Emissions
- Issue Permit
- Work Activity Log
- File Document Management
- Document Attribute
- Permit Fee - Balance Due: \$1050.00
- Application Submission

Process Credit Card


Charge Amount: \$300.00

Fee Type(s): Annual

Email

Email address

Card number

1234 1234 1234 1234 

Expiration

MM / YY CVC


Country

India

[Pay now](#)


Application Number: AGP20230001

The status of any permit application can be viewed as shown in the screen below:



PERMIT APPLICATION PORTAL



Applicant Portal

 Linda Gilmer (linda.gilmer@issi.com)
 [Logout](#)

[Dashboard](#)
[Permit Applications](#)
[Approved Permits](#)
[Agencies](#)
[Change Password](#)
[Challenge Questions](#)

Permit Applications

[Apply for New Permit](#)

Agency Name	Activity Number	ID Number	Division Name	Program Description	Activity Category	Activity Class	Activity Type	Status	Activity/Permit Start Date	Activity/Permit End Date
<div>   </div> <div>2482-GILMER TRUCK & AUTO WORKS</div>	AGP20230001	TN: 18146	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	Application In Progress		

Search At

Search Actv

Search ID

Search Start Date

Search End Date


Show: 10

Showing 1 to 1 of 1 entries

[First](#)
[Previous](#)
[Next](#)
[Last](#)

Online Applications Module












A count of online applications for a specific program is viewable in the following screenshot. These online applications are submitted via the Applicant Portal. The grid displays the activity class, type, and category of these applications. After the application is reviewed and done with in-take by the agency staff, the online application is reflected in the Central File module.


PERMIT APPLICATION MANAGEMENT SYSTEM

Admin Portal
User: System User (Super User) Logout

[Diary](#)
[Search](#)
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[Central File](#)
[Complaints](#)
[Air](#)
[Land](#)
[Water Compliance](#)
[WAL Todo List](#)
[Reports](#)
[Master Data Entry](#)
[Admin](#)
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Permit Applications
[Apply for New Permit](#)

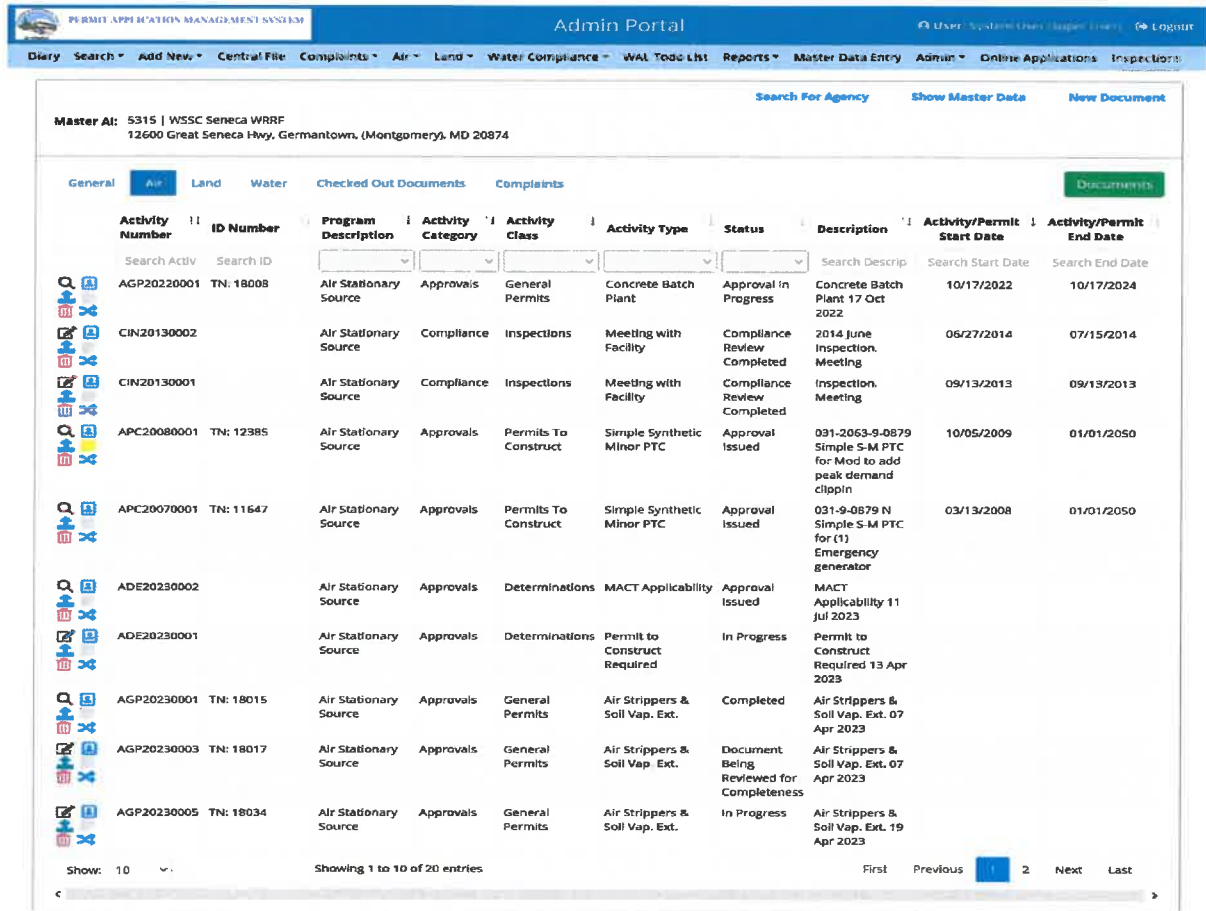
	Agency Name	Activity Number	ID Number	Division Name	Program Description	Activity Category	Activity Class	Activity Type	Status	User Created
	Search Ac	Search Activ	Search ID						Search St	Search Us
	4415-CHUCKS USED AUTO PARTS TOO	AGP20230010	TN: 18113	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	(PERC) Dry Cleaning Equipment	New Online Application Registered	csmith
	1806-National Institutes of Health	AGP20230060	TN: 18132	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	(PERC) Dry Cleaning Equipment	New Online Application Registered	rmaddigalla
	1-Garrett Community College	AGP20230001	TN: 18060	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	mrsekhar
	1806-National Institutes of Health	AGP20230021	TN: 18059	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	Sjetti
	1806-National Institutes of Health	AGP20230031	TN: 18080	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	mparwika
	1806-National Institutes of Health	AGP20230034	TN: 18084	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	mparwika
	1806-National Institutes of Health	AGP20230035	TN: 18085	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	Gslrisha
	1806-National Institutes of Health	AGP20230042	TN: 18094	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	mparwika
	1806-National Institutes of Health	AGP20230048	TN: 18100	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	New Online Application Registered	mparwika
	4415-CHUCKS USED AUTO PARTS TOO	AGP20230011	TN: 18117	Air and Radiation Administration	Air Stationary Source	Approvals	General Permits	Charbroilers and Pit Barbecues	New Online Application Registered	csmith

Show: 10 Showing 1 to 10 of 33 entries

First
Previous
1
2
3
4
Next
Last

Central File Module

The Central File displays all permit applications for all programs in the system. It provides a dashboard with a consolidated view of permitting actions and statuses associated with unique IDs.



