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August 29, 2025

Accela and the State of West Virginia

Response to RFI CRFI 0201 SEC 2600000001

One-Stop-Shop Permitting Program

August 27, 2025

Ms. Tara Lyle
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Re: CRFI 0201 SEC 2600000001 – One-Stop-Shop Permitting

Dear Ms. Lyle and Members of the State Evaluation Panel:

These are exciting and challenging times for the State of West Virginia (hereinafter, the State). We understand that the State is currently evaluating new solutions to modernize and unify permitting processes across multiple agencies, with the goal of improving operational efficiency, enhancing applicant experience, and supporting critical infrastructure and economic development projects.

Accela stands ready to help you align with your technology goals and improve service to your citizens. We offer the only end-to-end permitting system on the market. This uniquely positions us to meet the desire of the State of West Virginia's need for a One-Stop-Shop Permitting program. With our dashboarding and configuration capabilities, the solution enables the State to create a unified view and workflow across agencies for processing and tracking permits. By using our solutions, a culmination of our experience working with government agencies, we are best positioned to help the State transition to a modern, efficient, web-based solution.

When governments and technology work together, great things happen. We are confident that we offer the best solution to improve your business operations and invest in your success. The following response outlines our approach to meeting your project goals, engaging with your citizens, and satisfying the needs that are most important to State stakeholders.

I am authorized to bind the company contractually. For any questions regarding this response or subsequent phases, please contact Wm. J. Gardner, Account Director, at 615-478-4560 or bgardner@accela.com. Please copy rfp@accela.com on any correspondence.

Thank you for your consideration,

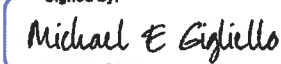
Signed by:

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Michael Gigliello
Controller

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About Accela

Accela provides market-leading SaaS solutions that empower governments worldwide to build thriving communities, grow businesses and protect citizens. From planning, building, licensing and permitting, to service request management, environmental health and more, Accela's offerings accelerate efficiency and transparency in governments of all sizes. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenge in the future. Accela's solutions serve more than 80 percent of America's largest cities. Accela is headquartered in San Ramon, California, with additional offices around the world. For more information, visit www.accela.com.

Disclosure

In relation to future versions of planned system enhancements or future product direction, the information contained in this material is not a commitment or legal obligation to deliver any of the features or functionality described herein.

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1 Response to Request for Information

1.1 General Information Being Sought

We are seeking information for vendors to describe their ability to provide a “one-stop-shop” for obtaining and renewing permits, licenses and business registrations as described WV Code §5A-13-1 et seq. and legislative rule 148CSR25. The intent of this program is to revolutionize and streamline West Virginia’s permitting system by creating an online dashboard for processing and tracking permits for construction, economic development, infrastructure, and natural resource projects.

The State of West Virginia (hereinafter, the State) is carefully considering how to modernize permitting throughout the State. Accela understands that this initiative is driven by House Bill 2002, which mandates the creation of a unified, online permitting and licensing system to enhance transparency, efficiency, and predictability across multiple State agencies.

Your goal is to address current operational challenges, improve user experience for both applicants and staff, and ensure compliance with legislative and regulatory requirements:

- Developing a centralized permitting dashboard that interfaces with existing back-office systems, while also providing digital solutions for agencies currently reliant on paper or PDF-based processes.
- Ensuring integration with legacy systems, payment gateways, GIS, document management, and identity providers, as well as supporting accessibility, security, and data migration requirements.
- Facilitating a phased or agile implementation approach, informed by industry best practices and vendor recommendations, to meet the statutory deadline for full portal go-live by January 1, 2027.
- Addressing pain points identified by agencies and applicants, such as inconsistent workflows, lack of notifications, and mobile accessibility challenges.
- Establishing measurable KPIs for permit processing times, transparency, and applicant satisfaction.

At Accela, we understand the challenges that affect government and its citizens, and we know how innovative technology can help solve those problems. For over 40 years, Accela has guided agencies like State of West Virginia through challenges associated with large-scale digital and operational change. Our solutions were designed and built to help government agencies improve efficiency and increase resident engagement. We are uniquely positioned to design, configure, and deploy a forever modern solution that meets the State’s needs today and achieves your future goals.

Our solutions benefit the State by:

- **Increasing agency collaboration and efficiency delivering a unified citizen experience** – We can integrate multiple agencies into a single workflow, enabling them to share cases and information.
- **Leveraging the work we have done for other clients** – We have more than 600 customers, so agencies never start from scratch.
- **Addressing your most pressing challenges** – Our Civic Applications are ready to configure and deploy on the most robust platform, backed by years of domain expertise built-in which we refer to as Civic DNA.
- **Meeting changing regulations and workflows** – Our platform’s flexible deployment options and civic engagement software help remove friction between residents and agencies. Our platform is built specifically for community development and regulation, whereas some vendors use generic platforms to build custom solutions.

