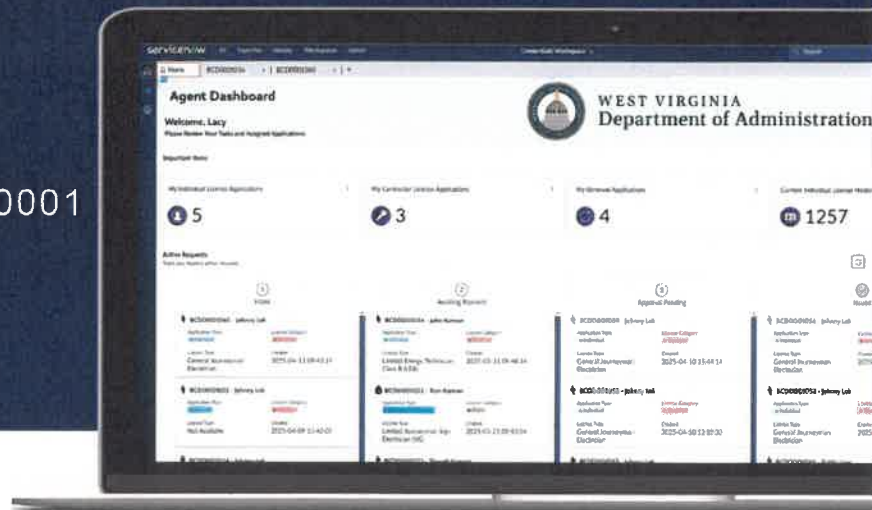




SOLICITATION RESPONSE FOR

Response for the State of West Virginia Department of Administration Request for Information for a One Stop Shot Permitting Program

Ignyte RFI Response
Bid Solicitation: CRFI-0201-00000001
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WEST VIRGINIA
Department of Administration

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Section 1 – Executive Summary

1.1 About Ignyte

Ignyte Group, Inc. (Ignyte) is a leading technology innovator and digital consulting firm, delivering mission-driven solutions to public sector organizations. We combine deep domain expertise with automation, artificial intelligence (AI), and advanced analytics from industry-leading platforms to design intelligent applications for public sector organizations seeking to modernize their systems and processes. Since our founding in 2014, we have delivered transformative solutions that streamline government operations, enhance transparency, and improve the citizen experience, earning recognition locally and nationally, including accolades from *Forbes*.

We understand that the State of West Virginia seeks to revolutionize its permitting system and create a centralized, user-friendly “one-stop shop” for obtaining and renewing permits, licenses, and business registrations across construction, economic development, infrastructure, and natural resource projects. This initiative aims to simplify interactions among stakeholders, increase operational efficiency, and drive economic growth through a modern digital permitting platform.





servicenow Key Facts	
	Trusted provider of secure, cloud-based solutions for over 300 Federal, State and Local Government Agencies
	Proven leader in providing flexible, scalable low-code case management solutions
	Authorized for FedRAMP High and DoD Impact Level 4 data and workloads
	Complies with all stated RFI requirements

Figure 2: ServiceNow Key Facts

ability to deliver high-quality solutions that drive efficiency through with the ServiceNow platform. Our expertise covers business analysis, system development, data integration, change management, and post-launch support, enabling us to lead West Virginia through each phase of this transformation. By combining domain expertise with a robust technology platform, Ignyte will help West Virginia achieve its vision of a transparent, accountable, and predictable citizen-centric permitting solution that accelerates project delivery and fosters economic development.







Ignyte Key Facts	
	Digital transformation solutions firm with extensive public sector expertise
	Elite ServiceNow Partner
	Trusted provider of cloud-based modernization solutions for agencies such as West Virginia Broadband Enhancement Council, WMATA, and FEMA
	Winner of ServiceNow Partner of the Year Award for innovative use of Generative AI (2025); Application of the Year finalist for 2022 and 2023
	Full-service team supporting design, implementation, training, and support of modernized systems
	Ranked among America's Best Consulting Firms by <i>Forbes</i>

