	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		Addendum No. 4
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

RECEIVED

2025 AUG 29   PM 2: 46

WV PURCHASING

VENDOR

Vendor Customer Code:

Vendor Name : Tyler Technologies, Inc.

Address :

Street : 5101 Tennyson Parkway

City : Plano

Country : USA   **Zip :75024**

State : TX

Principal Contact : Scott Bolton

Vendor Contact Phone: (947) 941-1513   **Extension:**

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

Vendor
Signature X   _John ~ [signature]_   FEIN# 75-2303920   DATE August 29, 2025

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

ADDITIONAL INFORMATION

Addendum No. 4 -

1. To provide responses to vendor questions. See attached pages including Attachments A and B. Information about submitting a bid is also contained in the attached information. Email submission of your proposal is prohibited.

2. The bid opening date and time remains on 08/29/2025 at 1:30 pm EST.

No other changes.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	One-Stop-Shop Permitting Program				

Comm Code	Manufacturer	Specification	Model #
43232408			

Extended Description:
One-Stop-Shop Permitting Program

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Question deadline	2025-07-24

	Document Phase	Document Description	Page 3
SEC2600000001	Final	One-Stop-Shop Permitting	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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)

[✓] Addendum No. 1   [ ] Addendum No. 6

[✓] Addendum No. 2   [ ] Addendum No. 7

[✓] Addendum No. 3   [ ] Addendum No. 8

[✓] Addendum No. 4   [ ] Addendum No. 9

[✓] Addendum No. 5   [ ] 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.

Tyler Technologies, Inc.
_____
Company

_____
Authorized Signature

August 29, 2025
_____
Date

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

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.

Tyler Technologies, Inc.
(Company)

Scott Bolton, Business Development Executive
(Representative Name, Title)

(947) 941-1513   scott.bolton@tylertech.com
(Contact Phone/Fax Number)

August 19, 2025
(Date)

Signed:

Senior Corporate Attorney

State of West Virginia
Centralized Request for Information
Info Technology

One-Stop-Shop Permitting

Restrictions on Disclosure

This proposal from Tyler Technologies, Inc. ("Tyler") contains proprietary and confidential information, including trade secrets, belonging to Tyler or Tyler's partners. Tyler is submitting this proposal on the express condition that the following portions will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Response to the Functional Requirements, or "Checklist"
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots, if any
- Detailed information regarding current customers
- Detailed employee resumes/CVs
- Customized Statement of Work/Implementation Plan

To the extent disclosure of those portions is requested or ordered, Tyler requires written notice of the request or order. If disclosure is subject to Tyler's permission, Tyler will grant that permission in writing, in Tyler's sole discretion. If disclosure is subject to a court or other legal order, Tyler will take whatever action Tyler deems necessary to protect its proprietary and confidential information and will assume all responsibility and liability associated with that action.

Tyler agrees that any portions not listed above and marked accordingly are to be made available for public disclosure, as required under applicable public records laws and procurement processes.

Trademarks Disclaimer

Because of the nature of this proposal, third-party hardware and software products may be mentioned by name. These names may be trademarked by the companies that manufacture the products. It is not Tyler's intent to claim these names or trademarks as our own.

Contents

Cover Letter

August 29, 2025

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Ste
Charleston WV 25305

tyler technologies

12901 Worldgate Drive, Suite 800
Herndon, VA 20170
P: 703.709.6110
F: 703.709.6118
www.tylertech.com

Re: One-Stop-Shop Permitting

To: West Virginia Department of Administration:

Tyler Technologies (NYSE: TYL) headquartered in Plano, Texas, provides integrated software and technology services to the public sector. Tyler has been in business since 1966, incorporated in 1989, and exclusively focused on providing software solutions to the public sector since 1998. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other.

Tyler has been serving government entities in West Virginia since 2007. Our Charleston-based team, backed by 8,000 Tyler team members worldwide, has worked with West Virginia state agencies, boards, commissions, and local government to develop hundreds of innovative digital government products and services. More than 300 government entities in West Virginia currently trust Tyler to support their mission-critical programs. The Tyler team in West Virginia, previously doing business as NIC West Virginia, is dedicated to building essential services that connect West Virginia residents and businesses with West Virginia government. We are West Virginians who understand the unique needs of agencies and our fellow residents.

We will deliver a 'One Tyler' experience, meaning we will provide a full-service implementation and will support this implementation with every part of our business and permit and licensing practice. Tyler's proposed Solution is SaaS, providing the State with world-class hosting, security and open architecture that ensures you can easily interface to third-party systems and securely leverage external data sources. Its open standards enable it to continuously adapt to changing legislative and business requirements while remaining open to emerging technologies and features — all while providing consistent user experience for managing both core regulatory and non-core operational functions.

The following pages contain our response to the State's Request for Information for a One-Stop-Shop Permitting Solution. Tyler is committed to ensuring success while minimizing risk and providing the greatest value over the Solution's life.

Tyler confirms receipt of RFI Addenda 1 through 5 and have attached a signed Addendum Acknowledgment Form as required. My contact information is below. Please do not hesitate to contact me with any questions as they pertain to the information provided in this RFI response.

Scott Bolton, Business Development Executive
Email: scott.bolton@tylertech.com
Phone: (947) 941-1513

COMPANY OVERVIEW

Tyler is a Corporation that has been in business since 1966 – incorporated in 1989, and exclusively focused on providing software solutions to the public sector since 1998. Tyler is a growing, publicly traded corporation (NYSE: TYL). Tyler has more than 45,000 successful installations across more than 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Tyler has 7,400+ employees and is the largest software company in the United States focused solely on the public sector, including Federal, State, and Local government agencies and entities where our solutions support the mission of our government partners.

Tyler understands the public sector, and its people, processes, and purpose. Approximately 45% of Tyler's staff have come from within the public sector, meaning that we have experienced the needs of public agencies firsthand, and keep the client in mind as we deliver our value. Our experience and centers of expertise are a driving force behind our 98% client retention rate, a true reflection of our commitment to client success.

We are known for long-standing client relationships, functional and feature-rich products, and the latest technology. In addition to our software products, Tyler provides the related professional services, including installation, requirements gathering, configuration, data conversion, consulting, training, customization, customer support, disaster recovery, and application and data hosting. A tested and proven partner in the public sector, Tyler has the pinpointed expertise necessary to deliver a successful solution that meets the needs of the State of West Virginia.

:·: tyler technologies

WHO IS TYLER TECHNOLOGIES?
- We are the largest company in the United States solely serving the public sector with integrated software and technology services, and comprehensive payment processing services.
- Founded in 1966
- Headquartered in Plano, Texas
- Publicly traded (NYSE: TYL)
- 40+ years of industry experience
- 45,000 installations across 13,000 client sites in all 50 U.S. States, Canada, the Caribbean, Australia, and other international locations
- 7,400 employees
- Annual revenue of $1.95 billion (2023)
- Client retention rate: 98%
- Years on Forbes list: "Most Innovative Growth Companies": 3
- Years on Government Technology Magazine list: "GovTech 100": 9

WHAT DO WE PROVIDE?
- Unparalleled industry knowledge and leadership
- Professional team of domain experts
- Feature and function rich solutions
- Long-term relationships with our clients
- Ongoing investment in product development

Tyler Technologies and the State of West Virginia

Tyler's mission is to empower public sector entities to operate more efficiently and connect more transparently with their constituents and each other. With this national backing, we offer our partner government entities tailored, configurable solutions and an extensive portfolio of products ready to be implemented quickly and efficiently. Our Charleston-based team, equipped with deep expertise in West

Virginia government, can recommend and select the best off-the-shelf product or customize new technologies to meet your needs. We are uniquely positioned to do both.

The graphic below highlights Tyler's experience with government agencies within the State of West Virginia including state agencies, municipalities, counties, and districts.
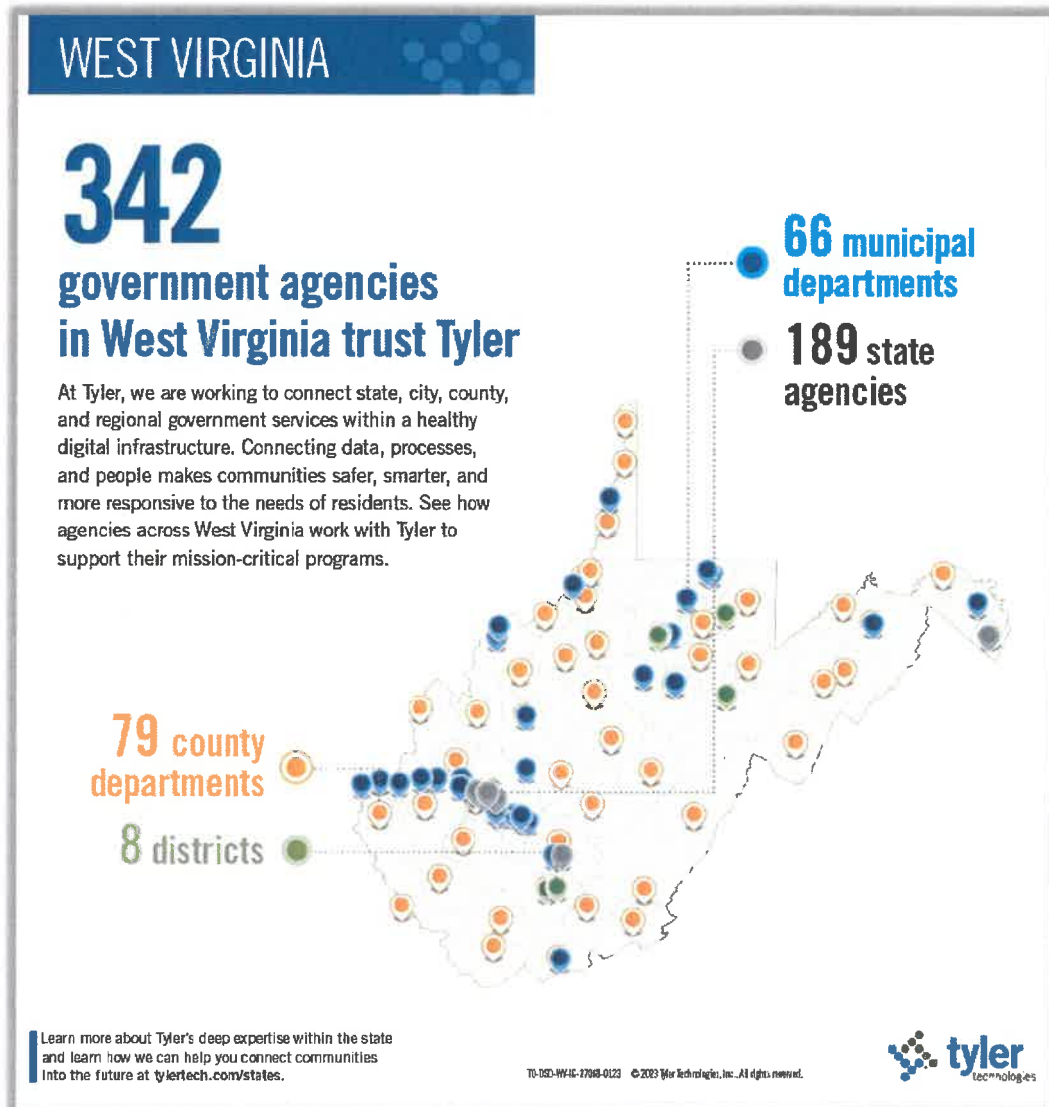