The following highlights our proposed solution for the State's One-Stop-Shop Permitting Program:

- **A comprehensive permitting, licensing, and building solution** that tracks and manages all your permitting, plan review, inspections, code enforcement, case management and other development activities to ensure improvement in collaboration and increased efficiency for both residents and State staff. The information available will allow your entire staff to have complete detailed information instantly and reduce staff hours spent on processing applications.
- **Accela SaaS**, using the Microsoft Azure cloud, allows the State to scale, reduce costs, leverage the existing skills of current staff, and provide world class and award-winning security.
- **Accela Mobile** extends processing capabilities to the field for inspections, investigations, and more.
- **Accela Public Portal** provides the State with better, faster services to citizens and businesses using a citizen-facing web portal. Improve customer service via 24/7 access and keep citizens informed via omni-channel notifications including text, email, and more Streamlining processes and providing more self-service options speed up the permitting process from start to finish, reducing front counter visits, and providing a higher level of service to the customers you serve.
- **Accela GIS** delivers mapping and routing functionality to the enterprise. This overlays your data onto Esri GIS maps and allows customers to initiate and manage a variety of activities from a geospatial platform. Accela has been a trusted Esri Business Partner for 20+ years and is a recipient of the Esri Partner Award for the Civic Platform.

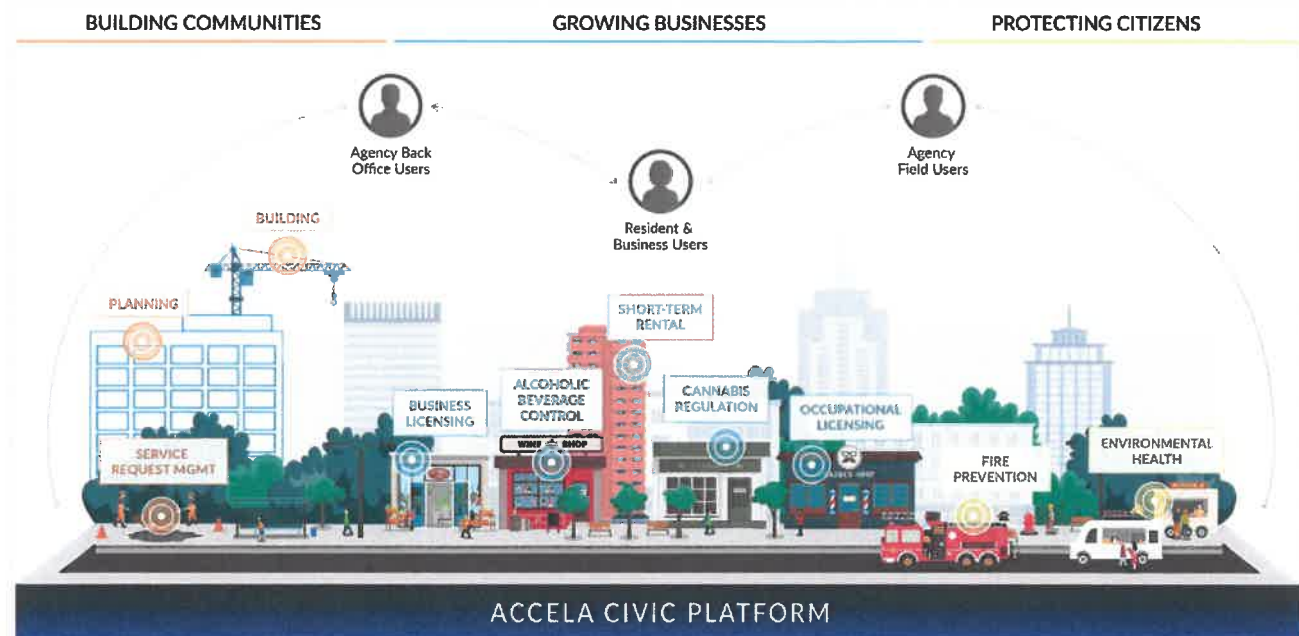


Exhibit 1: Accela delivers ready-to-deploy Civic Applications unified on a single, scalable and extensible platform.

Accela appreciates the opportunity to present our solution and looks forward to demonstrating why we are the best choice to meet your system requirements. We are excited for the opportunity to partner with the State on this transformative journey.

1.2 Specific Questions

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

Accela is well-positioned to establish the One-Stop-Shop permitting solution for the State. Our approach is built on our extensive experience working with government agencies and our market-leading SaaS solutions that empower governments worldwide.

We are the only vendor that offers an end-to-end solution in the market. Our solution includes a unified view and workflow across agencies for processing and tracking permits, leveraging our dashboarding and configuration capabilities. This will help the State transition to a modern, efficient, web-based solution.