Master AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874


General | **Air** | Land | Water | Checked Out Documents | Complaints

Activity Number	ID Number	Program Description	Activity Category	Activity Class	Activity Type	Status	Description	Activity/Permit Start Date	Activity/Permit End Date
AGP20220001	TN: 18008	Air Stationary Source	Approvals	General Permits	Concrete Batch Plant	Approval in Progress	Concrete Batch Plant 17 Oct 2022	10/17/2022	10/17/2024
CIN20130002		Air Stationary Source	Compliance	Inspections	Meeting with Facility	Compliance Review Completed	2014 June Inspection Meeting	06/27/2014	07/15/2014
CIN20130001		Air Stationary Source	Compliance	Inspections	Meeting with Facility	Compliance Review Completed	Inspection Meeting	09/13/2013	09/13/2013
APC20080001	TN: 12385	Air Stationary Source	Approvals	Permits To Construct	Simple Synthetic Minor PTC	Approval Issued	031-2063-9-0879 Simple S-M PTC for Mod to add peak demand clipin	10/05/2009	01/01/2050
APC20070001	TN: 11647	Air Stationary Source	Approvals	Permits To Construct	Simple Synthetic Minor PTC	Approval Issued	031-9-0879 N Simple S-M PTC for (1) Emergency generator	03/13/2008	01/01/2050
ADE20230002		Air Stationary Source	Approvals	Determinations	MACT Applicability	Approval Issued	MACT Applicability 11 Jul 2023		
ADE20230001		Air Stationary Source	Approvals	Determinations	Permit to Construct Required	In Progress	Permit to Construct Required 13 Apr 2023		
AGP20230001	TN: 18015	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	Completed	Air Strippers & Soil Vap. Ext. 07 Apr 2023		
AGP20230003	TN: 18017	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	Document Being Reviewed for Completeness	Air Strippers & Soil Vap. Ext. 07 Apr 2023		
AGP20230005	TN: 18034	Air Stationary Source	Approvals	General Permits	Air Strippers & Soil Vap. Ext.	In Progress	Air Strippers & Soil Vap. Ext. 19 Apr 2023		

Showing 1 to 10 of 20 entries

First Previous 2 Next Last

The following is a view of the edit functionality of an application:


PERMIT APPLICATION MANAGEMENT SYSTEM

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[WAL Todo List](#)
[Reports](#)
[Master Data Entry](#)
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[Inspections](#)

Concrete Batch Plant
Hide

[Document Selection](#)
[AI Info](#)
[Address and Telecommunications](#)
[Related Entities](#)
[Location and Program Code](#)
[Payment Transmittal](#)
[SI Details](#)
[Process and Emissions](#)
[Issue Permit](#)
[Work Activity Log](#)
[File/Document Management](#)
[Document Attribute](#)
[Permit Fee](#)

Master AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874

DOC AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874

Activity Number: AGP20220001

Activity Category:
Approvals

Activity Class:
General Permits

Activity Year:
2022


Regulatory Program:
Air Stationary Source

Activity Type:
Concrete Batch Plant

Description:
Concrete Batch Plant 17 Oct 2022

Next Component

The Permit Fee tab shows the total fees assessed and provides the capability to adjust balances, add payments, and verify payments.


PERMIT APPLICATION MANAGEMENT SYSTEM

Admin Portal
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Air Strippers & Soil Vap. Ext.
Hide

[Document Selection](#)
[AI Info](#)
[Address and Telecommunications](#)
[Related Entities](#)
[Location and Program Code](#)
[Payment Transmittal](#)
[SI Details](#)
[Process and Emissions](#)
[Issue Permit](#)
[Work Activity Log](#)
[File/Document Management](#)
[Document Attribute](#)
[Permit Fee](#)

Master AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874

DOC AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874

Activity Number: AGP20220003

Permit Fees

Fee Description	Amount(\$)
Annual	500.00
Application Fee	750.00
Total Fee(s)	1250.00