Figure 1: Ignyte Key Facts

To address the Department of Administration’s needs, Ignyte proposes a comprehensive solution built on **ServiceNow**, a proven cloud-based platform already trusted by government agencies worldwide. Our configurable Permitting and Licensing Solution will enable West Virginia to streamline the full lifecycle of permits, from application intake, review, approval, tracking, and renewal through an intuitive online dashboard. With low-code adaptability, agencies can update workflows, adjust requirements, and respond to evolving regulatory needs without heavy custom development, lowering total cost of ownership. As an **Elite Partner** of ServiceNow, Ignyte has demonstrated

Section 2 – Response References

2.1 Please describe your ability and methodology to establish the One-Stop-Shop permitting solution.

Ignyte proposes our Permitting and Licensing Solution, powered by the **ServiceNow Public Sector Digital Services (PSDS)** platform to meet West Virginia's objectives under **WV Code §5A-13-1 et seq.** and **legislative rule 148CSR25**. Our solution is purpose-built to support the State's vision of creating a centralized, digital "one-stop shop" for obtaining and renewing permits, licenses, and business registrations across construction, economic development, infrastructure, and natural resource projects. **Figure 3** illustrates the solution's functionality and architecture.

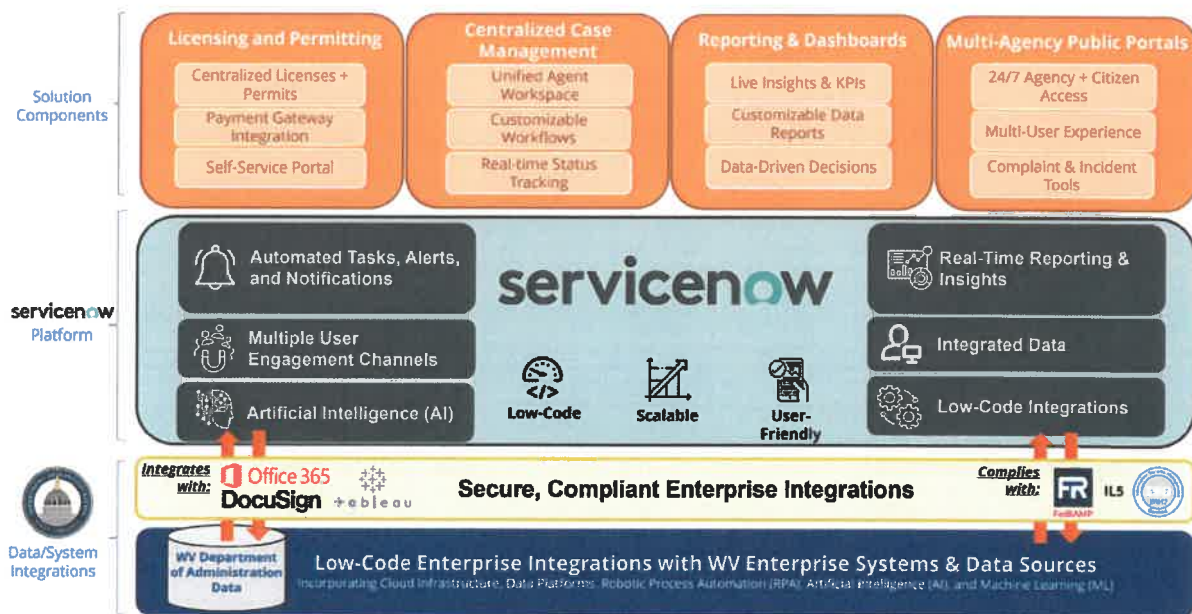


Figure 3: Ignyte's Licensing and Permitting Solution Architecture

Our solution is composed of four integrated modules that collectively support the project's key deliverables:

- **Licensing and Permitting:** Our platform consolidates all permits and licenses into a single system, streamlining applications, renewals, payments, and revocations. Automated workflows handle compliance checks, notifications, and approvals, significantly reducing manual workloads. Integration with West Virginia's preferred payment gateway allows for secure online transactions. Applicants benefit from a self-service portal where they can submit applications, upload documents, track status, and complete payments digitally.
- **Centralized Case Management:** A unified workspace allows state staff, agencies, and partners to manage applications, permits, and associated activities efficiently. Real-time status tracking improves transparency for both applicants and administrators. The workspace also enables corrective action management, incident reporting, and complaint resolution. With automated routing, investigations, and escalations, the State can maintain regulatory compliance and address citizen concerns in a timely manner.