We deliver results that you can trust:

- **Powering Government Transformation with Purpose-Built Innovation**
 - Trusted by millions of citizens using Accela every day
 - Backed by 600+ government agencies nationwide
 - Hundreds of prebuilt best-practice libraries to co-design the future of the State
 - Purpose-built for government—not retrofitted
 - The most advanced configuration tools to meet the State’s unique needs
 - 99 percent customer retention—because we do not just support, we partner
- **Proven ROI That Delivers**
 - Reduces staff workload—empowering teams to do more without additional headcount
 - Accelerates permitting timelines by 50–90 percent, fueling faster development and economic growth
- **Exceptional Citizen and Staff Experience**
 - Delivers a modern, intuitive interface for citizens and businesses
 - Streamlines complex workflows into clear, digital-first interactions
 - Enhances transparency, reduces friction, and builds trust in public services
 - Provides a single point of accountability—Accela designs, develops, implements, monitors, and supports the full solution to ensure State receives seamless, end-to-end service
- **Interoperability That Scales**
 - Hundreds of integrations and prebuilt workflows to streamline cross functional departments
 - Built to connect seamlessly with legacy systems, cloud platforms, and third-party tools
 - Designed to support State’s integration-heavy vision with flexibility and speed
- **Leading the AI Revolution in Government Services**
 - Setting the standard in AI-driven citizen experience, plan review, and service delivery
 - Proactive “watch guard” diagnostics to ensure unmatched customer success
- **Unified Dashboard and Reporting Capabilities**
 - Hundreds of real-time dashboards delivering critical insights
 - Comprehensive, flexible reporting that supports all required report types, including Ad hoc, financial, compliance, and operational reports.

We propose a SaaS solution, hosted in the Microsoft Azure cloud. This provides the State with a robust, scalable, and secure platform that empowers agencies to focus on innovation and service delivery, while Accela manages the underlying technology

Key SaaS advantages:

- **Cost Efficiency and Predictable Budgeting**
 - Eliminates the need for agencies to invest in and maintain costly on-premises infrastructure.
 - Offers a subscription-based model with predictable costs
 - All server infrastructure, application patches, and upgrades are managed by Accela, freeing up IT staff for higher-value work
- **Rapid Deployment and Scalability**
 - Agencies can deploy applications quickly without worrying about data center infrastructure
 - The platform is elastic and scalable, supporting both small and large implementations and handling peak loads with ease
 - Multiple environments for testing and load-balanced web services ensure performance and flexibility
- **Security and Compliance**
 - Accela's SaaS is hosted on Microsoft Azure, leveraging world-class security
 - Accela is currently enrolled in the StateRAMP (GovRAMP) Progressing Program and is actively working toward obtaining a StateRAMP Authority to Operate (ATO). This demonstrates Accela's commitment to meeting rigorous state and local government security standards.
 - Compliance with SOC2, HIPAA, PCI DSS, and other standards
 - Adopts a "SaaS First, Default Deny, Zero-Trust" security posture, with secure APIs and a secure software development lifecycle
- **High Availability and Reliability**
 - 99.9 percent uptime commitment
 - Disaster recovery and business continuity are built-in, with multiple availability zones and rapid recovery objectives
 - Real-time monitoring and proactive communications ensure transparency and reliability

By leveraging Accela's SaaS capabilities, the State can accelerate its digital transformation, reduce IT overhead, and deliver a unified, secure, and user-friendly permitting experience for all stakeholders.

We have provided solution overviews for our Building, Planning, and Occupational Licensing Civic Applications on the following pages, as well as Accela Public Portal.

Accela Civic Application for Building



Accela Civic Application for Building provides an end-to-end cloud-based solution for building permit processes, including web-based access for citizens and back-office staff as well mobile inspection capabilities.

Please click screen above to view a demo of Accela Building, or visit: <https://youtu.be/OVatnLNFDKw>

Accela Building includes out-of-the-box configurable workflows, business rules, reports, and GIS integration to help streamline agencies' permitting process.

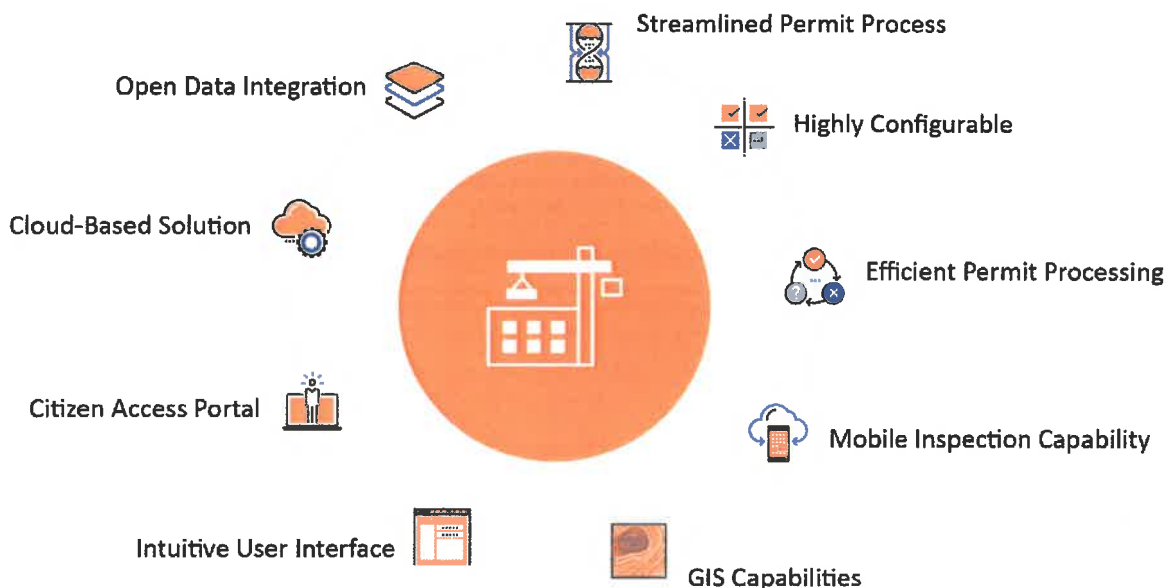


Exhibit 2: Key Benefits of Accela Building

Streamlined Permit Process: Accela Building simplifies the permit application process for residents, enabling them to conveniently submit applications, documents, and fees online. This eliminates the need to visit agency offices, saving time for applicants and reducing administrative burden for agencies.