Payments

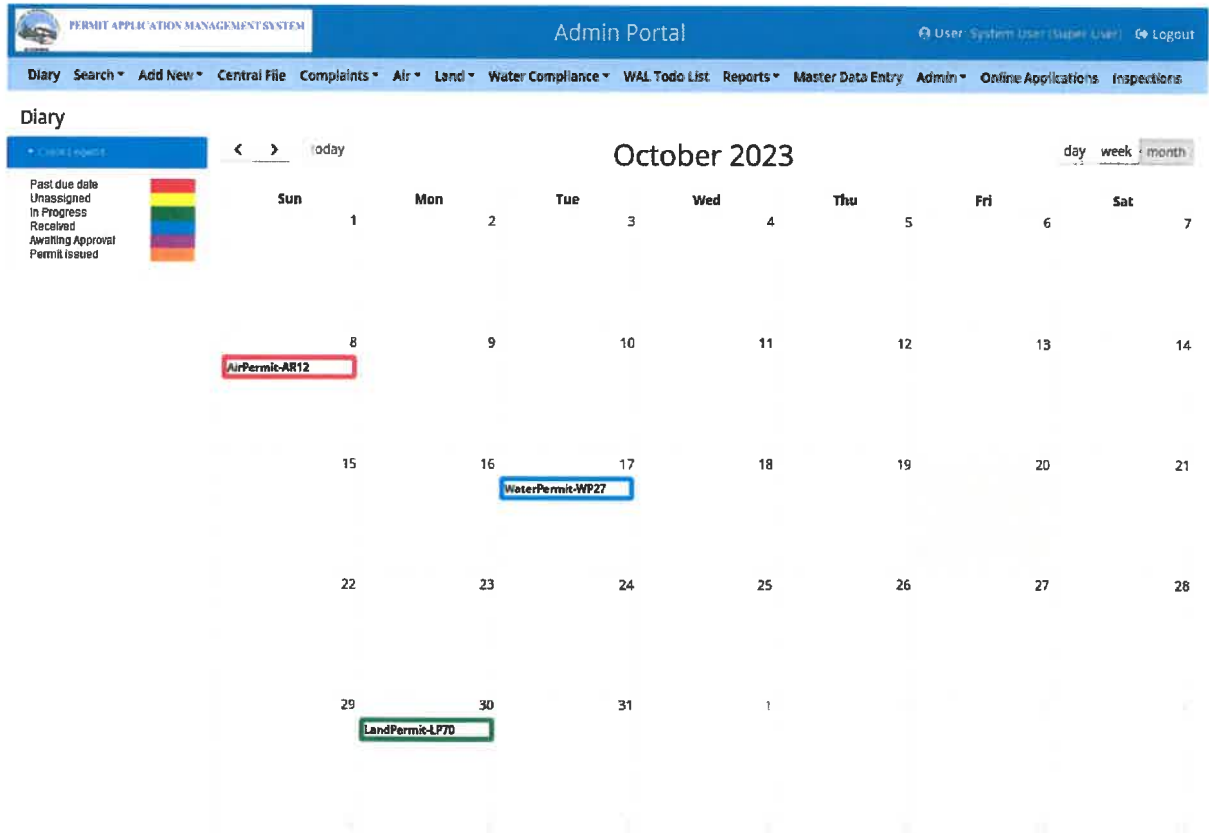
Current Balance(\$): 1250.00

[Add Payment](#)
[Adjust Balance](#)

Action	Verified Date	Recorded Date	Received Date	Reference #	Type	Amount(\$)	Description
No data available in table							


Diary Module

The Diary module projects reminders and notifications of permits with past due dates, of applications received or in progress, and are color-coded to estimate how many applications have been received, assigned, or waiting in the queue, awaiting approval, or permitting actions completed.



Complaints Module

The Complaint Module allows a user to search for complaints and the resulting search results grid displays details of the source of the complaint and the location where the finding has occurred.



PERMIT APPLICATION MANAGEMENT SYSTEM

Admin Portal

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Complaint
[Add New Complaint](#) | [Show/Hide](#)

General Complaint Information

Complaint ID Number:
8

Dispatch Number:
Enter Dispatch Nu...

Complaint Type:
--Select--

Complaint Priority:
--Select--

Media Impacted:
--Select--

Lead Staff:
--Select--

Reporter Name:
Enter Reporter Na...

Date Received From:
Select Date

Date Received To:
Select Date

Parameter:
--Select--

Regulatory Program:
--Select--

Sub-Program:
--Select--

Complaint Status:
--Select--

Follow-Up Status:
--Select--

Field Office:
--Select--

PAF Number:
Enter PAF Numbe...

Complaint Source

Agency Interest/Source Name:
Enter Agency Interest/Source Name

District:
--Select--

Agency Interest ID:
Enter Agency Interest ID

County:
--Select--

Source Entity Address Line1:
Enter Address Line


Municipality:
--Select--

County:
--Select--

Municipality:
--Select--

[Find Record](#)
[Reset](#)

[Complaint QDE](#) | [Link](#) | [UnLink](#) | [View Linked Complaints](#)

Select	Actions	Complaint Number, Complaint Status, Date/Time Occurred	Complaint Description	Complaint Location	Lead Investigator, Follow-up Status	Complaint Source AI ID, Source Name, Source Municipality, Total # of Source Records	Complaint Resolution	Number of Linked Complaints
<input type="checkbox"/>		8 Clean-up Initiated 03/30/2005 03:40 PM	Pile of drums and tanker trucks with something leaking out of a retaining wall. Other piles of material within view.	Brittany Apartment Complex Greenwood Rd off Old Court. ADC MAP Balto Co 25 D 11.	Enweze, Anthony	Foundry Services & Supply, Inc. Baltimore 1		

Showing 1 to 1 of 1 entries

Invoices

Program supervisors can search for invoice types related to a program and identify if a payment has been made or is in a pending payment status.

PERMIT APPLICATION MANAGEMENT SYSTEM
Admin Portal
User: System User (Super User) Logout

Diary Search Add New Central File Complaints Air Land Water Compliance WAL Todo List Reports Master Data Entry Admin Online Applications Inspections

Invoice

Show/Hide

AI ID:
Enter AI ID

Invoice Type:
--Select--

Check Number:
Enter Check Number

☐ Invoice Date
☒ Due Date
☐ Payment Received Date

AI Name:
Enter AI Name

FMIS Invoice Number:
Enter FMIS Invoice Number


Payment Method:
--Select--

Start Date: mm/dd/yyyy

End Date: mm/dd/yyyy

AI Invoice Month:
January ARA Emission Fees


Gen. Docs

Actions			Invoice Details										
Edit	Invoice Cover Letter	Invoice Request Form	FMIS Invoice Number	Activity Number	AI ID	AI Name	Invoice Type	Invoice Year	Emission Year	Default Amount	Actual Amount	Status	Invoice Generate Date
	<input type="checkbox"/>	<input type="checkbox"/>	Search FMIS Invoice #	Search Activity	Sea	Search	Search In	Search In	Search Emi	Search De	Search Actual Amou	Search S	Search Inv
	<input type="checkbox"/>	<input type="checkbox"/>		CRM20220005	130	MedStar Franklin Square Hospital Center	SPTO-SM	2023	2021	\$1,321.10	\$1,327.12	ECR - Pending approval	09/12/2022
	<input type="checkbox"/>	<input type="checkbox"/>		CRM20220004	130	MedStar Franklin Square Hospital Center	SPTO-SM	2023	2021	\$1,321.10	\$1,327.12	ECR - Pending approval	09/12/2022
	<input type="checkbox"/>	<input type="checkbox"/>		CRM20210005	130	MedStar Franklin Square Hospital Center	SPTO-SM	2022	2020	\$1,324.05	\$1,324.05	ECR - Approved	06/07/2021
	<input type="checkbox"/>	<input type="checkbox"/>		CRM20090001	130	MedStar Franklin Square Hospital Center	SPTO-SM	2010	2008	\$500.00	\$670.07	ECR - Approved	12/01/2009
	<input type="checkbox"/>	<input type="checkbox"/>		CRM20100001	130	MedStar Franklin Square Hospital Center	SPTO-SM	2011	2009	\$1,000.00	\$624.00	ECR - Approved	12/01/2010

Show: 5
Showing 1 to 5 of 504 entries
First Previous

Reports Module





















The reports menu below shows how extensive the reporting requirement is for permitting systems.