- **Reporting and Dashboards:** State leadership and operational teams gain access to real-time insights on application volumes, processing times, revenue, incident trends, and compliance metrics. Configurable dashboards and ad-hoc reports allow for proactive management and continuous improvement, supporting West Virginia's goals of efficiency, accountability, and transparency.
- **Multi-Agency Public Portals:** A secure, mobile-responsive portal enables businesses, individuals, and state partners to manage permits and licenses 24/7. Dynamic intake forms tailor the experience to the user's role, while public search capabilities provide access to non-confidential information. Built-in complaint and incident submission ensures accountability, and strong security measures (including SSO and MFA) safeguard sensitive data.

ServiceNow Platform

Our proposed solution leverages the ServiceNow platform, a trusted provider of digital workflow solutions widely adopted across federal, state, and local government agencies. ServiceNow is designed to meet stringent government security and compliance requirements, with built-in support for FedRAMP, StateRAMP, and DoD IL4/IL5 standards. ServiceNow also integrates natively with collaboration tools such as Microsoft Teams and SharePoint, as well as security solutions like Splunk and CrowdStrike, ensuring agencies can maintain operational visibility and resilience. With support for advanced workflow automation, AI-driven insights, and robust identity management, including multifactor authentication and role-based access controls, the platform empowers government organizations to modernize services while protecting sensitive data. Its scalability ensures that new capabilities, integrations, and compliance features can be added over time, future-proofing the investment and supporting long-term digital transformation.

Ignyte Team Support

Our experienced project team will work closely with West Virginia stakeholders throughout the implementation process. We utilize an agile project management approach, with iterative development and regular feedback loops, to precisely align the final solution with the State's requirements. Our implementation process covers requirements gathering, design, configuration, development, deployment, training, and support. Following successful launch of the one-stop shot permitting solution, our team can provide continuous support and ongoing maintenance to ensure the system remains fully functional and continues to meet West Virginia's evolving needs.

2.1.1 Ignyte's Implementation Methodology

We will deliver the permitting solution for West Virginia following our agile implementation methodology. Our implementation plan allows us to tailor our solution to meet West Virginia's specific needs while adhering to industry best practices. Leveraging our extensive experience with state-level projects, we seamlessly integrate agile methods to ensure flexibility, adaptability, and continuous improvement throughout the project lifecycle. **Figure 4** illustrates the different phases of our proposed implementation approach, which are further detailed below.

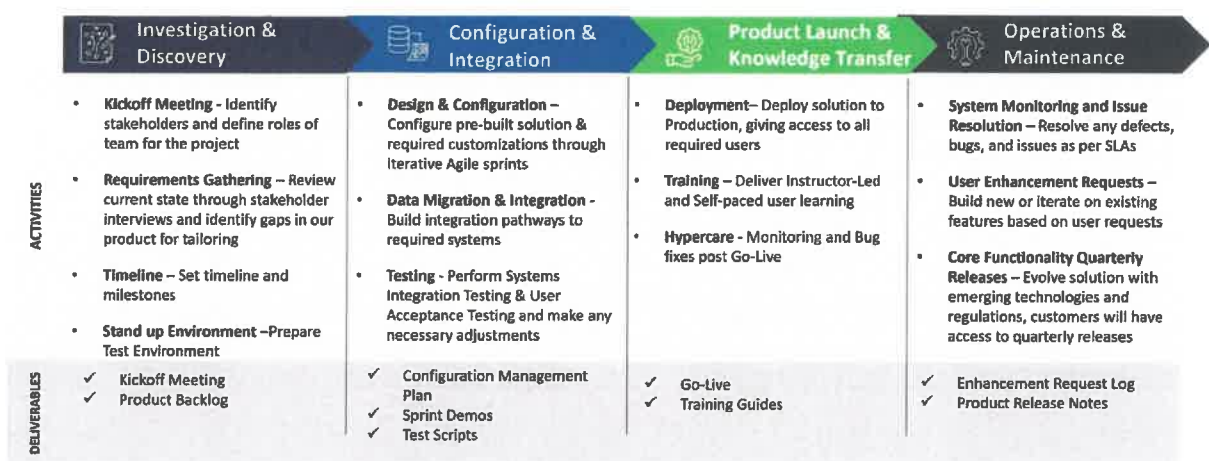


Figure 4: Ignyte's Implementation Methodology

Phase 1: Investigation & Discovery

Phase 1 focuses on a comprehensive analysis and discovery process to understand the Department of Administration's current workflows, operational requirements, and regulatory standards. We begin with a project kickoff meeting to introduce key stakeholders, validate roles, and set clear expectations aligned with the State's goals. This phase includes:

Phase 1, Activity 1: Kickoff Meeting

In our Kickoff Meeting, we will identify the Ignyte, ServiceNow, and all West Virginia stakeholders participating in the project and define clear roles for each.