Highly Configurable: While Accela Building is an out-of-the-box solution, it also offers high configurability. Agencies can tailor the platform to meet their specific processes and requirements, ensuring seamless integration into their existing workflows.

Efficient Permit Processing: The platform allows reviewers to access applications and plans simultaneously, promoting collaboration and reducing bottlenecks in the review process. Additionally, it integrates with other systems to provide access to code and zoning information, further streamlining the approval process.

Mobile Inspection Capability: Accela Building equips inspectors with a mobile app that works both online and offline, enabling them to conduct on-site inspections efficiently. This capability optimizes routes, reduces errors, and increases productivity.

GIS Capabilities: With built-in Geographic Information System (GIS) capabilities, Accela Building enhances the visualization and analysis of building-related data. Agencies can better understand spatial relationships, make data-driven decisions, and improve overall planning and development.

Intuitive User Interface: Both agency staff and residents enjoy a modern and user-friendly interface accessible from any device. This ensures a seamless and pleasant experience for all users throughout the permit process.

Citizen Access Portal: Builders can leverage the Citizen Access Portal to easily submit applications, schedule inspections, and track the progress of their permits. This level of transparency and accessibility fosters better communication between agencies and applicants.

Cloud-Based Solution: Accela Building operates on a cloud-based infrastructure, eliminating the need for agencies to worry about managing complex hardware and software resources. This results in a cost-effective and scalable solution.

Open Data Integration: The platform offers platform-wide APIs and SDKs, enabling smooth integration with complementary solutions to address the diverse needs of agencies. This flexibility allows for future expansions and enhancements as requirements change.

In addition to its core features for building permits, Accela Building provides functionalities for Trade Licenses and Code Enforcement. These capabilities empower agencies to efficiently manage licensing lifecycles, online applications, inspections, and fine collections, further streamlining agency operations.

With automation at every stage, from application intake to inspection scheduling, Accela Building ensures a transparent and efficient permit process that benefits both agencies and applicants alike. Its out-of-the-box nature, GIS capabilities, and mobile app's offline functionality make it a comprehensive solution for modernizing building permit management.

Accela Civic Application for Planning



Accela Civic Application for Planning helps communities build and grow safely with zoning, planning, plan review and approval, complaint management, and code enforcement automation.

Click above to view a demo of Accela Planning, or visit: <https://www.youtube.com/watch?v=XAi1Og25Pok>

Accela Civic Application for Planning helps the State improve community quality, promote economic growth, and protect resident welfare.

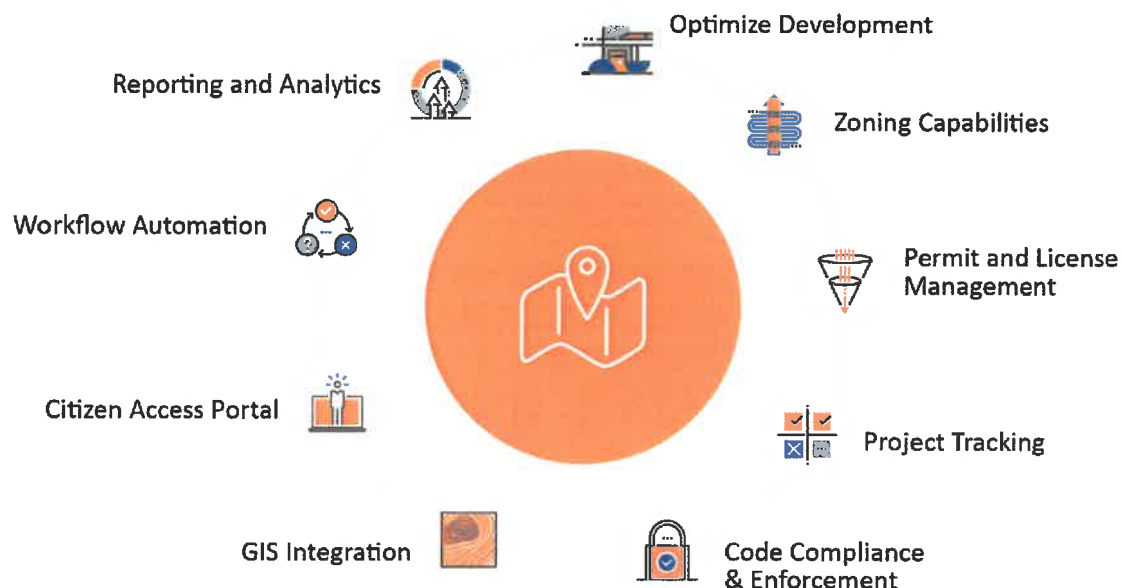


Exhibit 3: Key Benefits of Accela Planning

Optimize Development with Accela's Civic Application for Planning: Accela's Civic Application for Planning revolutionizes the development process, empowering government agencies to streamline planning operations, foster growth, and enhance citizen engagement. Designed with the singular mission of modernizing local governments, this comprehensive solution transforms the way agencies manage permits, zoning, compliance, and code enforcement.