PERMIT APPLICATION MANAGEMENT SYSTEM

Admin Portal
User: System User (Super User) Logout

[Diary](#)
[Search](#)
[Add New](#)
[Central File](#)
[Complaints](#)
[Air](#)
[Land](#)
[Water Compliance](#)
[WAL Todo List](#)
[Reports](#)
[Master Data Entry](#)
[Admin](#)
[Online Applications](#)
[Inspections](#)

Payment Fee Configuration

Actions	Year	Fee Type	Amount	Activity Category	Regular
	Search	Search	Search	Search	Search
 	2023	Annual	300.00	Approvals	Air Stati
 	2023	Annual	1350.00	Approvals	Air Stati
 	2023	Annual	500.00	Approvals	Solid W.
 	2023	Annual	1250.00	Approvals	Air Stati
 	2023	Annual	125.00	Approvals	Air Stati
 	2023	Annual	50.00	Approvals	Air Stati
 	2023	Application Fee	750.00	Approvals	Air Stati
 	2023	Application Fee	125.00	Approvals	Air Stati
 	2023	Application Fee	1000.00	Approvals	Solid W.
 	2023	Application Fee	250.00	Approvals	Air Stati

Show 10 entries
Showing 1 to 10 of 13 entries

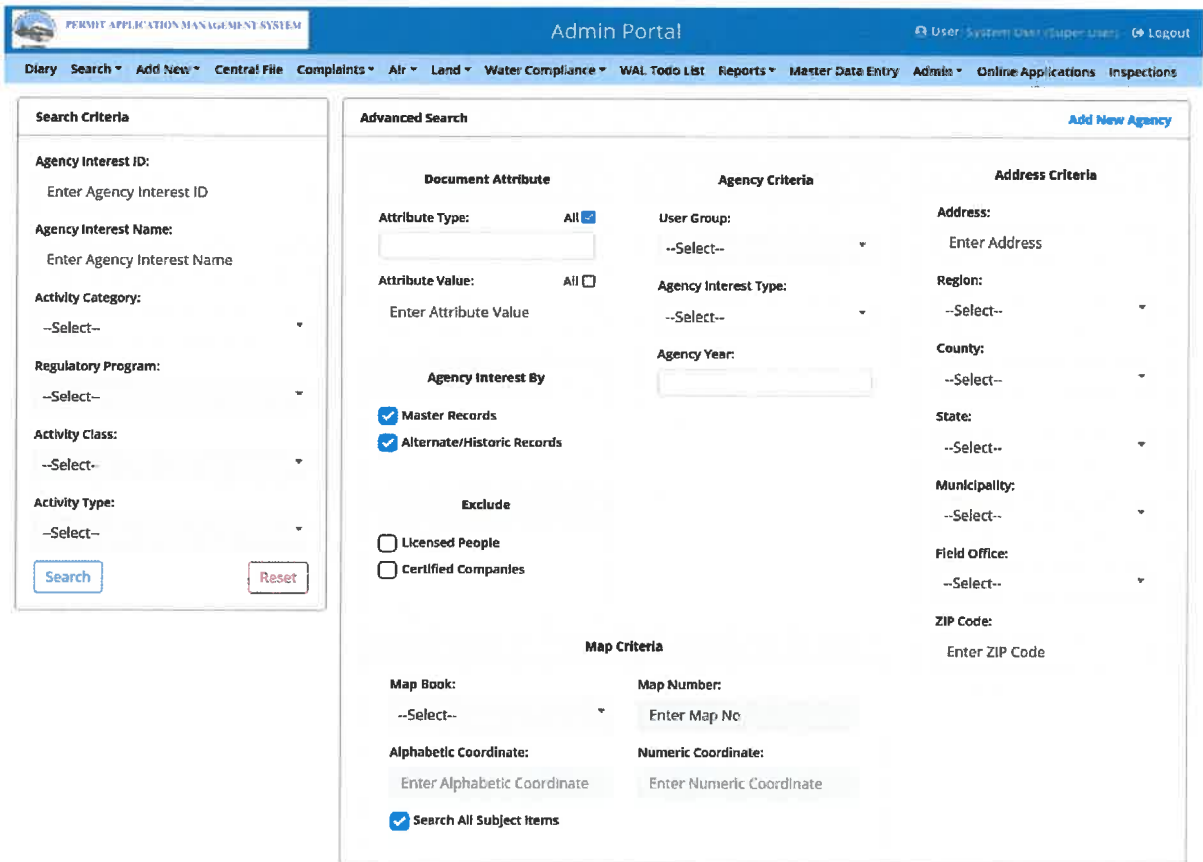
Permit to Operate Delinquent Fees
Permit to Operate Fees Received
Permits Issued
Permits Due to Expire
Search by Registration #
Title V - Pending Permits
Sites Not Inspected
Permit Turnaround Time Report
SSU - Permit - Application Issued - Expired
SSU - Application Received / Pending
AFO - 19AF With No 14AF
AFO Registration Progress Summary
Registrations with Animal Detail
OCP Application/Permit Status - Application Received
OCP Application/Permit Status - Pending Permits
OCP Application/Permit Status - Permits Issued
OCP Application/Permit Status - Permits due to Expire
Scrap Tires -Application/Permit Status
Scrap Tires -County/Summary Detail
Solid Waste - Application /Permit Status
Enforcement Actions.
Formal/Informal Litigation Enforcement Actions.
Sediment Approvals.
Permits with permit start and expire date.
Inspections
Day 45 Letter Status - Late
MDSPGP Nontidal Stream Impacts
MDSPGP Sensitive Species
MDSPGP Vegetated Nontidal
MDSPGP Vegetated Tidal
Permit Summary by Major/Minor
Pre-App Meetings Requested
Restoration Projects
Wetland and Waterways (by Fiscal Year)
WSA Meeting Held
WSA Pre App Meeting
WSA Marsh Establishment
WSA Wetland and Waterways Public Notices
WSA Approval Tracking
AFO - 19AF Notification Letters (LMA)
LMA AFO Last Inspected
LMA Sewage Sludge Analysis Activity
LMA Sewage Sludge Utilization - SSU Generator Reports Received
Applications Received (All)
Permit to Construct Fees Received
Applications Holding for fee
Permit Pending
Permit to Operate Fees Received - Transaction Details

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Version: 0.92

Search Functionality

Our system has a robust and broad search capability, as shown below.