WEST VIRGINIA

342
government agencies in West Virginia trust Tyler

At Tyler, we are working to connect state, city, county, and regional government services within a healthy digital infrastructure. Connecting data, processes, and people makes communities safer, smarter, and more responsive to the needs of residents. See how agencies across West Virginia work with Tyler to support their mission-critical programs.

66 municipal departments

189 state agencies

79 county departments

8 districts

Learn more about Tyler's deep expertise within the state and learn how we can help you connect communities into the future at tylertech.com/states.

TO-DSD-WV-IG-27068-0123   © 2023 Tyler Technologies, Inc. All rights reserved.

tyler technologies

FIGURE 1 – TYLER AND WEST VIRGINIA

Noteworthy Highlights

- Award-winning WV.gov website redesigned numerous times at no cost to the state

- 32 Services integrated with the State Treasurer's Office (more than any other company), processing more than $50 Million annually

- 150+ West Virginia State employees trained as Website content managers

- 200+ Websites designed, built, hosted and kept secure for state agencies

Business One-Stop System

- Built and support Nation-leading Business One-Stop system with cross-agency support that has supported more than 227,364 business registrations and 1,241,065 annual reports

Public Defender Services

- Transitioned by Tyler from paper to fully electronic submission and workflow

- Significantly reduced fraud, abuse, and errors with submissions

- Tyler replaced the agency system of record in 2021, bringing even more optimization

- Per voucher processing time reduced from 14 days to 1 day, resulting in agency optimizations and faster payments

Teacher Licensing

- Streamlined 40+ unique paper forms to one intuitive, dynamic digital process

- Provides transparency into the multi-step approval process

- Winner of the Southern Legislative Conference (SLC) STAR Award in 2017

Sexual Assault Kit Tracking

- First in the nation to combine kit tracking and kit evaluation into single solution

- Provides transparency into the process for the victim

- Aims to eliminate lost kits and improve the quality through active feedback collection

- Winner of the 2017 ACT-IAC Igniting Innovation Award - Top 8 Selection

DMV Digital Titling

- Innovative funding solution saved the state more than $30 Million

- Digitized and streamlined the entire vehicle titling, lien, and registration process for every stakeholder in just one year

- 5 Million pieces of paper eliminated annually

- Title processing time reduced from 40-60 days to less than 1 day

- Title processor productivity increased from 20 titles/day to 100/day. (5X)

- West Virginia was first in the nation to offer paperless digital vehicles titles

DMV Citizen Services (Renewals, Appointments, MyCivic)

- Have Grown online vehicle registration renewals from 6,886 in FY2014 to more than 406k in FY2025

- More than 130k citizens renew driver's licenses and IDs every year through the Tyler service

- 157,000 Appointments in 2024 through the Tyler service, wait times are at historic lows

- WV DMV EZ Mobile App launched on Tyler's MyCivic platform

Medical Cannabis Licensing

- Comprehensive licensing solution on a Tyler platform built for agencies to manage highly regulated industries

- Tyler has supported the agency and their processes since their inception

Engagement Builder Platform

- Low Code/No Code Platform that has dramatically increased Tyler's ability to deliver flexible, secure digital services to agencies.

- 181+ new services have been delivered to date!

SPECIFIC QUESTIONS

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

We specialize in building business portals and permit and licensing platforms that deliver easy-to-use applications, which allow businesses to self-serve and quickly process state transactions. Tyler currently provides business portals, licensing suites, business information hubs, and intuitive wizards in 15 states, including Maryland, Utah, Colorado, and Wisconsin. We also have dozens of business service implementations in local government.

Tyler's approach combines proven technology with deep government expertise, ensuring West Virginia can achieve its vision of streamlined, citizen-centric permitting services and dashboard, while meeting all statutory requirements and security standards. Our solution offers:

- Unified Platform: Single portal for all permits, licenses, and regulatory processes

- Proven Scalability: Ability to accommodate unlimited agencies and permit types

- Robust Security: FedRAMP authorized cloud infrastructure with comprehensive cybersecurity measures

- Rapid Implementation: Accelerated deployment methodologies to meet statutory deadlines

- Ongoing Support: Multi-tier technical support and dedicated customer success team

We work hand-in-hand with government leaders, agency stakeholders, and business experts to translate needs into actionable solutions and smooth implementations. Tyler does this by connecting the dots with the diverse user communities served by business portals and, in particular, we excel at working closely with businesses to engage constructively, raise awareness, drive usage of portal services, and continuously gather feedback for future enhancements. While other providers focus exclusively on delivering an acceptable solution and moving on to the next project, Tyler recognizes the importance of long-term investment in our one-stop portals by ensuring every solution we deliver is sustainable and tailored to the needs of stakeholders who recognize the value of the services offered.

Proposed Solution Platform

Tyler will build a comprehensive one-stop business portal for the State of West Virginia utilizing our robust Application Platform technology. This platform is designed to rapidly provision the necessary data models, user interfaces, and workflows needed to ensure a seamless, one-stop user experience that spans multiple West Virginia departments and governance domains.

Our Application Platform offers out-of-the-box native integration with other Tyler products, facilitating a cohesive and expansive solution. By leveraging this platform, we can ensure quick deployment and high adaptability to the specific needs of West Virginia's business community and regulatory environment.

The following key advantages of Tyler's Solution significantly lowers risk and provides a solution that will contribute to more rapid deployment of capabilities, ease of use, user acceptance, and lower total ownership costs.

Our Solution:

1. Open Architecture for Flexible Future Integration

2. COTS Platform, Accelerated Development

3. Flexible Configuration

4. Scalability for Growth

5. Dynamic Workflows

6. Industry-Leading Data & Insights

Open Architecture: As a benefit of selecting Tyler's Solution, we design the architecture on open standards with all layers of the application fully exposed for simultaneous access and data exchange with other systems. This means that as DOA adds modern technology solutions, our solution is easily able to provide an integration that works. We use application programming interfaces (APIs) that allow us to develop an interface with virtually any other application. Since the underlying Platform is a Java-based product, the Solution leverages common Web-based technologies such as Java, JavaScript, HTML, and CSS. Most desired interfaces can be achieved through Web Services or other standard methods. Leveraging our successful past performance at 300+ organizations, Tyler has compiled a library of APIs that capture repeatable functionality for interfaces most encountered in the public sector. This further contributes to the Platform's ease of use and its ability to fit seamlessly into the DOA environment, with minimal risk and maximum return on investment (ROI).

Low Code, COTS Platform, Accelerated Development: Tyler's Licensing Solution is built on our own COTS low-code core Application Platform (Platform), also known as the "product layer," providing reliability, rapid deployment of key features of the case management solution and ensuring that the Platform will seamlessly accept updates and upgrades, without issues. We then expand the Platform through accelerators and frameworks, then tailor through pre-configured components and configuration, and extend through low-code Java development. Tyler has 100s of pre-configured solution components that can provide rapid development at the application level. Coding within the Platform is conducted at the application layer (vs. product layer) and extends the configuration capabilities to meet more specific DOA scenarios.

As a result, when we deploy the Solution, 90%+ of it is pure configurable COTS Platform, and configuration typically occurs to integrate existing legacy solutions, and for requirements that are highly unique to DOA. If further coding is required, it occurs on top of the base product at the application layer (State Regulatory Platform Suite), allowing for rapid implementation. This capability is a true differentiator in the marketplace.

Flexible Configuration: Tyler's Solution uses 100s of pre-built components for rapid and flexible configuration. Imagine putting together pre-built Lego segments, rather than working from individual pieces. The result is a rapid, flexible, and reliable solution with components that have been tested and proven repeatedly.

Scalability for Growth: With its Web-based design, multi-tier architecture, and ability to support clustered environments, Tyler's Solution is infinitely scalable to accommodate large volumes of users and transactions, as well as additional workflows as DOA requires it.