Zoning Capabilities for Effective Land Use: Efficiently manage zoning requirements and regulations with our application's zoning capabilities. Make informed decisions regarding land use, density, and development standards to achieve optimal urban planning and community development.

Seamless Permitting and Licensing Management: With our Civic Application for Planning, agencies can efficiently manage and issue a wide range of permits and licenses crucial to development. From building permits to land use permits and zoning approvals, the application simplifies the process, reducing administrative burdens and expediting approvals.

Transparent Project Tracking: Stay in control of development projects with our intuitive project-tracking capabilities. From initial submission to final approval, agencies gain real-time insights into project status, enabling transparent communication with stakeholders and ensuring projects stay on track.

Empowered Code Compliance and Enforcement: Accela's Civic Application for Planning reinforces code compliance, ensuring development projects adhere to zoning regulations and other planning codes. With automated workflows, agencies can proactively address violations, promoting orderly development and enhancing community safety.

Data-driven Insights with GIS Integration: Harness the power of Geographic Information Systems (GIS) integration to visualize and analyze planning data. Effortlessly identify trends, uncover hidden patterns, and make data-driven decisions, optimizing resource allocation and bolstering informed planning.

Enhanced Public Engagement and Communication: Engage with the community like never before through our application's public engagement features. Offer citizens online portals for submitting planning applications and receiving real-time updates on project progress, fostering transparency, and building trust with the public.

Streamlined Workflow Automation: Experience newfound efficiency through our application's workflow automation capabilities. Standardize planning processes, eliminate manual tasks, and reduce delays, allowing agencies to focus on what matters most - driving development.

Insights through Reporting and Analytics: Empower your agency with actionable insights using our robust reporting and analytics tools. Measure performance, assess outcomes, and make data-backed decisions to optimize planning strategies and fuel future growth.

In addition to its core when it comes to development, Accela's Civic Application for Planning is the catalyst for transformation. Drive innovation, embrace efficiency, and engage with the community like never before. Unlock the full potential of your planning endeavors with Accela - your trusted partner in modernizing government operations.

Accela Civic Application for Occupational Licensing



Accela's Civic Application for Occupational Licensing stands as a sophisticated software solution designed to streamline and automate the complex processes associated with occupational and professional licensing for government agencies.

Click screen above to view a demo of Accela Occupational Licensing, or visit <https://youtu.be/3nSlaZG4RC8>

The Accela Civic Application for Occupational Licensing software simplifies the licensing process.



Exhibit 4: Key Benefits of Accela Occupational Licensing

Streamlined License Application Process: The Accela Civic Application for Occupational Licensing revolutionizes the license application process, offering an intuitive online portal for applicants to submit their applications, provide requisite information and documents, and track application progress. By eliminating paperwork and enabling remote application submissions, we enhance convenience for applicants, reducing the need for in-person visits.

Efficient License Review and Approval: Accela's application automates review and approval processes for occupational licenses and certifications. Agencies can define rules and regulations, automatically assess applications for compliance, and route them to relevant departments for review. This automation streamlines processes, reduces manual effort, and expedites application approvals.

Integrated Payment Processing: Seamlessly integrating with payment processing systems, our solution allows applicants to securely pay licensing fees and associated costs online. This eliminates manual payment processing, minimizes errors, and ensures efficient and transparent transactions, providing applicants with detailed payment receipts.

License Renewal Management: Our solution offers robust features for managing license and certification renewals and compliance. With automated notifications and reminders, individuals are kept informed about upcoming renewals, simplifying the renewal process and ensuring timely compliance with licensing requirements. This ensures agencies maintain accurate and up-to-date records of licensed professionals.

Reporting and Analytics: Accela's Civic Application for Occupational Licensing provides comprehensive reporting and analytics capabilities, generating insightful reports on license applications, approvals, and revenue. These reports empower agencies to glean insights into licensing trends, monitor performance metrics, and make informed, data-driven decisions, facilitating continuous improvement and resource allocation.

Open Data Integration: Our application seamlessly integrates with other systems such as CRM software, offering a holistic view of licensing activities. This fosters collaboration between different departments involved in occupational licensing, ensuring smooth workflows and consistent information sharing, thereby enhancing operational efficiency.

In summary, Accela's Civic Application for Occupational Licensing offers a multitude of benefits, including a simplified application process, efficient review and approval, integrated payment processing, streamlined renewals and compliance management, data-driven decision-making, and improved collaboration. By leveraging these capabilities, government agencies can provide a seamless and user-friendly experience for applicants, ensure compliance with occupational and professional licensing requirements, and maintain a qualified and regulated workforce within their jurisdictions.