The screenshot shows the 'Admin Portal' for the 'PERMIT APPLICATION MANAGEMENT SYSTEM'. The top navigation bar includes links for Diary, Search, Add New, Central File, Complaints, Air, Land, Water Compliance, WAL Todo List, Reports, Master Data Entry, Admin, Online Applications, and Inspections. The user is logged in as 'User: System User (Super User)'.

The search interface is divided into two main sections: 'Search Criteria' and 'Advanced Search'.

Search Criteria:

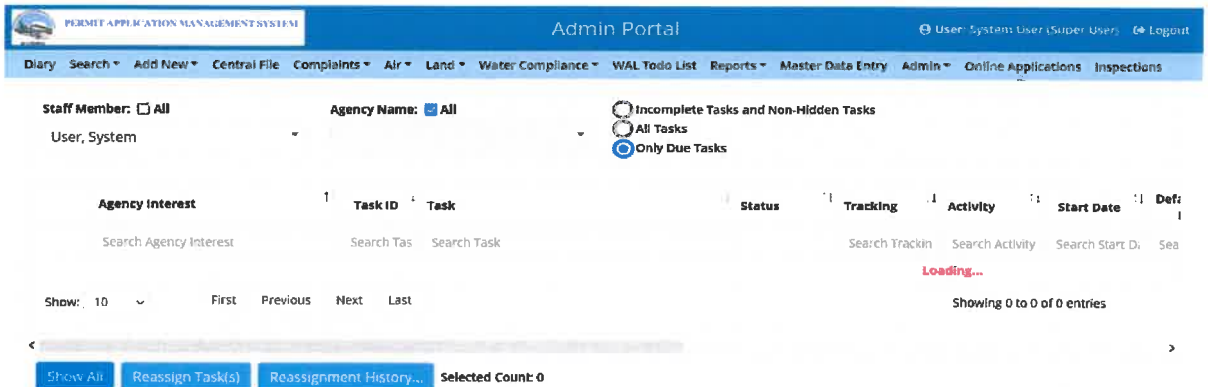
- Agency Interest ID:** Enter Agency Interest ID
- Agency Interest Name:** Enter Agency Interest Name
- Activity Category:** --Select--
- Regulatory Program:** --Select--
- Activity Class:** --Select--
- Activity Type:** --Select--
- Buttons:** Search, Reset

Advanced Search:

- Document Attribute:**
 - Attribute Type: All ☒
 - Attribute Value: All ☐ Enter Attribute Value
- Agency Criteria:**
 - User Group: --Select--
 - Agency Interest Type: --Select--
 - Agency Year: Enter Agency Year
 - Agency Interest By:**
 - ☒ Master Records
 - ☒ Alternate/Historic Records
 - Exclude:**
 - ☐ Licensed People
 - ☐ Certified Companies
- Address Criteria:**
 - Address: Enter Address
 - Region: --Select--
 - County: --Select--
 - State: --Select--
 - Municipality: --Select--
 - Field Office: --Select--
 - ZIP Code: Enter ZIP Code
- Map Criteria:**
 - Map Book: --Select--
 - Map Number: Enter Map No
 - Alphabetic Coordinate: Enter Alphabetic Coordinate
 - Numeric Coordinate: Enter Numeric Coordinate
 - ☒ Search All Subject Items

Buttons: Add New Agency

Users can leverage this To Do screen to filter tasks based on their needs.



The screenshot shows the 'Admin Portal' for the 'PERMIT APPLICATION MANAGEMENT SYSTEM'. The top navigation bar is the same as the previous screenshot. The user is logged in as 'User: System User (Super User)'.

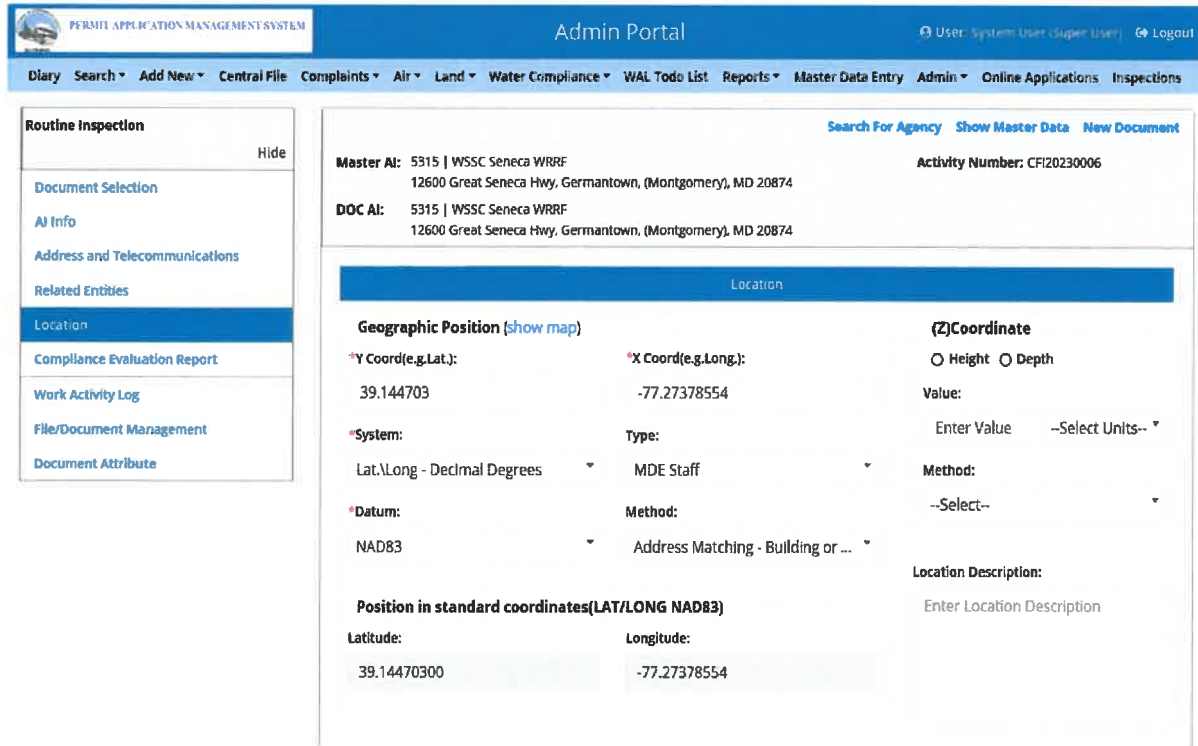
The 'To Do' screen includes filters for 'Staff Member' (User, System) and 'Agency Name' (All). It also has radio buttons for 'Incomplete Tasks and Non-Hidden Tasks', 'All Tasks', and 'Only Due Tasks'.