The underlying Platform is designed to horizontally scale by employing industry standard clustering and load balancing techniques. Performance of enterprise applications are dependent on numerous factors including, but not limited to, user load, data density, integration points, network configuration, hardware specifications and application usage scenarios.

The Platform has been deployed in multiple instances of enterprise implementations that support thousands of internal users and external users, including at the Department of Defense where the Platform manages cases for 3.2 million employees, processing sensitive Personally Identifiable Information (PII) and Personal Health Information (PHI) from up to 10,000 users a day, which is only a fraction of the software's capacity.

Dynamic Workflows: Tyler's Solution includes a powerful built-in Workflow Rules Engine for creating static, dynamic, and complex workflows to include backward and concurrent workflows. This ensures that it will be able to accommodate all the DOA ad hoc workflow requirements that include dynamic, concurrent, branching, merging, iterative, and sub workflows and extensibility of the Solution capabilities/functions. By leveraging Tyler's experience with the complex workflows of 300+ federal, state, and local agencies, DOA will see a reduction in performance risk in the development and management of its workflows.

Industry-Leading Data & Insights: Our Data & Insights division provides the analytics component of the Solution and brings more than 15 years of experience connecting data and processes across disparate systems in federal, state, and local government organizations. Tyler's Analytics module, powered by the industry-leading Amazon Web Services (AWS) Cloud infrastructure, tracks state licensing and permitting activity and generates data visualizations to help decision-makers monitor trends and make decisions about how to deploy agency resources most efficiently.

Leveraging Our State of West Virginia Experience: Tyler has been serving government entities in West Virginia since 2007. Our Charleston-based team, backed by 8,000 Tyler team members worldwide, has worked with West Virginia state agencies, boards, commissions, and local government to develop hundreds of innovative digital government products and services. More than 300 government entities in West Virginia currently trust Tyler to support their mission-critical programs. The Tyler team in West Virginia, previously doing business as NIC West Virginia, is dedicated to building essential services that connect West Virginia residents and businesses with West Virginia government. We are West Virginians who understand the unique needs of agencies and our fellow residents.

Delivering the Best Solution – And Results – For DOA: Tyler recognizes that technology must be paired with leadership, expertise, and relationship strength to deliver maximum value. We have successfully implemented hundreds of large-scale enterprise projects and are confident in our ability to deliver this complex solution for DOA. No other vendor or team of vendors can match Tyler's ability to combine proven technology with local knowledge to produce tangible business results. Throughout this RFP response, we look forward to sharing how our unique approach will generate additional efficiencies and benefits for DOA and the State of Illinois.

It is our firm belief that our next-generation technology offering, coupled with our domain expertise and understanding of DOA's current environment will enable the highest propensity for project delivery success as well as long-term prosperity.
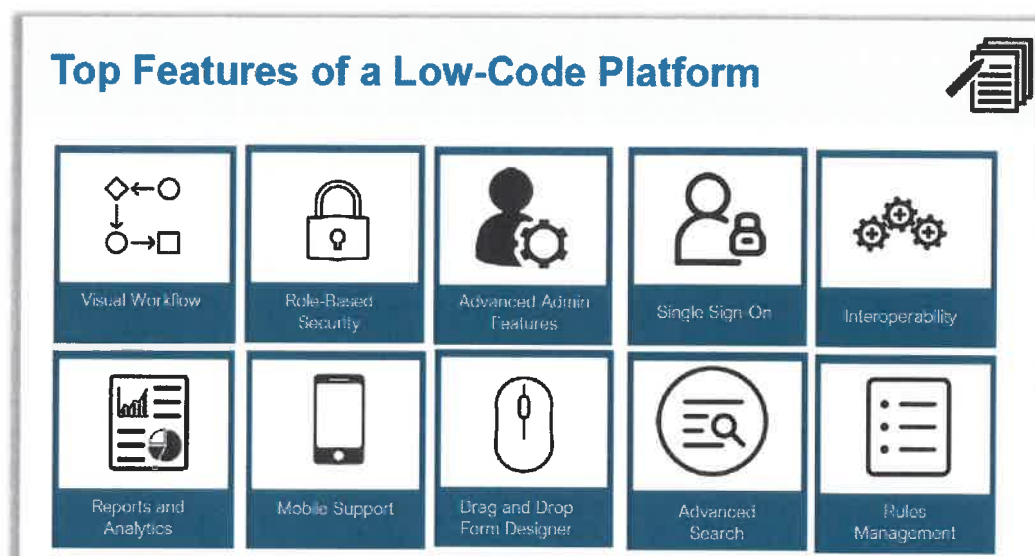
FIGURE 2 – LOW-CODE COTS FEATURES

Permit and License Management

The Solution's permit and license application provides access to entity and license home screens from which transaction and payment history are available to view. The screen provides the user with the history of the license's transactions, fees applied, amount paid, amount refunded and the balance due.

The Solution maintains an audit trail for the databases data objects including; transactions, fees and cash payments, renewal history, license change history, relationship history, and compliance history. The audit entry records the staff user id with created and updated dates.

The online portal application provides the ability for a registered user to view historical data related to transactions and payments whether submitted via the back office or online portal.

Manage License Status: The online user/applicant can check their transaction status via the Transaction Dashboard > Submitted tab. This tab lets the user see a list of transactions submitted from the online account and status and can drill into the detail page and see any actions they may need to address from the deficiency process. While a transaction can be done for additional details the 1st tier would be the transaction dashboard to see their status and next actions. The Solution can be configured to automatically set license expiration dates according to business rules, enforce eligibility requirements - such as completion of criminal history investigations, and support configurable license status - and the ability to reinstate licenses.
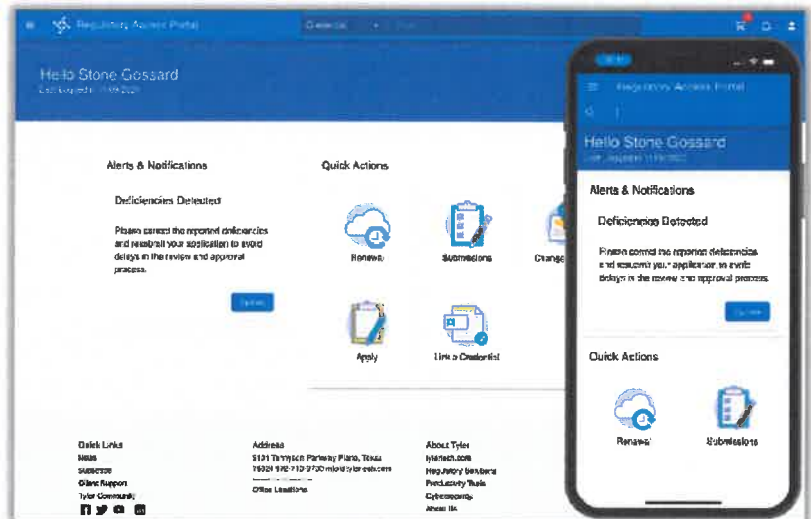
FIGURE 2 REGISTERED USER PORTAL

Manage Relationships: The Solution includes a configurable relationship feature that allows for entities and Licenses to be related together (Entity-to-Entity, Entity-to-License, License-to-License). These relationship definitions can specify the types of entities, minimum and maximum number of Licenses and statuses required for a valid relationship. Relationships can have future start and end dates and change status once the dates are reached.

Application checklists can be configured to verify the presence of a required relationship. System alerts can also be configured to activate once a relationship is no longer valid (missing, status not maintained, exceeding the minimum or maximum count). Furthermore, relationships can be configured so that a supervising License's status change can be pushed down to supervised Licenses; for example, a supervisor becomes expired, and all supervised Licenses also then become expired. Relationships are displayed on the entity and credential screens and can be grouped for ease of organization.

Issue Renewal / Revision: Transactions can be configured based on pre-set categories which include New Applications, Renewals, Miscellaneous Entity, Miscellaneous Credential, New Entity, Reinstatement and fines. A transaction to collect fees, for example, can be configured for an initial license, renewal, collect address changes, update, or make new relationships, and collect desired fees.

Conduct Audit: The Solution provides for the ability to randomly select credential records for compliance audits. The compliance audits or field inspections can be managed via either the case management or the inspection applications. A configurable utility job can randomly select credential records for a compliance audit based on the selection criteria. Individual credential records can also be manually added to a compliance audit batch.

Track Historical Events: The Solution includes an audit log functionality that will log updates for any of the tracked data in the system. AWS and our proxy tier log all access requests into the system.

- System logs - Provide an accounting of system events and actions against object data.
- Event Log - Manages logins, logouts, bad password attempts, and other information related to the session.
- Audit Log - Maintain a record of all create, read, update, and delete (CRUD) activities of object data. By default, this is done at the data object level; however, specific data elements may also be configured to log changes. File downloads are also logged here.

Security Audit Log: Maintains a list of anytime a user performed a Standard or Advanced search or accessed a Tracking Form where records or data were suppressed because of custom security configurations. This may or may not be in effect for your system.

Documents in the system are tracked with basic version control. All versions of a document uploaded optionally remain available. Document deletions can be configured as soft or hard deletes depending on requirements. With a soft delete, no document data will be deleted if a user deletes a document.

Tyler's Solution streamlines daily operations of the board facilities and staff with a robust, flexible, and configurable set of functionalities. A few of the key features of the Solution that are designed to improve efficiency and enhance the user experience include:

Dashboards: Tyler uses Dashboards and Queues to make alerts, tasks, and outstanding work easy to find for each user. User Dashboards make relevant information and tasks remaining to be completed front and center for the end user when they sign into the solution.