Accela Public Portal

We believe the Public Portal is going to re-imagine and become the gold standard in the market for how constituents interact with their agencies.

From Paper to Digital

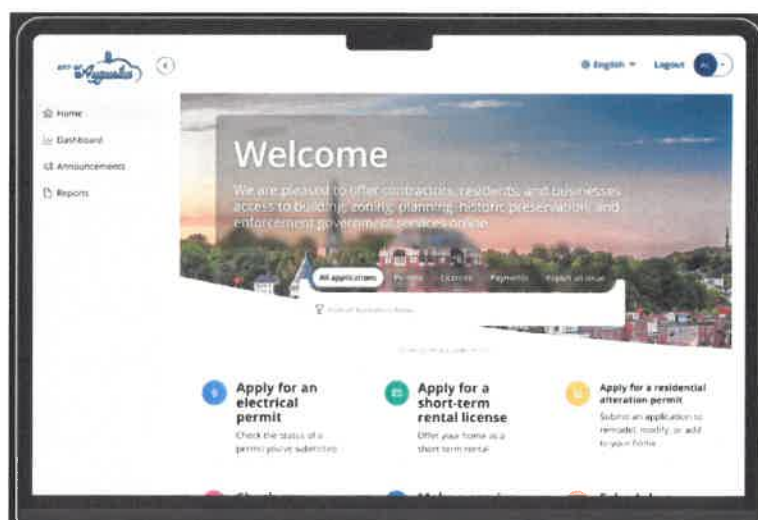
- The original ACA platform was designed with a focus on internal workflows, helping staff manage complex permitting tasks efficiently. Today, we are building on that foundation to deliver a modern, digital experience that meets the expectations of today's public users.

Focusing on the End User

- The new Public Portal is designed with an applicant-first mindset, putting the needs of the public at the center of the experience.
- We are not just enabling transactions, we are guiding users through the permitting process with clarity on what's required, what steps to take, and what documents to provide.
- Our goal is to make the permitting experience intuitive, accessible, and empowering for every applicant.

Backoffice + Public Portal

- Accela is the market leader in permitting, offering unmatched breadth and depth of functionality across a wide range of agency needs.
- Our powerful and flexible back-office platform enables agencies nationwide to configure workflows that reflect their unique processes and policies.
- With the new Public Portal, we are extending that same level of power and flexibility to the public-facing experience.



Looking Ahead

- The initial releases of the Public Portal are just the beginning of a long-term vision for continuous innovation.
- We have built the platform with flexibility in mind so it can evolve alongside the needs of agencies and the public.
- Our commitment is to deliver a best-in-class experience for applicants—just as we have done for agency staff—with every new release.

2. Provide examples of previous similar work products.

The following examples illustrate how Accela has effectively implemented licensing and permitting solutions for government agencies throughout the United States.

- State of Michigan Department of Licensing and Regulatory Affairs (LARA), including Bureau of Construction Codes (BCC), Bureau of Professional Licensing (BPL) and Bureau of Fire Services
 - The State of Michigan Department of Licensing and Regulation invested in Accela for statewide automation in the regulatory areas of licensing, permitting, inspections, and enforcement. Michigan has doubled the number of licenses issued using online services and cut down permit processing time from a week to minutes.
- State of Montana Department of Labor & Industry, Business Standards Division, Building Codes Bureau (BCB), Business & Occupational Licensing, and Health Care Licensing Bureau
 - The State of Montana regulates forty licensing boards and over 100 different professions within the Accela Civic Platform. Montana can process >80% of all new license applications within 14 days or less.
- State of Kansas – Accountancy, Dental, Examiners of Optometry, Mortuary Arts, Real Estate, Technical Services, Veterinary Examiners
 - Accela is currently engaged with the State of Kansas in a multi-phase modernization project for their licensing Boards. When completed, there will be over 20 Board regulating their licenses on the Accela Civic Platform.
- New York State Power Authority (NYPA)
 - NYPA selected the Accela Civic Platform to manage all permitting on the New York State canal system.
- Tennessee Department of Transportation (TN DOT)
 - TN DOT has implemented all highway entrance permitting and inspections processes on the Accela Civic Platform.

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

The State's contact at Accela for any questions regarding this response or subsequent phases, is Wm. J. Gardner, Account Director. He may be reached at 615-478-4560 or wgardner@accela.com.

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.

The Accela Civic Platform has the capability to manage each board or department in its own module. This allows autonomy among the different boards to design aspects of the solution to their specific needs. By using the robust Access Controls in place on the Accela Civic Platform, you can control who can access the data by profile or user and down to the field level.

Our approach with Michigan, Montana, and Kansas is designed with a multi-phased approach. We can work with you to enable a center of excellence to manage and bring those additional boards and departments onto the Civic Platform or perform the implementation services and then turn it over to your staff to maintain and enhance.

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

To maximize the State's investment in an online presence, Accela's Public Portal can easily be embedded within existing department websites, use deep linking from web pages outside Accela into specific areas within the Accela Civic Platform or leverage our enterprise level RESTful API for system integration.