The main table displays task information with columns: Agency Interest, Task ID, Task, Status, Tracking, Activity, Start Date, and Definition. Below the table are search filters for 'Search Agency Interest', 'Search Task', and 'Search Activity'. The table is currently showing 0 entries.

Buttons: Show All, Reassign Task(s), Reassignment History...

GIS Capabilities

Our system's GIS capabilities are projected below.



PERMIT APPLICATION MANAGEMENT SYSTEM Admin Portal User: System User (Super User) Logout

Diary Search Add New Central File Complaints Air Land Water Compliance WAL Todo List Reports Master Data Entry Admin Online Applications Inspections

Routine Inspection Hide

Document Selection

AI Info

Address and Telecommunications

Related Entities

Location

Compliance Evaluation Report

Work Activity Log

File/Document Management

Document Attribute

Search For Agency Show Master Data New Document

Master AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874

DOC AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874

Activity Number: CF120230006

Location

Geographic Position (show map)

*Y Coord(e.g.Lat.): 39.144703 *X Coord(e.g.Long.): -77.27378554

*System: Lat.\Long - Decimal Degrees MDE Staff

*Datum: NAD83 Method: Address Matching - Building or ...

(Z)Coordinate

☐ Height ☐ Depth

Value: Enter Value --Select Units--

Method: --Select--

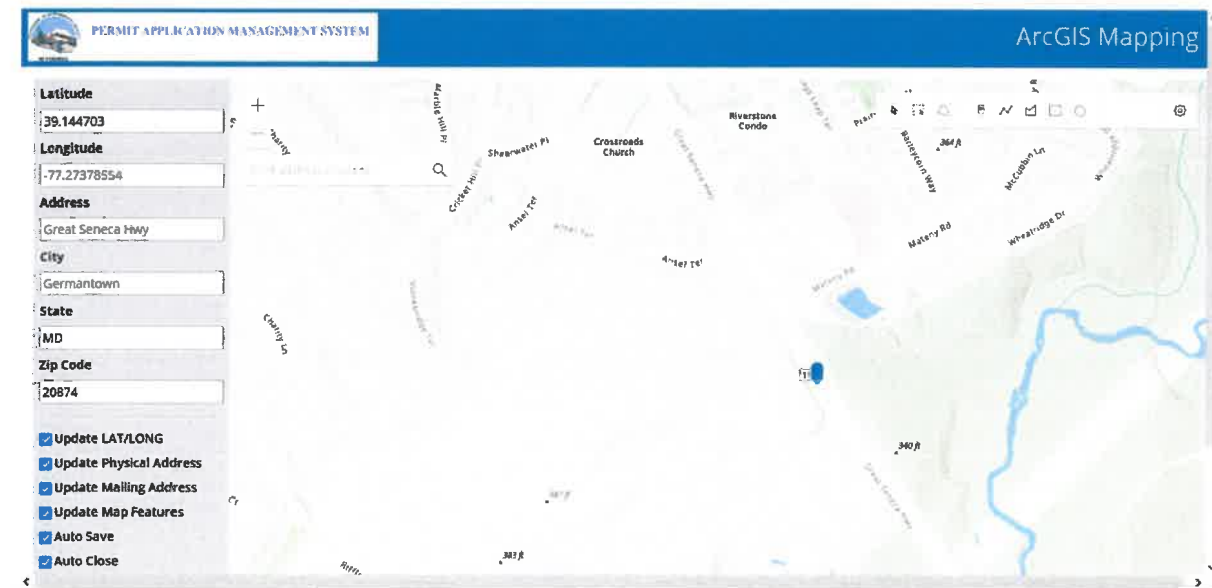
Location Description:

Enter Location Description

Position in standard coordinates(LAT/LONG NAD83)

Latitude: 39.14470300 Longitude: -77.27378554

Clicking on the **'Show map'** link (as shown in the above screenshot) directs a user to a pop-up window with the map as shown in the screenshot below. The user can drop the pin for the desired location in the map, which will auto-populate the details of the location in the left menu in the pop-up window. The same details are then reflected in the above screenshot after the pop-up window is closed.