FIGURE 3. USER DASHBOARD / WORK QUEUE

Configurable Saved Searches: This feature allows users to create their own searches as well as save and share them. Empowering users to create their own searches for common information they are always looking for is a huge timesaver. Every user has different needs and patterns they follow to accomplish their daily/weekly/monthly tasks. Being able to shortcut searches helps them accomplish that easily. Users can define their criteria as well as the results they want displayed before saving the search. Search results are displayable as a web page or can be exported as DOC or XLSX files to be opened in native MS Office apps.
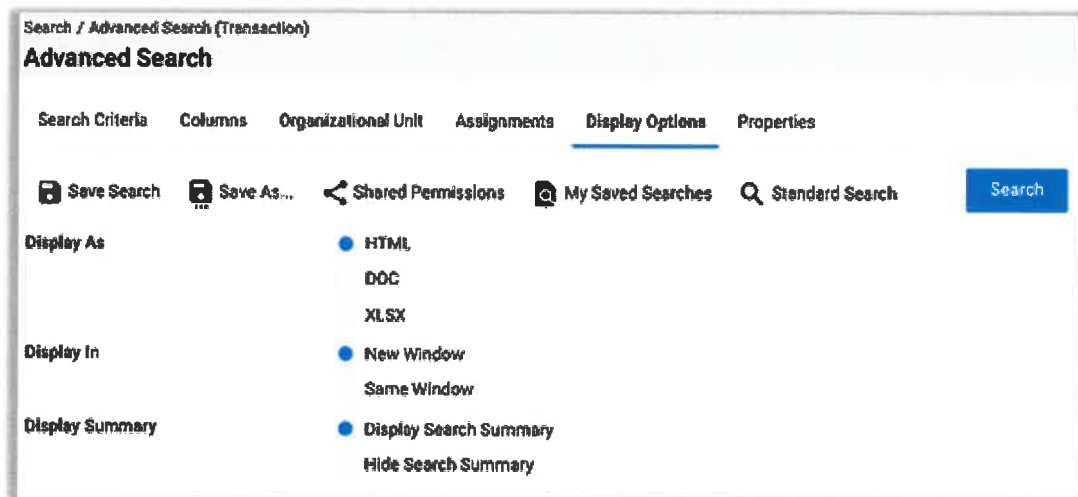

FIGURE 4. SAVED SEARCH OPTIONS

Application Overview: One of the most heavily worked areas in the solution is the process of reviewing, working, and then approving or denying an application for licensure. The Application Overview page was designed to make all the information necessary to make a decision quickly available for application processing staff, and to assign tasks and track outstanding work on an application. This page also has the flexibility to allow users to track metrics on that particular application - such as how many days it has been open. All of this information is provided in one simple interface.
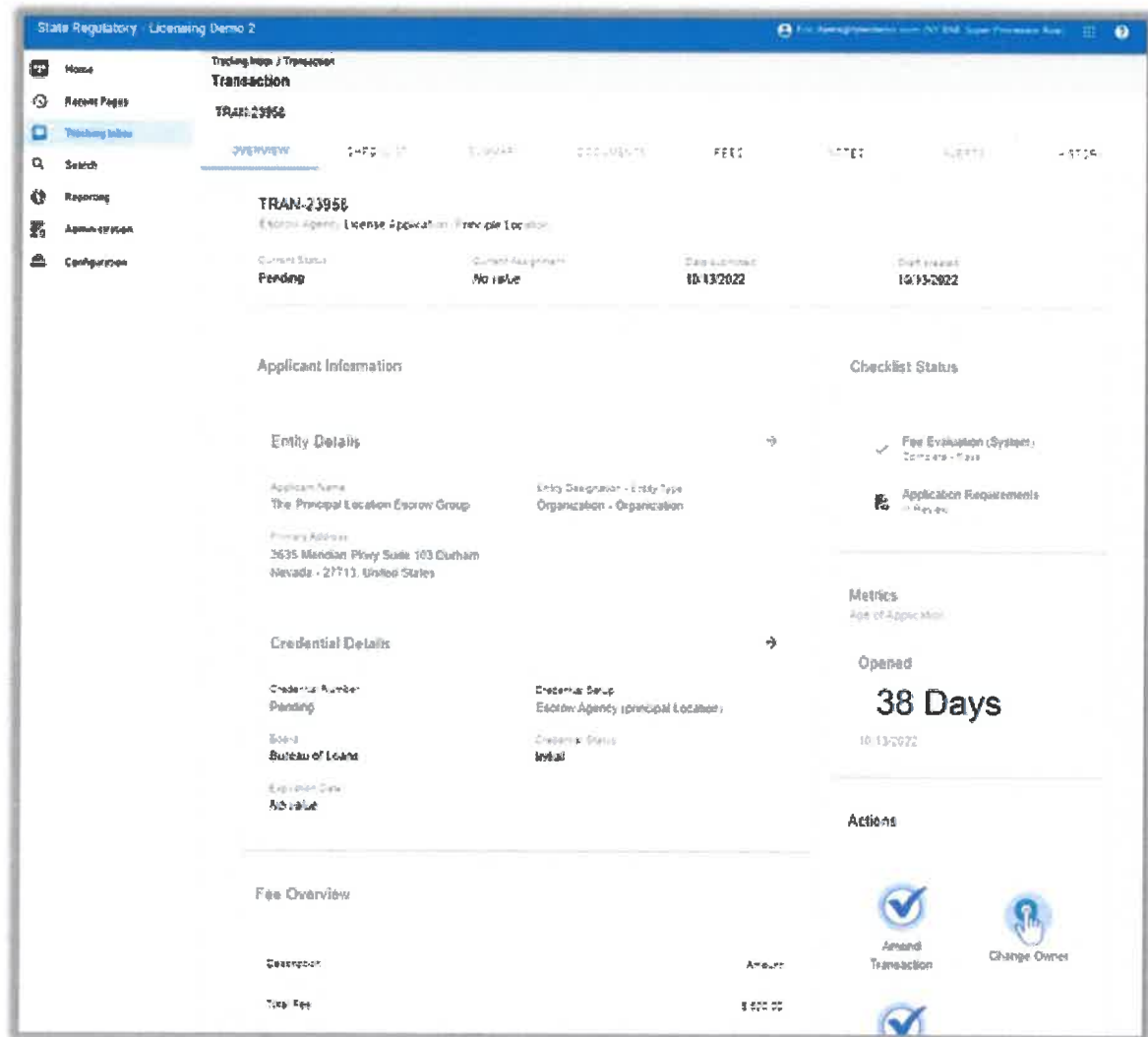
FIGURE 5. APPLICATION OVERVIEW PAGE

Application Summary: The application intake workflow look and feel is the same for both the back-office users as well as the applicant. This allows customer service staff to easily assist applicants if they are stuck in the application process because they will see the same thing that the applicant sees.

Alerts & Communication: Alerts and communication can be automatically generated to notify involved parties of action required. This takes routine communication tasks that were once done manually and automates them with the ability also to change the delivery mechanism of the message.

Tailored Workflow with Guardrails in a Flexible Workflow Engine: Case workflows, such as handling a complaint and the due diligence stages a complaint goes through, can be tailored or configured into a workflow that will take the back-office case processing staff through the various stages of that workflow as the case moves from initiation to conclusion. This removes the guesswork and complexity from the hands of

the case worker in determining next steps or in ensuring all the necessary details are captured as the solution will guide the case worker through that process once it is defined.
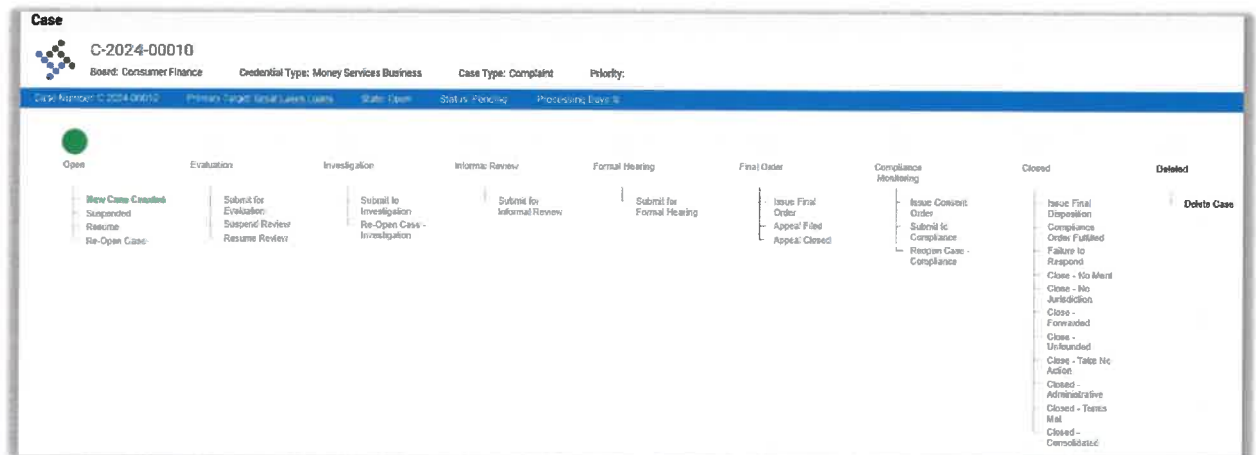