Phase 1, Activity 2: Requirements Gathering

In this phase, we conduct a detailed Fit-Gap Analysis to align West Virginia's business processes with our ServiceNow-based licensing and permitting solution, identifying gaps, dependencies, and necessary integrations. A high-level product backlog and roadmap are developed to guide the project.

Phase 1, Activity 3: Timeline & Strategic Planning

We establish a timeline with stakeholders to ensure we meet all required milestones. Using a Strategic Prioritization Model, we collaborate with West Virginia stakeholders to prioritize requirements based on business value and complexity. We will then categorize functionalities to ensure a clear development focus. The outcome is a refined product backlog with detailed user stories and acceptance criteria for Phase 2.

Phase 1, Activity 4: Test Environment

We will stand up the ServiceNow test environment to begin developing the solution

Phase 2: Configuration and Integration

In Phase 2, we leverage ServiceNow's low-code platform to configure and integrate the solution, tailored to West Virginia's needs for permitting and licensing. This includes:

Phase 2, Activity 1: Design and Configuration

We utilize ServiceNow's configuration tools to design a user-friendly, scalable solution by configuring the Public Sector Digital Services (PSDS) module. Iterative design sessions and sprint reviews with West Virginia stakeholders help to refine the solution in real-time.

Phase 2, Activity 2: Data Migration & Integration

Using ServiceNow's Integration Hub, we establish secure connections with West Virginia's existing databases. We will also migrate any data (if required) into the new solution.

Phase 2, Activity 3: Testing

We will conduct a series of user acceptance testing to collect real-time feedback as well as system integration tests to identify any defects in the solution.

Phase 3: Deployment and Knowledge Transfer

Phase 3 focuses on deploying a fully operational system that meets West Virginia's needs and ensures smooth adoption by all users.

Phase 3, Activity 1: System Deployment

Following successful testing and validation, the system is deployed in phases to ensure a smooth transition. A pilot launch is conducted to validate system readiness, followed by a full deployment. Post-launch, our team provides immediate support to address any issues and ensure continuity of operations.

Phase 3, Activity 2: Training

As illustrated in **Figure 5**, we offer a comprehensive training program, including instructor-led sessions, self-paced modules, and detailed user guides, to ensure West Virginia staff are fully equipped to use the new system. A "Train the Trainer" approach ensures sustainable knowledge transfer and long-term system utilization.