PERMIT APPLICATION MANAGEMENT SYSTEM ArcGIS Mapping

Latitude: 39.144703

Longitude: -77.27378554

Address: Great Seneca Hwy

City: Germantown

State: MD

Zip Code: 20874

☒ Update LAT/LONG

☒ Update Physical Address

☒ Update Mailing Address

☒ Update Map Features

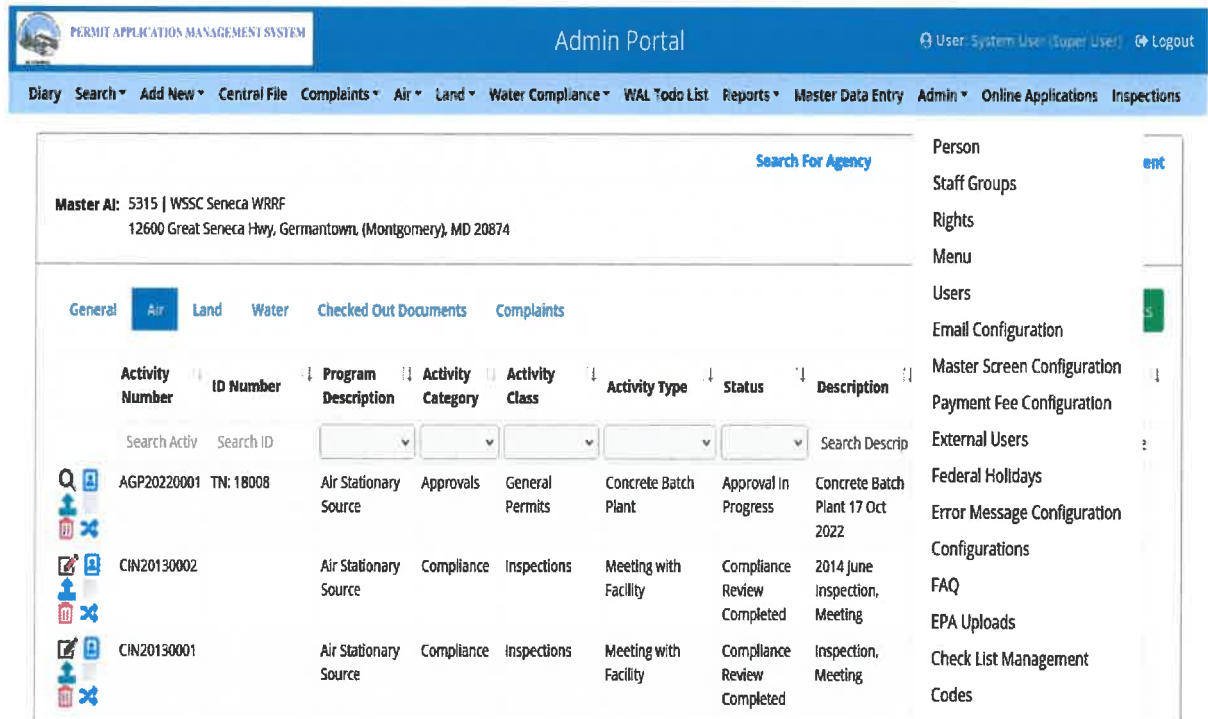
☒ Auto Save

☒ Auto Close

The map shows a street view of the location with a blue pin placed on Great Seneca Hwy in Germantown, MD. The map includes labels for nearby streets like Shearwater Pl, Crossroads Church, and Riverstone Condo.

Admin Module

The Admin portal is an internal portal for the agency and allows a range of actions, as seen below.



PERMIT APPLICATION MANAGEMENT SYSTEM Admin Portal User: System User (Super User) Logout

Diary Search Add New Central File Complaints Air Land Water Compliance WAL Todo List Reports Master Data Entry Admin Online Applications Inspections

Search For Agency

Master AI: 5315 | WSSC Seneca WRRF
12600 Great Seneca Hwy, Germantown, (Montgomery), MD 20874


General Air Land Water Checked Out Documents Complaints

Activity Number	ID Number	Program Description	Activity Category	Activity Class	Activity Type	Status	Description
AGP20220001	TN: 18008	Air Stationary Source	Approvals	General Permits	Concrete Batch Plant	Approval in Progress	Concrete Batch Plant 17 Oct 2022
CIN20130002		Air Stationary Source	Compliance	Inspections	Meeting with Facility	Compliance Review Completed	2014 June Inspection, Meeting
CIN20130001		Air Stationary Source	Compliance	Inspections	Meeting with Facility	Compliance Review Completed	Inspection, Meeting

Search Actv Search ID Search Descrip

Person ent
Staff Groups
Rights
Menu
Users
Email Configuration
Master Screen Configuration
Payment Fee Configuration
External Users
Federal Holidays
Error Message Configuration
Configurations
FAQ
EPA Uploads
Check List Management
Codes

The screen below shows the configuration capabilities to manage user accounts, allow file uploads, and schedule reporting frequencies to the EPA.


PERMIT APPLICATION MANAGEMENT SYSTEM

Admin Portal

User: System User (Super User) | Logout

Diary
Search
Add New
Central File
Complaints
Air
Land
Water Compliance
WAL Todo List
Reports
Master Data Entry
Admin
Online Applications
Inspections

Configurations

User Management Configuration.

User Session Time-Out	User Password Reset Prior to Lockout	Inactive Account Identification and Reporting (Please select the users, to send report)	
		--Select-- ▼	
Inactive Account Roles Deactivation	Inactive Account Reporting	Query Result Limit	Report Catalog Authorized Users
	<input type="radio"/> Yes <input type="radio"/> No		--Select-- ▼

File Upload/Submission/Transfer Security Scan

File Upload/Submission Security Scan	DEP-provided file scanning tool to scan	Security Scan Tool
<input type="radio"/> Yes <input type="radio"/> No		<input type="button" value="Browse..."/> No file selected.

Reporting to EPA

Report Frequency	Start Date	End Date
--Select-- ▼	<input type="text" value=""/>	<input type="text" value=""/>

Scheduled Report Generation

Report Name	Scheduled Frequency (Daily to Monthly)	Start Date	End Date
--Select-- ▼	--Select-- ▼	<input type="text" value=""/>	<input type="text" value=""/>
Time	Authorized Users		
<input type="text" value=""/>	--Select-- ▼		

Home Page Announcements Configurations

[Add New Home Page Announcements](#)

Actions	Announcement Type	Announcement Description	Status

Burst Email Support Configurations For Reports

[Add New Burst Email Support Configurations For Reports](#)

Actions	Report Names	Users to send the RReports.
	Permits issued Report	johnmiller@issi-software.com; hsmith@issi-software.com

Program-specific emails can be configured to automatically generate when certain actions are completed.

PERMIT APPLICATION MANAGEMENT SYSTEM
Admin Portal User: System User (Super User) Logout

Diary Search Add New Central File Complaints Air Land Water Compliance WAL Todo List Reports Master Data Entry Admin Online Applications Inspections

[Add New Email Configuration](#)

ID	Select	Activity Category	Regulatory Program	Activity Class	Activity Type	Active	Frequency	Duration	Process	Days
1	<input checked="" type="radio"/>	Approvals	Air Stationary Source	General Permits	Charbroilers and Pit Barbecues	Yes	Immediate	Daily	Application Submission	MON, TUE, WED, THU, FRI
2	<input type="radio"/>	Approvals	Air Stationary Source	Determinations	All	Yes	Consolidated	Daily	Issue Permit	MON, TUE, WED, THU, FRI
3	<input type="radio"/>	Approvals	Air Stationary Source	Registrations	All	Yes	Consolidated	Weekly	Issue Permit	FRI
6	<input type="radio"/>	Approvals	Air Stationary Source	General Permits	All	Yes	Immediate	Daily	Submit For Review	MON, TUE, WED, THU, FRI
7	<input type="radio"/>	Approvals	Oil Control	Permit - New	All	Yes	Consolidated	Weekly	Issue Permit	MON

Showing 1 to 5 of 34 entries

[First](#)
[Previous](#)
1
[2](#)
[3](#)
[4](#)
[5](#)
[6](#)
[7](#)
[Next](#)
[Last](#)

Editing Email Config ID: 1

Activity Category
Approvals

Active
Yes

Process
Application Submission

TO List

CC List

BCC List

Email Subject
ETS Permit Issued: Agency ID: @MASTER_AI_ID | Permit No: @PERMIT_NUMBER

Email Body

A new Application has been submitted

Permit ID:	@PERMIT_NUMBER
Agency ID:	@MASTER_AI_ID
Agency Name:	@MASTER_AI_NAME
Issued On:	@ISSUED_DATE
Start Date:	@START_DATE
End Date:	@END_DATE

Regulatory Program
Air Stationary Source

Frequency
Immediate

Duration
Daily






Days
5 of 7 selected

Activity Class
General Permits





















Activity Type
Charbroilers and Pit Barbe...