FIGURE 6. ENFORCEMENT CASE SUBWAY MODEL

Recent Pages: We have all been interrupted from our work and when this happens to a user it can be challenging to recall where that user left off. The Solution has a Recent Pages feature that allows a user to quickly return to prior activities they were in within the Solution or to jump between those pages by unveiling the panel. This feature is not device dependent so if a user transitions from an office computer to a remote device they will still see the same list of recent pages.
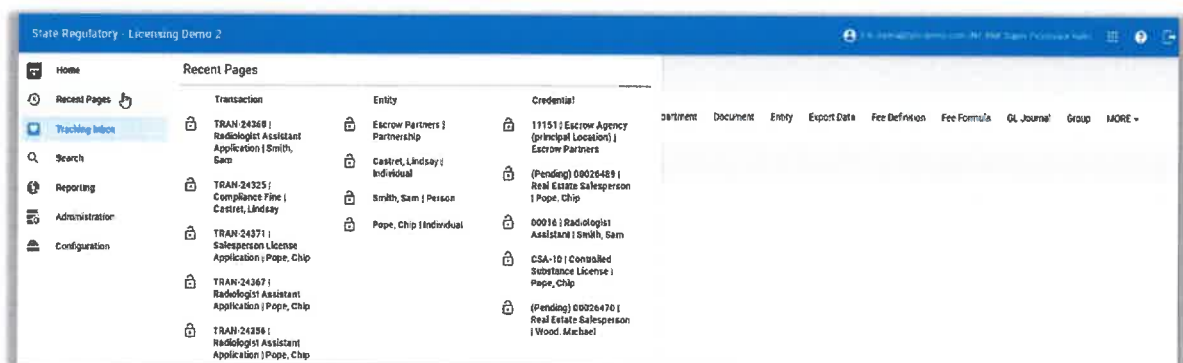

FIGURE 7. RECENT PAGES FEATURE

Document Management tied to Regulatory Model and Workflows: When enabled the Solution has a fully integrated document management solution that is tied to the regulatory model. All documents associated

with an application are also associated with the applicant and eventual license which makes them available at the users' fingertips. Finding documents is easy and intuitive.

Batch jobs and Customizable Rules: The Solution gives the agency the ability to automate heavy data manipulation tasks (like auto-approving applications that have no deficiencies) through batch jobs that can be scheduled. Additionally, agency users will be able to write their own rules or configure from a collection of pre-defined rules to assist them in automating validation and related data updates and communication. This automation can save a significant amount of time by removing manual processes.

Role-Based Landing Page: The Solutions graphical user interface is based upon the custom configuration requested by the agency. Behind a password protected login, the Solution will greet the internal user with a role-based landing page, consisting of role-based work queues.

Education Management: The Education Module (not proposed for DOA) will provide the functionality needed to allow DOA to define and track Continuing Education requirements for licensees, and maintain information for schools, instructors and courses and use this information to assist with processes to grant and maintain licensure.

Inspections / Field Operations

Tyler's Solution provides mobile responsive design, and ease of use – with a simple, integrated user interface for clear mobile viewing. The AI/ML-powered platform accelerates, enhances, and prioritizes your field inspections based on risk scores.

Offline First Design: The Tyler's inspection interface is optimized to enable the field worker to quickly access any aspect of their work, and to dive straight into field visits or route options.

- Home – Displays tailored, personalized information, and presents quick access to field visits, including smart routing options.
- Schedule – Organizes field visits by date, allowing for easy rescheduling and assignment management.
- Visits (inspections, audits, surveys, assessments, etc.) – Provides a comprehensive view of past and ongoing field visits with quick filters, search, and toggle options for efficient navigation. In addition to pre-scheduled visits, field workers can initiate ad hoc visits as well.
- Resources – Multiple tools such as route optimization, AI personal assistant (ARIE - OpenAI ChatGPT integration), decals scanner, RFID scanner, augmented reality measuring tool, essential reference materials, and more. Tools can be added, enhanced, removed, and updated as needed.
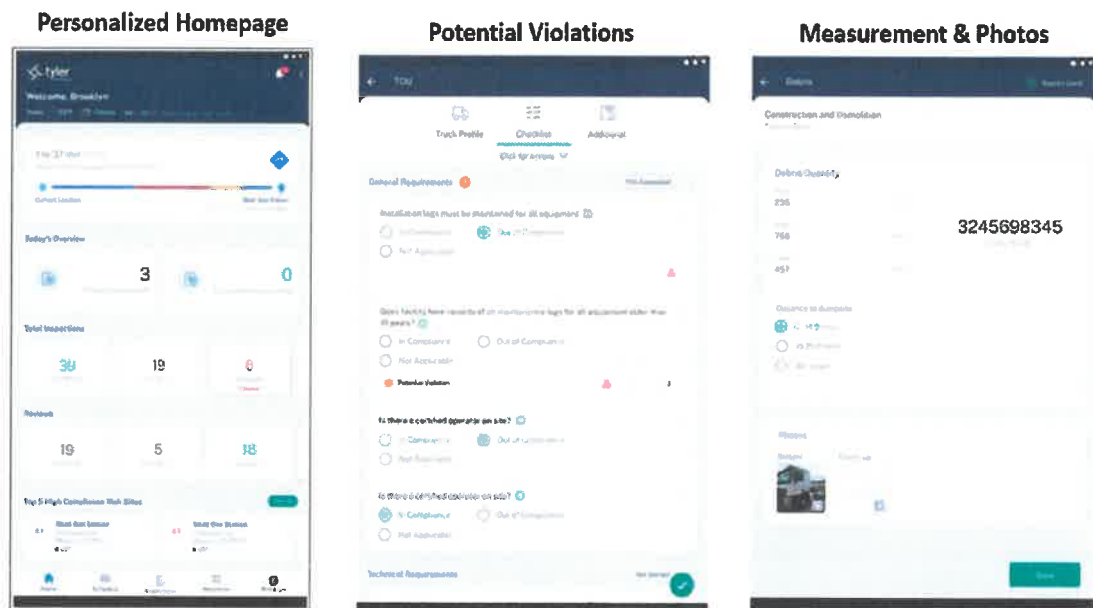- Profile – Basic user information and account settings.

FIGURE 8. INSPECTIONS / INVESTIGATIONS

Perform Inspections: Field visits (inspections) span three distinct phases, which are guided by the intelligent field visit wizard.

1. Pre-visit – Compilation and pre-loading of historical information (field visit history, citations, etc.), facility and contact details, and field visit wizard preparation.
   - o Automated and accessible offline through the mobile app
2. Visit – Where the actual field visit takes place using the wizard and in-app checklists.
   - o Preloaded smart checklists
   - o Contextual intelligence – AI recommendations to aid in identifying potential sites and on-site risk areas.
   - o Smart navigation to dynamically guide the user to address out of compliance items.
3. Visit Summary & After-actions – Where data is recorded, compiled, and documented. Final reports, corrective actions, and citations can be issued and assigned.
   - o Send for review.
   - o Capture Signatures.
   - o Email final reports to assessed entities and personnel.

AI and Machine Learning: Risk Profiling – The inspection platform enables agencies to pinpoint high-risk areas and entities more effectively. Using advanced AI and ML algorithms to identify trends and patterns in historical field visit data, census data, and other relevant feeds, the platform enables agencies to prioritize resources to where they are needed most, ensuring a proactive approach to compliance and enforcement.

- ARIE, OpenAI ChatGPT Integration – AIRE is an AI personal assistant that offers real-time expert support to field inspectors. Whether it's answering queries, providing guidance on field visits, or assisting with data entry, ARIE enhances inspectors' capabilities, making their tasks more manageable and accurate.
- Contextual Intelligence Insights – The platform goes far beyond data collection, providing valuable contextual intelligence insights. By tracking user behavior and interactions, it offers recommendations to streamline field visit workflows. This intelligence empowers inspectors to focus on critical areas, potentially preventing violations, and enhancing overall efficiency.

Online Public Portal

The online portal allows regulated entities to manage personal information, save draft applications, review applications, and submit applications, renewals, supporting documentation, and other requested information. The portal provides the following 3 levels of services:

Portal Services: Portal services refer to specific functionality that is provided as part of the core online system capability included as part of the Solution. There is no additional configuration required as additional license types are introduced. The online portal's service features include:

Feature	Description
User Profile Management	Allows users to self-register and establish online accounts and passwords. Users can also maintain account profile information. Accounts may be created for use by individuals or to represent organizations. Can be configured to have the user accept usage terms and conditions.
Dashboard Views	Graphical view of a user's available transactions, status, and history.
Identity Verification	Feature that allows a multi-step authentication for license holders to connect an online profile with a pre-existing profile in the back office.
Partial Applications	Allows users to start an application process, pause, and return to complete later. Agency business rules can be applied related to purging incomplete applications.
Address Verification	Interface with an address verification tool to ensure correctness of address. (Subscription fees may be required by the State)
Shopping Cart	Allows customers to process multiple actions via one financial transaction.
Electronic Payment	Allows users to pay licensing/permitting fees/fines online. (Interface to the State payment engine).
Transaction Management	Allows for the access of transactions (applications, renewals, address change, complaint submission, relationship management, etc.) to allow the user to perform only transactions that are authorized and appropriate.
Document Upload	Allows users to upload and attach files (e.g., Word, .pdf, .tif) to a licensing transaction request (Subject to State network file size upload limitations).
System Reporting	Provides a summary of transaction/ payment activity processed through the portal for licensing transactions.

Public Services: Public Services are online services that are provided for and meant to be consumed by the public. These services will be accessed from the DOA website. No registration is required to access these services – unless required by the agency.