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

As a provider of Software as a Service (SaaS) solutions for government, Accela prides itself on delivering an elevated level of data and cloud security by implementing a variety of measures to protect its customers. Along with in-depth audits for its network, applications, and databases, Accela's use of encryption, user authentication, backup and recovery programs, and real-time network performance monitoring offers governments and the communities they serve the ability to provide innovative, reliable solutions securely.














<div style="background-color: #e6f2ff; padding: 10px; margin-bottom: 10px;">  Security is a fundamental part of Accela and part of our value proposition to agencies </div> <div style="background-color: #e6f2ff; padding: 10px; margin-bottom: 10px;">  Ongoing significant investment in security architecture, infrastructure, and tools </div> <div style="background-color: #e6f2ff; padding: 10px; margin-bottom: 10px;">  Maintain a <i>SaaS First, Default Deny, Zero-Trust</i> security posture to help ensure high degree of security and data integrity </div> <div style="background-color: #e6f2ff; padding: 10px;">  Significant use of leading-edge monitoring, alerting, metrics, and automation tools and technology </div>	         <i>Examples of tools in use</i>
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Exhibit 5: Security is a fundamental part of Accela's service offerings. Accela maintains a strong focus on security and maintains best practices and utilizes best-in-breed tools to ensure a high degree of data security and privacy.

Our security is aligned with the National Institute of Standards and Technology's (NIST) standards, Payment Card Industry Security Standards, and AICPA Trust Services Principles. Partner companies, like Microsoft, ensure their cloud services meet the FBI's Criminal Justice Information Services (CJIS) standards, another high benchmark in cybersecurity. Accela's software development lifecycle and operational processes align with the Open Web Application Security Project (OWASP).

These standards require security controls like identity management, multi-factor authentication, configuration controls, incident response, and change control. For CJIS compliance, there are also added requirements that grant the FBI physical access to Microsoft's cloud facilities for IT audits, to get detailed quarterly security updates, and for agents to conduct background checks on Microsoft personnel.

Accela maintains a broad set of controls across the areas of people, processes, and technology covering these areas:

- Application security
- Data security and lifecycle management
- Secure software and delivery lifecycle
- Audit and Accountability
- Business Continuity
- Change and Configuration Management
- Datacenter / Infrastructure as a Service Security
- Encryption in transit and at rest
- Threat, Vulnerability, and Risk Management
- Identity and Access Management
- Mobile Security
- Incident Management and Response

As shown in Exhibit 6, Accela also maintains a variety of security certifications to demonstrate and provide third-party validation of its commitment to customer security. We are currently working towards obtaining our StateRAMP authority to operate (ATO) and are currently enrolled in the StateRAMP (GovRAMP) Progressing Program.

 <p>SSAE18 SOC2 Type II</p> <p>Audited at least annually against the SOC reporting framework by independent third-party auditors.</p> <p>Audit controls for data security, availability, and confidentiality as applicable to in-scope trust principles for each service.</p>	 <p>HIPAA HITECH</p> <p>Audited annually against the national standards passed by the Health Insurance Portability and Accountability Act (HIPAA).</p>	 <p>PCI-DSS v4.0.1 Attestation of Compliance for Report on Compliance – Service Provider</p> <p>Self-assessed annually as an e-commerce merchant for its payment adapter services and integration with the Civic Platform.</p>	 <p>CCPA</p> <p>The California Consumer Privacy Act (CCPA) creates new consumer rights relating to the access, deletion, and sharing of personal information collected by businesses.</p>
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Exhibit 6: Accela maintains these key security certifications within our products.

Microsoft Azure Compliance

Our partnership with Microsoft Azure and the integrated security tools is very important to the overall security environment. Azure helps us scale according to demand. With the security tools integrated into all services and instances within Azure, we can effectively monitor our entire environment automatically.

Additionally, we leverage Microsoft's extensive compliance program to ensure a secure framework. This provides extensive certifications with software deployment, including multi-layered security that extends to physical data centers, infrastructure, and operations.



Backups and Disaster Recovery

Disaster recovery is an integral part of maintaining business continuity should a catastrophic outage occur. Accela is committed to giving our cloud customers access to their respective data and sites in a timely fashion should such an unlikely outage occur. Accela maintains a third-party audited Business Continuity (BR) and Disaster Recovery (DR) policy which is certified as documented and tested at least annually as part of SOC 2 certification.

The SaaS production database is replicated locally and mirrored to a geographically distinct failover site. Great care, planning, and expense has been taken to ensure that no single points of failure occur within the cloud environment itself. All network and I/O paths are redundant, and all services are available via load-balanced environments. Accela employs virtualization that allows for the dynamic migration of any failed virtual guests to another live host the moment an outage is detected. This ensures the continuity of business services should a single server go offline.

A two-node database cluster provides high availability for the key production databases. This cluster allows for both dynamic and manual relocation of key services insomuch that the associated web and business services can always connect to a live node.

Database backups follow a standard weekly full/nightly incremental schedule. Accela SaaS offers a committed 1-hour Recovery Point Objective (RPO) and a 4-hour Recovery Time Objective (RTO).