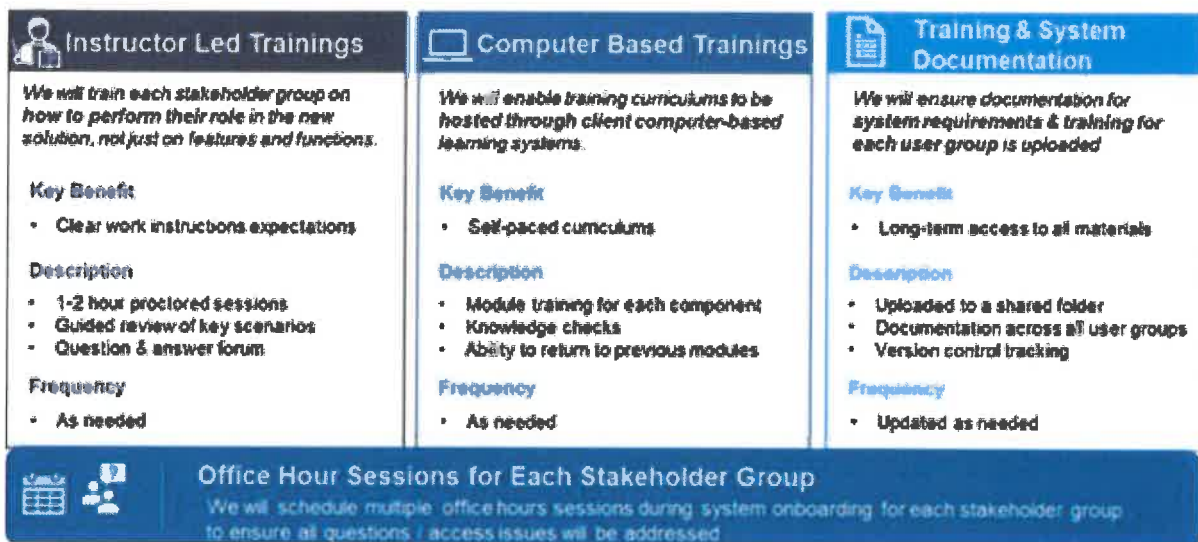


Figure 5: Ignyte's Training Methodology

Phase 3, Activity 3: Hypercare

Following Go-Live, we provide hypercare support to fix any reported bugs or defects with the solution.

Phase 4: Operations and Maintenance

Following deployment, we provide ongoing support to ensure the system remains fully functional and continues to meet NDA's evolving needs.

Phase 4, Activity 1: System Monitoring & Issue Resolution

During the stabilization period, we monitor system performance and address any issues promptly, adhering to our Service Level Agreements (SLAs). We conduct additional knowledge transfer sessions to empower NDA's team to manage and maintain the system independently.

Phase 4, Activity 2: User Enhancement Requests

Our team offers ongoing support and enhancement services, tailored to NDA's needs. This includes system monitoring, proactive maintenance, and regular updates to keep the system aligned with regulatory changes and operational requirements.

By following this streamlined approach, we ensure the successful implementation and long-term sustainability of West Virginia's Licensing and permitting solution, providing robust support and continuous improvement to maximize operational efficiency.

2.2 Provide examples of previous similar work products.

The following State Public portals listed below are powered by the ServiceNow platform.

1. **Missouri Citizen Portal** – Licensing and Permitting Management
2. **Wyoming State Parks** – Off Road Vehicles and Snowmobile Decal Management

3. **South Dakota Citizen Portal** – Teacher Certification Management
4. **Montana Department of Environmental Quality** – Lead Mitigation & Environmental Reporting System

More broadly, the **ServiceNow platform** is already trusted by clients across the United States at the federal, state, and local levels. Agencies leverage ServiceNow's Public Sector Digital Services (PSDS) and Licensing & Permitting capabilities to simplify workflows, reduce manual processing, and improve transparency for applicants and regulators alike. These implementations illustrate the proven success of the platform in addressing permitting challenges similar to those facing the State of West Virginia, and they underscore our ability to deliver repeatable, high-quality solutions that meet evolving government needs.

2.3 Identify your company name, primary contact person, phone and email.

CATEGORY	DESCRIPTION
Company Name:	Ignyte Group, Inc
Primary Contact:	Shirley Lajoie
Phone:	202-730-0824
Email:	Shirley@ignytegroup.com

Table 1: Vendor Information

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.

Our Licensing and Permitting Solution is designed to scale with the Department of Administration's needs, making it straightforward to add new permit types and onboard additional agencies over time.

The platform's modular, low-code design treats permits and licenses as configurable templates rather than hard-coded processes. This means that when a **new permit is required** (ex: a new industry sector, regulatory requirement, etc) it can be created within a few minutes simply by defining the necessary data required (ex: documentation to collect, fee schedules, routing rules, renewal periods, etc).. Administrators and business users at the Department of Administration can use ServiceNow's low-code tools, such as Flow Designer and Form Designer, to configure forms, automate workflows, and establish routing and approval rules without custom development. Further, once a capability is built in the platform, they can be leveraged as re-usable components, making expansion of license and permit types easy to configure and consistent across agencies.

Adding a new agency to the solution follows the same principle of configuration over

customization. Each agency can be provisioned with its own roles and delegated administration rights, giving them the flexibility to manage their own permit types, staff assignments, and workflows without relying on central IT. Agency-specific requirements, such as unique inspection criteria, jurisdictional rules, or document needs, are mapped into the platform's taxonomy using configurable templates. Where agencies have legacy permitting systems or specialized tools, Agencies' permits are then published to the centralized One-Stop Shop portal, with dedicated queues and dashboards enabling staff to process applications efficiently while ensuring statewide visibility through consolidated reporting and KPIs.