Feature	Description
Account Registration	Allows a user to create an account which will allow them access to more robust self-service capabilities.
Regulated Entity Look-up (Public)	Allows public users to search for license information by name, county, city, license/permit type or license number. Search results can be configured to include name, address, license type, license/permit number, status, and expiration date.
File a Complaint	Allows a complaint to be filed with the agency on a licensee or licensed entity, either anonymous (if agency allows) or identified.
Make an Inquiry	Allows an unregistered public user to make inquiries, in lieu of calls to the agency.

Registered User Services - Registered User services is a core concept within our proposed Solution. This defines how the agency's regulated entities (license/permit holders) interact with the regulatory system and affects items such as customer adoption rate and customer satisfaction. Getting this aspect of the system right is one of our top priorities. The Registered User Services we have included in scope include:

Feature	Description
My Account	Provides a single access point for registered users to log in, view, and access their account in a consolidated view. Users will be able to access: • Consolidated License view • Approved Charters, Licenses, Registrations • Open Applications • Fines/Penalties • Application Status Inquiry • Secure Inbox • Shopping Cart
Application Status Request	Allows users to view the status of a submitted transaction requests.
Initial Application	Allows registered users to submit online applications for a new license.
Renewal Application	Allows registered users to submit a request to renew an existing license.
Address Change	Allows users to submit a request to change their address of record for a given license.
Relationship Management	Allows user to identify and create relationships between business and individuals (e.g., Ownership, Key Management Staff, Control Person, etc.)

	Note: *Some relationships may require additional process steps prior to completion.*
Duplicate /License Print Request	Allows users to reprint or request a credential online.
Reinstatement/Reactivation	Allows users to request a license to be reinstated/reactivated. This process will require additional agency steps after the request is made.
Certified License History Request	Allows the licensee to submit an online request for a certified license history.
Fee Payment (applications, fines)	Allows a registered user to submit electronic payments for outstanding amounts associated with a license or entity.
Receipt Generation	System will generate a payment receipt for applications/fines/fees payments.

Single Sign On (SSO)

The Tyler Solution supports both SSO (single sign-on) authentication and RSA multi-factor authentication. In addition to a strong username/password authentication validation interface, the options available for 2- and 3-factor authentication include Active Directory, RSA Tokens, Authentication Portals, Smart Cards, and CAC Cards.

Logical access to systems is managed and enforced through Active Directory, AWS IAM, and Okta which integrate with applications and infrastructure components. These systems validate users through multi-factor authentication (MFA) and enforce session restrictions, access timeouts, and role-specific limitations.

Approach and Methodology

Tyler's overall project management approach is to combine the best of Agile methodology with an infusion of the defined scope more common in a Waterfall approach. This hybrid approach, which we have coined the Regulatory Project Delivery Methodology, is proprietary to Tyler and has been developed and improved upon over the decades and multitude of implementations. It is a custom iterative approach of implementing our solution and ensures our customers' requirements are satisfied with a defined scope of work. Our project teams radiate information and encourage inclusion throughout to foster collaboration and offer adaptation to feedback where appropriate and possible.

At its core, it takes the best of Agile, in alignment with PMI standards as outlined in PMBOK (Project Management Body of Knowledge), and adds best practices based upon our experience with Regulatory delivery over decades of experience. Tyler uses industry recognized project controls and system development standards as aligned with PMBOK. Tyler's Project Managers are PMP -certified, and skilled in PMBOK best practices. As such, we implement using an Agile Delivery approach, as is acknowledged by PMI's latest work to be the industry-standard approach, and is highlighted in their latest documentation.

The section that follows therefore explains the Agile components that we use in our Regulatory Project Delivery Methodology, which by extension emphasizes our alignment with current PMBOK best practices and methodology.

Key elements of Tyler's approach include:

- Joint Application Development (JAD) – meeting with the client regularly to discuss the application and confirm requirements. JAD Sessions are used to discuss the requirements from the SOW to produce the Product backlog with Acceptance criteria that will be the base line for System development.

- Rapid Prototyping (getting the product "in front of" the client quickly) – frequent builds allowing for the client to evaluate and correct the product iteratively.

- A company focus on working software over comprehensive documentation, with the ability and people needed to produce the best-fit level of documentation.

- Collaboration with customers and responsiveness to change.

- Responsive lightweight project teams which are directly engaged with the client across swim lanes. Our Project Managers, analysts, engineers, and quality assurance specialists are able to adapt quickly.

- Adaptive team dashboards (backlogs and story boards) to manage progress.

Our approach incorporates specialized Licensing domain knowledge and technical expertise, backed by industry proven methodologies. This methodology is proprietary to Tyler and has been adjusted over the many years of implementation experience leveraging our solutions. Our customers receive the most benefit from the data-first approach, business process focused involvement, and collaboration the methodology provides. Our approach is an iterative approach of implementing our Solution that blends and incorporates Agile practices and concepts with the predictability of a defined scope, and is delivered iteratively and with transparency, thus combining the best of both approaches.

This method allows for a more predictable release cycle, and enables frequent feedback loops and constant collaboration, which lowers the cost of change and helps organizations realize the benefits of their investment faster. Our project teams radiate information and encourage inclusion throughout to foster collaboration and offer adaptation to feedback where appropriate and possible.
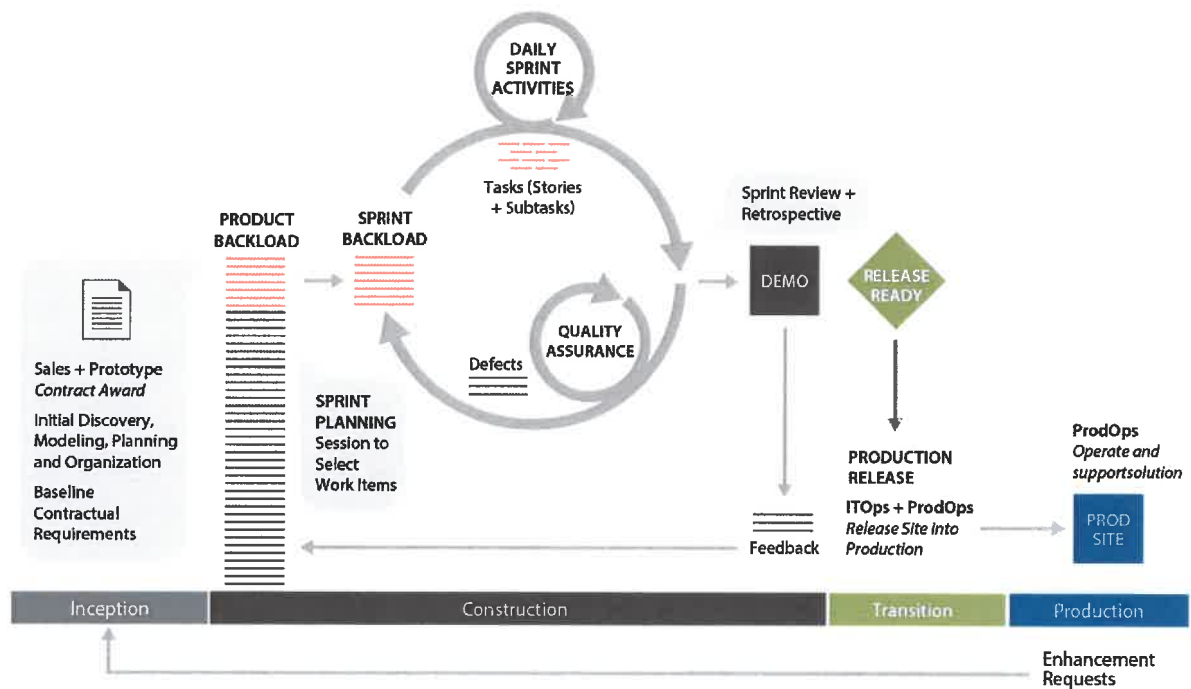
FIGURE 9 - HIGH LEVEL PROCESS ACTIVITIES & ARTIFACTS

The Regulatory Project Delivery Methodology prioritizes three characteristics:

Collaboration – our customer relationships are collaborative partnerships that focus on working closely and consistently together towards the common goal of successfully implementing a quality solution. Our experienced team members will guide the project team through the implementation processes, while the customer subject-matter experts will contribute knowledge and perspectives related to the data, business processes, and requirements.

Knowledge Transfer – our methodology encourages and enforces free-flowing knowledge transfer, both from and to the customer, immediately upon project initiation. Leveraging the Tyler Technologies Data-First approach, we seek to obtain and begin evaluating legacy data immediately. We review artifacts and documentation including statutes, rules, and any publicly available information up-front leading into collaboration with the customer subject-matter-experts to confirm and gain valuable insights. Our interactions will initially focus on the questions of "who", "what", "when" and "why" to confirm the data, business processes, and requirements. We begin to share knowledge and encourage customer subject-matter experts to become aware of the configuration capabilities of the commercial-off-the-shelf solution as soon as we introduce the solution to the customer. We will not wait until training and user acceptance testing to expose and engage customer resources in the solution; we believe, and our experience has proven, that engaging and sharing solution knowledge

with the customer early in the process translates to a better experience and implementation for all involved.

Time-to-Value – our methodology aims to provide productive value to our customer as efficiently as possible. We effectively leverage components of agile frameworks like SCRUM and Kanban to best facilitate the interactions and engagement with the business users and subject-matter-experts without introducing impossible demands of time away from the important day-jobs of our public sector customers. Our Project Manager (PM) and Functional Lead will work closely with your PM to align the sequence of Communications Management Approach.

The key takeaway of our approach is that it is:

Iterative - Show progress early and often, increasing visibility of the solution and opportunity for feedback early-on.

Tailored to the solution - Customized to the Solution application, leveraging the power of a data-first mindset and highly configurable solution.

COTS focused - Benefiting from the highly configurable solution and the continuous configuration opportunity to fine-tune configurations through iterations.