In any scenario involving data loss, multiple opportunities are available to recover the data. If a site-wide outage occurs that is projected to be sustained and lasting but the data itself within the data center is retrievable, Accela employees will transfer any outstanding archive logs to the standby site and activate the standby site as the primary cloud facility. External DNS entries will then be updated to reflect the failover site.

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

Accela has many different options in meeting the deadline by starting with a foundational MVP build using the Accela Civic Application, versus a phased approach, or lastly, bringing additional resources to complete the entire project in time.

1.3 Information Being Sought

1. Examples of previous solutions of similar size and scope.

The following examples demonstrate Accela's ability to provide scalable solutions that effectively support complex regulatory frameworks for agencies comparable in size to the State.

- State of Michigan Department of Licensing and Regulatory Affairs (LARA), including Bureau of Construction Codes (BCC), Bureau of Professional Licensing (BPL) and Bureau of Fire Services
 - The State of Michigan Department of Licensing and Regulation invested in Accela for statewide automation in the regulatory areas of licensing, permitting, inspections, and enforcement. Michigan has doubled the number of licenses issued using online services and cut down permit processing time from a week to minutes.
- State of Montana Department of Labor & Industry, Business Standards Division, Building Codes Bureau (BCB), Business & Occupational Licensing, and Health Care Licensing Bureau
 - The State of Montana regulates forty licensing boards and over 100 different professions within the Accela Civic Platform. Montana can process >80% of all new license applications within 14 days or less.
- State of Kansas – Accountancy, Dental, Examiners of Optometry, Mortuary Arts, Real Estate, Technical Services, Veterinary Examiners
 - Accela is currently engaged with the State of Kansas in a multi-phase modernization project for their licensing Boards. When completed, there will be over 20 Board regulating their licenses on the Accela Civic Platform.

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

Many factors contribute to determining the final project cost:

- Scope of the deployment
- Total number of record types
- Total number of integrations
- Number of phases
- Enablement approach
- Duration of implementation
- Total number of system users
- Technical ability of State staff and whether training is sought by the agency, etc.

We have provided a preliminary estimate below to aid in budgeting purposes. This estimate assumes approximately 450 users along with features and functionality representative of a solution set to meet the needs of multiple agencies, stakeholders, and processes. These high-level requirements were obtained from this RFI and addendum documentation.

If the State removes scope or makes changes to component pricing, Accela shall review those elements to determine appropriate adjustments to estimates provided in this response. We look forward to working together to gain further insights and confirm your priorities and timing as you move towards RFP. With this

information in-hand, we will align and share how Accela's solutions and offering in context help you achieve your goals and outcomes. In turn, our pricing will reflect that collaborative effort.

Based on the number of scope items needed to provide an implementation cost, Accela would like to request a meeting with the State to better understand the scope and approach. We could then provide the State with an accurate implementation cost.

Exhibit 7: Multi-Solution Pricing: Three-Year SaaS Pricing

Accela Multi-Solution Proposed Software Pricing	QTY	Price per user	Total
Accela Multi-Solution SaaS Subscription (per user) - Year 1	450	\$840.00	\$378,000.00
Accela Multi-Solution SaaS Subscription (per user) - Year 2	450	\$1,200.00	\$540,000.00
Accela Multi-Solution SaaS Subscription (per user) - Year 3	450	\$2,400.00	\$1,080,000.00

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

Accela's digital room establishes a benchmark for agency expectations by facilitating seamless engagement and providing access to pertinent materials. Additionally, it offers a structured approach for ongoing education and development: [Engagement from Accela](#).

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2 Appendix

2.1 Attachments

Accela has provided the following attachments in this section:

- CRFI SEC26_01 Solicitation Document Page 1
- CRFI SEC26_01 Solicitation Document Page 6
- Addendum Acknowledgement Form Solicitation No.: CRFI SEC26*01



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:
Doc Description: One-Stop-Shop Permitting			
Proc Type: Request for Information			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-07-11	2025-08-11 13:30	CRFI 0201 SEC2600000001	1

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

VENDOR		
Vendor Customer Code:		
Vendor Name : Accela Inc.		
Address : Accela Inc.		
Street : 9110 Alcosta Blvd, Ste H #3030		
City : San Ramon		
State : CA	Country : United States	Zip : 94583
Principal Contact : Wm. J Gardner, Account Director		
Vendor Contact Phone: 615.478.4560		
Extension: n/a		

FOR INFORMATION CONTACT THE BUYER
Tara Lyle (304) 558-2544 tara.l.lyle@wv.gov

Vendor Signature X	Signed by: <i>Michael E Gigliello</i> 73868EE5E8274C8...	FEIN# 94-2767678	DATE Aug-28-2025
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All offers subject to all terms and conditions contained in this solicitation

Request for Information

CRFI SEC260000001 – 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.

Accela, Inc.

(Company)

Michael E. Gigliello, Controller

(Representative Name, Title)

Ph: 925-659-3200 Fax: 925-659-3201

(Contact Phone/Fax Number)

August 27, 2025

(Date)

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 checked="" 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.

Accela Inc

Company

Signed by:

Michael E Gigliello

73668EE5E8274C8

Authorized Signature

Aug-29-2025

Date

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