2.5 How would you address permitting portals currently in use by state agencies?

Our solution can leverage existing portals currently in use by state agencies integrating them into the new permitting platform, or West Virginia may choose to **standardize on ServiceNow's out-of-the-box public portal** for a consistent, citizen-centric experience across all permits and licenses. Or a combination of both of these approaches for multiple external facing portals is also a viable option. The decision ultimately rests with the State to determine the best approach for their constituents, and our implementation team can help guide that choice if desired. We can provide a clear assessment of the pros and cons of each approach, including considerations around user experience, cost, integration complexity, long-term maintainability, and statewide consistency.

2.6 Describe how you handle security and privacy/cyber security as well as backups and disaster recovery within your solution?

Our solution is built on ServiceNow, which holds over 200 security certifications, including **FedRAMP and StateRAMP authorizations, NIST, and SOC 2** standards. We have enumerated additional information on the platform's security posture below.

Security & Privacy:

- **Data Protection:** All data is encrypted in transit (TLS 1.2+) and at rest using AES-256 encryption.
- **Access Controls:** Role-based access, multi-factor authentication (MFA), and Single Sign-On (SSO) identity management frameworks.
- **Privacy Safeguards:** Agencies can enforce data minimization, record-level security, and audit trails, ensuring sensitive applicant and agency data is accessible only to authorized users.
- **Continuous Monitoring:** Automated security monitoring, vulnerability scanning, and intrusion detection to proactively identify and mitigate risks.

Backups & Disaster Recovery:

- **Resiliency:** ServiceNow operates from redundant, geographically diverse data centers to ensure high availability and business continuity.
- **Automated Backups:** Regular, automated backups are performed and securely stored, with defined retention policies to support restoration of historical data when required.
- **Disaster Recovery:** ServiceNow's disaster recovery program ensures recovery point objectives (RPO) and recovery time objectives (RTO) meet or exceed government standards. Failover and continuity testing are conducted regularly to validate system resilience.

Shared Responsibility & Governance:

While ServiceNow provides the secure and compliant platform backbone, Ignyte works with client

agencies to configure role-based permissions, establish data governance policies, and ensure privacy practices align with state-specific requirements.

2.7 How would you ensure that the solution will be operational by the deadline indicated in the statute and legislative rule?

Ignyte's implementation approach as detailed in 2.1 will ensure that the **January 1, 2027 deadline** for the One-Stop Permitting Dashboard is not only met, but that the State begins realizing value well in advance of the statutory requirement.

Our team follows an **iterative, agile delivery model** that prioritizes incremental releases, allowing us to stand up core functionality quickly and then expand capabilities over time. This ensures stakeholders can **begin using and validating components of the system early in the project well before the deadline**, reducing risk and enabling refinements based on user feedback.

Because our solution leverages **ServiceNow's pre-built Public Sector Digital Services (PSDS) licensing and permitting framework**, we can configure and deploy an operational permitting platform much faster than a fully custom-developed system. Out-of-the-box workflows, reusable components, and integration capabilities provide a strong foundation that we tailor to West Virginia's requirements, accelerating implementation while maintaining flexibility for future enhancements.

2.8 Examples of previous solutions of similar size and scope.

Please see question number 2.2 on page 3 of this document.

2.9 Please describe pricing strategy options available to address the cost of buildout and maintenance of the program, including user fee options.

Our licensing and permitting solution is offered as a **subscription service** and priced on a **per-user basis**. All internal users, including employees and subcontractors who require access to manage or process permits, will need a license. **External users** (ex: constituents, businesses, and other applicants) can access the system at **no cost**. As user volumes are made public by the Department of Administration, we are happy to provide a customized quote for your convenience.

2.10 Any marketing materials, technical data or other relevant information to the solution.

Please see the attached information we provided on our licensing solution.

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.

Ignyte Group, Inc

(Company)

Shirley Lajoie, Chief Customer Officer

(Representative Name, Title)

202-730-0824

(Contact Phone/Fax Number)

08/29/2025

(Date)

Shirley Lajoie