Adaptive - Able to adapt to customer priorities as they may change over time.

Defined Scope - This RFP response, and your requirements baseline, form the definition of the scope of our delivery, eliminating ambiguity.

Inclusive - You are included in the process along the way, allowing exposure early and frequently so that your feedback is gained while there's time to adjust.

Tyler, and our clients, benefit from the lessons that we learn during, and following, our implementation projects as we appropriately adjust and fine-tune our model in the interest of continuous improvement. We will work diligently to equip customer project resources with the knowledge of the Solution so that they are informed and ready to collaborate on decisions related to configurations.

The Solution can be configured or re-configured as requirements and processes evolve over time. The options of the Solution configurability will be leveraged during the implementation and continue to be available to the customer after go-live.

3.2.2. Provide examples of previous similar work products.

Tyler has developed one-stop business portal services for multiple partners across the U.S., including the following states:

- Colorado
- Hawaii
- Kansas

- Kentucky
- Maine
- Maryland
- Montana
- New Jersey
- Oregon
- Utah
- West Virginia
- Wisconsin

Brief case study descriptions of several of Tyler's one-stop business portal implementations follow:

Tyler One-Stop Business Portal Partners	Description
Business4WestVirginia Business4WV.com	The West Virginia One Stop Business Portal is the result of a multi-agency collaboration between the West Virginia Secretary of State, WorkForce West Virginia, the West Virginia State Tax Department, and the West Virginia Division of Labor. The system guides the user through the process of registering for a business with all four state agencies and enables them to keep their business records up to date with the Secretary of State with various subsequent filings such as annual reports, amendments, address changes, and terminations. The digital service is complemented by a brick-and-mortar One Stop Business Center as a companion to further provide responsiveness and a personal touch to customer inquiries. In 2023, the system did 157k business registrations and filings for WV collecting over $5.8M in state fees.
MyBizColorado mybiz.colorado.gov	Tyler's one stop business registration, MyBizColorado, cuts red tape, delivers user-friendly, streamlined experiences, and helps businesses get up and running in Colorado. An interactive site with business specific questions and in-context help, guide users interested in starting a business in Colorado to the appropriate agency specific forms. Users can save their applications and return later, once completed, the forms are submitted through the application to the appropriate state agency. Approximately 17,000 payment related transactions were processed for MyBizColorado in 2023.
Hawaii Business Express HBE.ehawaii.gov	The Hawaii Business Express (HBE) system provides a quick and easy way to start a business in Hawaii with a simple interface and a wizard to guide the user through the registration process. Tyler offers a cutting-edge dashboard feature that puts all of the user's interactions ¾ overdue/due soon annual reports and other renewals, access to all draft, submitted and processed business forms, receipts and copies of purchased documents, and subscription management

Tyler One-Stop Business Portal Partners	Description
	¾ in one convenient place. The dashboard includes historic forms to help keep up with compliance, as well as powerful technology filters to allow power users to efficiently find what they need. Users can also resubmit their rejected forms and annual reports online.
Kansas Business One Stop ksbiz.kansas.gov	The Kansas Business One Stop (KBOS) website, developed through a collaborative effort by the Kansas Secretary of State and the Kansas Departments of Agriculture, Commerce, Labor, and Revenue, is designed to assist with starting and growing businesses in Kansas. KBOS offers a variety of tools to support business owners, including a helpful chatbot and comprehensive starter kits. These starter kits, created to simplify the business startup process, are tailored for the six most commonly formed businesses in Kansas: auto repair, childcare, health care and social services, microbrewery or distillery, real estate, and restaurant. By providing these resources, KBOS aims to make the journey of starting and managing a business in Kansas as smooth and successful as possible.
Oregon Business Xpress www.oregon.gov/business/	Tyler built the Oregon Business Xpress website to help businesses quickly find the information and services they need to complete digitally without having to understand the structure of government. The system was completely redesigned in 2021 based on user testing and feedback from the business community. It consolidates the information and services of nine Oregon state agencies with an intuitive interface focusing on resources for the five stages of business: planning, starting, managing, growing, and changing/closing a business. Business Xpress is truly Oregon's "One Stop Shop for Business" online.
Utah Business One Stop OSBR.utah.gov	Tyler collaborated with the State of Utah to develop its Business One Stop in 2003, launching the first program in the U.S. to integrate government agencies at the federal, state, and local levels into a streamlined business registration process. With Utah's One Stop Business Registration, entities can register a new business with Utah State Tax Commission, Utah Department of Commerce, and Utah Department of Workforce Services.
Maryland Business Express System egov.maryland.gov/businessexpress	Consistently boasting a 97%+ customer satisfaction rating since Maryland Business Express launched in 2012, this business-centric platform delivers aggregated content across Maryland state agencies. It is the go-to location for small business owners and aspiring entrepreneurs to plan, start, manage, and grow their businesses. Over 95% of all charter filings and tax accounts are submitted through Maryland Business Express, resulting in over 4 million filings. Its 15 awards and results speak volumes, but the real message about Maryland Business Express is how the system has continued to evolve with over 500 service enhancements by applying human-centered design methods and new technologies

Tyler One-Stop Business Portal Partners	Description
	since it launched. An example of the impact of Maryland Business Express came during the COVID-19 pandemic. Despite the many difficult circumstances faced by businesses at the onset of the COVID-19 pandemic, the 24/7 availability of Maryland Business Express helped grow the number of new Maryland businesses registered in 2020 — 22% more than in 2019 —and 2021 marked a new milestone with 470,784 legal entities registered and in Good Standing in Maryland. As one user shared, *"I was a bit worried, with this COVID, when I first decided to register my business name. I found out that the office building for business will remained close. I'm not a online person but the method did the job well. If I can use this method, anyone can use it."* Maryland Business Express features an innovative business-specific Chatbot designed to communicate with and deliver business guidance to Marylanders 24 hours a day, seven days a week. Using Artificial Intelligence, this digital assistant is the first to be trained by any state government specific to multi-agency business rules and regulations, with bots responding to over 80% of all customer support inquiries.
Wisconsin One Stop Business Portal OpenForBusinessWI.com	Former Governor Walker said it all about Wisconsin's system: "By eliminating the need for people to visit three agencies, we have streamlined the process for job creators in Wisconsin." That sentiment has remained true as Tyler continues to innovate in Wisconsin by adding key features and functionality demanded by job creators such as annual report filing to keep businesses in compliance. In 2023 alone, businesses filed over 290,000 annual reports through the One Stop Business Portal.

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

Company Name: Tyler Technologies

Point of Contact: Scott Bolton, Business Development Executive
Phone: (947) 941-1513
Email: scott.bolton@tylertech.com

3.2.4. 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.

Tyler has designed the system to be a highly configurable application so Agency administrators or authorized users can continue to configure the Solution as legislation, policies, and procedures evolve, or as new agencies are onboarded to the Solution. Configurability options might include:

- Configuration of new and existing transactions such as applications, renewals, permits, reinstatements, etc.

- New Credential Setup configurations for licenses, permits, registrations, etc., as legislation requires you to regulate additional professions or business types

- Fee definition setup, to remove the burden of implementing fee configuration changes at a specific date/time

- Letterhead updates, to easily change all templates at once to accommodate new contact information

- Intuitive template configurations to create correspondence that can include hard-coded content or variable, merged content

- Board setup to ensure that the proper logo and contact information is associated with each Board's transactions

- Configuration of new case types using pre-built, easily modified templates that include data elements and workflows

- Groups and transaction checklists, configured to automatically assign workloads based on transaction type or profession, occupation, institution, or facility

- Role permissions, to ensure that data elements are only searchable, visible, or editable by those who have been granted access

- Display configurations to give each user quick access to the navigation options, inboxes, and other functionality they use each day

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

Comprehensive Integration Strategy

Tyler Technologies recognizes that West Virginia agencies may have existing permitting portals and systems representing significant investments. Our approach prioritizes preservation of these investments while achieving the one-stop-shop vision through strategic integration and migration planning.

Assessment and Integration Approach

Current State Analysis:

- Comprehensive inventory of existing systems and portals
- Technical architecture assessment and integration feasibility
- Data quality and migration complexity evaluation
- User adoption and change management requirements

- Cost-benefit analysis for integration vs. replacement

Integration options and considerations:

Approach	Best For	Benefits	Considerations
Portal Integration	Modern systems with API capabilities	Preserves existing investments, faster implementation	Requires ongoing maintenance of multiple systems
Data Integration	Systems with valuable historical data	Maintains data continuity, unified reporting	May require custom development
Gradual Migration	Legacy systems nearing end-of-life	Phased approach reduces risk	Longer timeline for full unification
Complete Replacement	Outdated or problematic systems	Clean slate implementation, optimal user experience	Higher initial effort and cost