[Reset](#)
[Save](#)


The Admin can activate and deactivate users and unlock a user account. It also provides a view of the number of user records on file.

PERMIT APPLICATION MANAGEMENT SYSTEM					
Admin Portal					
User: System User (Super User) Logout					
Diary Search Add New Central File Complaints Air Land Water Compliance WAL Todo List Reports Master Data Entry Admin Online Applications Inspections					
External Users					
Actions	User Name	Full Name	Activate/Deactivate	Locked Out	Master Person ID
	Abheemaraju	A Bheemaraju	Deactivate		1168150
	akishore	a Kishore	Activate		1168151
	asrinu	a srinu	Activate		1168159
	avamsi	a vamsi	Activate		1168152
	Virat	A Virat	Deactivate		1168195
<input type="text" value="Search User Name"/> <input type="text" value="Search Full Name"/> <input type="text" value="Search State"/> <input type="text" value="Search Locked Out"/> <input type="text" value="Search Master Person ID"/>					
Show: 5 <input type="button" value="v"/> Total Records: 1,000 <input type="button" value="First"/> <input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="..."/> <input type="button" value="200"/> <input type="button" value="Next"/> <input type="button" value="Last"/>					

The application payment-fee Configuration Module is program-specific as reflected in the following screenshot.

PERMIT APPLICATION MANAGEMENT SYSTEM							
Admin Portal							
User: System User (Super User) Logout							
Diary Search Add New Central File Complaints Air Land Water Compliance WAL Todo List Reports Master Data Entry Admin Online Applications Inspections							
Payment Fee Configuration							
Add New Payment Fee							
Actions	Year	Fee Type	Amount	Activity Category	Regulatory Program	ActivityClass	ActivityType
<input type="text" value="Search"/> <input type="text" value="Search"/> <input type="text" value="Search"/> <input type="text" value="Search"/> <input type="text" value="Search"/> <input type="text" value="Search"/> <input type="text" value="Search"/> <input type="text" value="Search"/>							
 	2023	Annual	300.00	Approvals	Air Stationary Source	General Permits	Groundwater Air Strippers and Soil Vapor Extraction
 	2023	Annual	1350.00	Approvals	Air Stationary Source	Determinations	Maximum Available Control Technology Applicability
 	2023	Annual	500.00	Approvals	Solid Waste	AFO Permit	CAFO (Renew)
 	2023	Annual	1250.00	Approvals	Air Stationary Source	Determinations	Maximum Available Control Technology Applicability
 	2023	Annual	125.00	Approvals	Air Stationary Source	General Permits	Charbroilers and Pit Barbecues
 	2023	Annual	50.00	Approvals	Air Stationary Source	General Permits	Emergency Generators
 	2023	Application Fee	750.00	Approvals	Air Stationary Source	General Permits	Groundwater Air Strippers and Soil Vapor Extraction
 	2023	Application Fee	125.00	Approvals	Air Stationary Source	General Permits	Emergency Generators
 	2023	Application Fee	1000.00	Approvals	Solid Waste	AFO Permit	CAFO (New)
 	2023	Application Fee	250.00	Approvals	Air Stationary Source	General Permits	Charbroilers and Pit Barbecues
Show 10 <input type="button" value="v"/> entries Showing 1 to 10 of 13 entries <input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="Next"/>							

The Admin has the ability to add program users based on the programs and their roles within the program.



PERMIT APPLICATION MANAGEMENT SYSTEM

Admin Portal

User: System User (Super User)

Logout

Diary

Search

Add New

Central File

Complaints

Air

Land

Water Compliance

WAL Todo List

Reports

Master Data Entry

Admin

Online Applications

Inspections

Staff Groups

Add New Staff Group

Show 10 entries

Showing 1 to 10 of 119 entries

Previous

1

2

3

4

5

...

12

Next

Addendum

Request for Information CRFI SEC2600000001 – One-Stop Shot Permitting Program

4.2. Proposal Format: Vendors should provide responses in the format listed below:

4.2.1. Title Page: State the RFI subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, email address, and Vendor signature and date.

4.2.2. Table of Contents: Clearly identify the material by section and page number.

4.2.3. Response Reference: Vendor's response should clearly reference how the information provided applies to the RFI request. For example, listing the RFI number and restating the RFI request as a header in the proposal would be considered a clear reference.

4.2.4. Responses: All responses must be submitted to the Purchasing Division prior to the date and time stipulated in the RFI as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Vendors Submitting Information.

By signing below, I certify that I have reviewed this Request for Information in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this information for review and consideration.

International Software Systems, Inc.

(Company)

Erina Rajbhandari, Director of Finance and Contracts

(Representative Name, Title)

301-886-8904

(Contact Phone/Fax Number)

08/28/2025


(Date)

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

Proc Folder: 1739093			Reason for Modification: Addendum No. 4
Doc Description: One-Stop-Shop Permitting			
Proc Type: Request for Information			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-08-21	2025-08-29 13:30	CRFI 0201 SEC2600000001	5

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

VENDOR			
Vendor Customer Code: VS0000039381			
Vendor Name : International Software Systems, Inc			
Address : 7337 Hanover Parkway Suite A			
Street : 7337 Hanover Parkway Suite A			
City : Greenbelt			
State : Maryland	Country : United States	Zip : 20770	
Principal Contact : Erina Rajbhandari			
Vendor Contact Phone: 301-886-8904		Extension:	

FOR INFORMATION CONTACT THE BUYER		
Tara Lyle (304) 558-2544 tara.lyle@wv.gov		
		
Vendor Signature X	FEIN# 52-1915109	DATE 08/28/2025

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

Date Printed: Aug 21, 2025

Page: 1

FORM ID: WV-PRC-CRFI-002 2020/05

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFI SEC26*01

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" 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.

International Software Systems, Inc.

Company

Sajan Ahuja

Authorized Signature

08/28/2025

Date

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