The Solution can integrate with virtually any database infrastructure via an API which has the correct capabilities to export information from and using the information to populate form fields. The only requirement for seamless integration with other solutions is the availability of APIs from the systems. That is, a two-way street is necessary – the Solution can seamlessly integrate, but these systems must have the capacity to integrate as well.
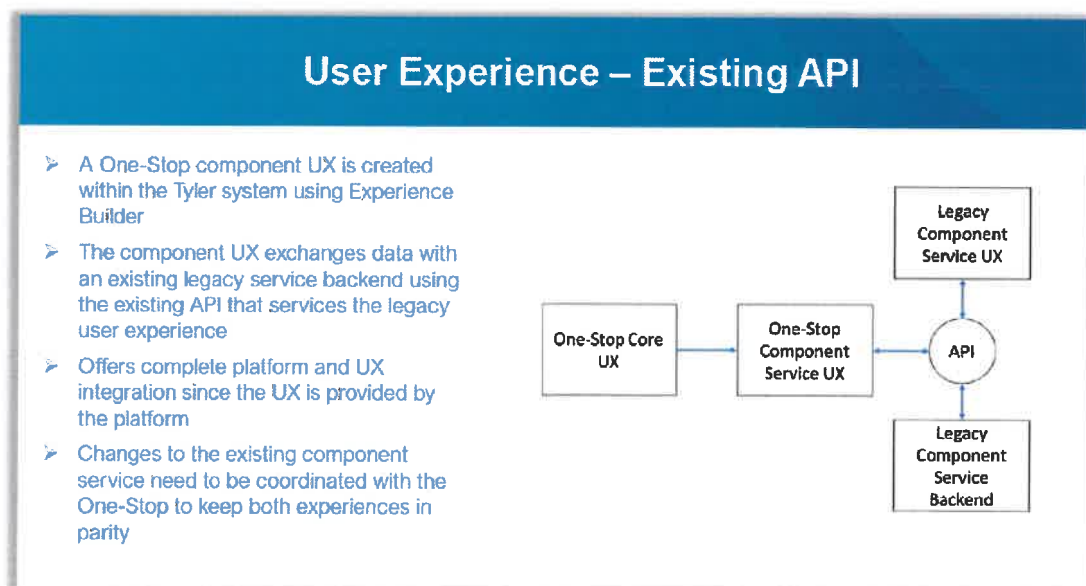

FIGURE 10. API – ONE-STOP SHOP PERMITTING

The Solution supports a multitude of interfaces to store, and retrieve tracked data. Manual storage and retrieval methods include Graphical User Interface (GUI), Comma Separated Value lists (CSV), Tab Separated Value lists (TSV), most delimited formats, Data Interchange Format (DIF), and eXtensible Markup Language (XML). The Solution allows for the manual importation and exportation of information throughout most areas of the application. See Figure below:
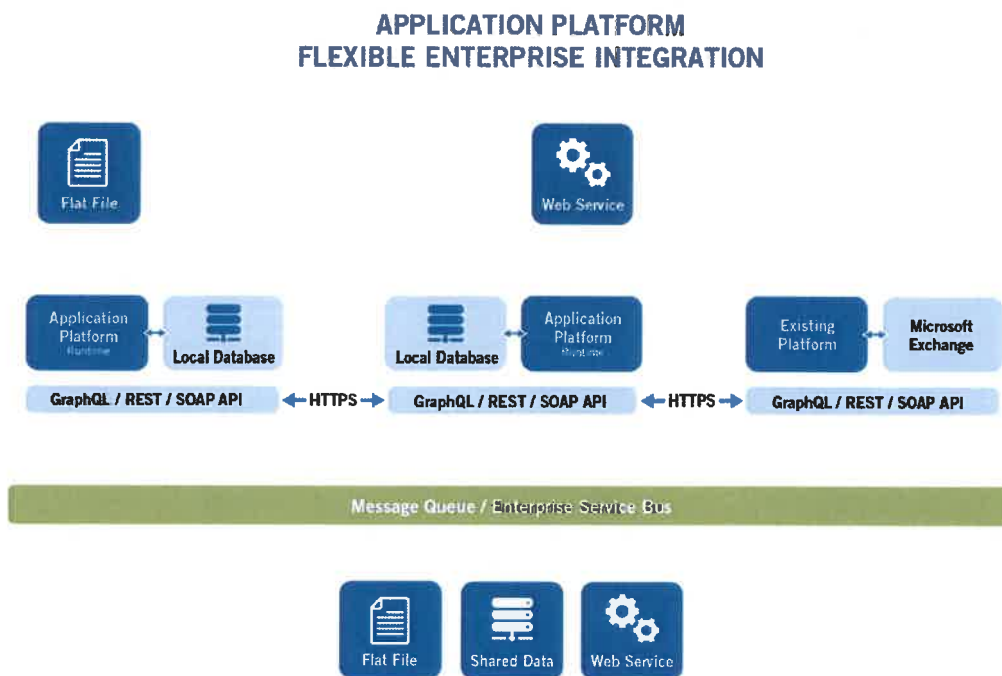
APPLICATION PLATFORM
FLEXIBLE ENTERPRISE INTEGRATION

FIGURE 11 INTEGRATION CAPABILITIES OF THE SOLUTION

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

Tyler's SaaS Solution is a cloud-based solution hosted in the Amazon Web Services (AWS) environment. AWS provides industry-leading hosting and system security in a dedicated US-based cloud environment. The AWS Cloud infrastructure has been designed and is managed in alignment with regulations, standards, and best practices, including:

- Federal Risk and Authorization Management Program (FedRAMP)
- System and Organization Controls (SOC) 1, SOC 2, and SOC 3
- Payment Card Industry Data Security Standard (PCI DSS)
- International Organization for Standardization (ISO) 27001, 27017, 27018, and 9001

- Federal Information Security Management Act (FISMA)
- US Health Insurance Portability and Accountability Act (HIPAA)
- FBI Criminal Justice Information Services (CJIS)
- National Institute of Standards and Technology (NIST) 800-171
- Federal Information Processing Standard (FIPS) 140-2
- Family Educational Rights and Privacy Act (FERPA)

The AWS infrastructure and hosting environment is FedRAMP Moderate and SOC II compliant. Tyler uses field masking and partial masking for PII, such as social security number and birthdates, as well as data encryption in transit and at rest. Data is only accessible on a role-based basis on a need to access basis.

The proven role-based permissions methodology Tyler incorporates throughout the Solution are also applied to data access. To protect data on a hierarchical and need-to-know basis, the Solution features role-based access controls assigning a profile to an individual or group of users (internal and/or external), with specifications for the data they are allowed to create, read, edit, or delete. Permissions can be assigned to user, role, office, organization, and hierarchy. Role-based permissions limit access to sensitive information. Specific permissions can be assigned at the record type level, field level, and based on the approval/workflow status of a record.

Only the system administrator can modify system permissions, assigning them to various users and groups. When a user does not have permission to access data, it is completely redacted from their view of the system. This includes redaction of searches and reports. With the appropriate permissions, an authorized user will have the ability to make changes directly on the application, enforcement case, or license. An audit trail of each change made to the data record is always tracked.

FIGURE 12. TYLER SYSTEM ADMINISTRATOR ROLE AND PERMISSIONS CONTROL

Disaster Recovery

Tyler is not able to provide our full Disaster Recovery Plan (DRP) without an NDA in place, but we have provided the information below as an overview.

The principal objective of the disaster recovery program is to develop, test, and document a well-structured and easily understood plan which will help the company recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations (including Tyler corporate systems and customer hosted solutions). Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan.
- The need to ensure that operational policies are adhered to within all planned activities.
- The need to ensure that proposed contingency arrangements are cost-effective.
- The need to consider implications on other company sites.
- Disaster recovery capabilities as applicable to key customers, vendors and others.

Business Continuity and Disaster Recovery: Tyler hosts the web-based Solution, and underlying Platform, through our Amazon Web Services (AWS) partner, who provides industry-leading hosting and system security in a dedicated cloud environment. Tyler proposes to host the Solution via AWS in either their AWS East or AWS West cloud environments with our SaaS model.

Plan Triggering Events

Key trigger issues that would lead to activation of the DRP are:

- Total loss of all communications, including communication with AWS
- Total loss of power
- Loss of the building

Activation of Emergency Response Team

When an incident occurs the Emergency Response Team (ERT) must be activated. The ERT will then decide the extent to which the DRP must be invoked. All employees must be issued a Quick Reference card containing ERT contact details to be used in the event of a disaster. Responsibilities of the ERT are to:
- Assess the extent of the disaster and its impact on the business, data center, etc.;
- Decide which elements of the DR Plan should be activated;
- Establish and manage disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees (and customers, in applicable) are notified and allocate responsibilities and activities as required.

Disaster Recovery Team

The team will be contacted and assembled by the ERT. The team's responsibilities include:

- Establish facilities for an emergency level of service within four (4) business hours;

- Restore key services within (time frames identified below) of the incident; (RPO)

- Recover to business as usual within (time frames identified below) after the incident; (RTO)

- Report to the emergency response team.

Defined RTO/RPO based on type of DR/COOP selection (Contractually determined)

Location of DR/COOP facilities AWS West
> Recovery Point Objective (RPO) - Standard "Cold Site" 8 hours
> Recovery Time Objective (RTO) - Standard "Cold Site" 24 hours
> Recovery Point Objective (RPO) - "Warm Site" 6 hours
> Recovery Time Objective (RTO) - "Warm Site" 8 hours
> Recovery Point Objective (RPO) - "Hot Site" 3 hours
> Recovery Time Objective (RTO) - "Hot Site" 4 hours

Availability Zones: An Availability Zone (AZ) is one or more discrete data centers with redundant power, networking, and connectivity in an AWS Region. AZs give customers the ability to operate production applications and databases that are more highly available, fault tolerant, and scalable than would be possible from a single data center. All AZs in an AWS Region are interconnected with high-bandwidth, low-latency networking, over fully redundant, dedicated metro fiber providing high-throughput, low-latency networking between AZs. All traffic between AZs is encrypted.

The network performance is sufficient to accomplish synchronous replication between AZs. AZs make partitioning applications for high availability easy. If an application is partitioned across AZs, companies are better isolated and protected from issues such as power outages, lightning strikes, tornadoes, earthquakes, and more.

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

Tyler Technologies has developed proven methodologies for rapid deployment of complex government systems, specifically designed to meet statutory deadlines while maintaining quality and security standards. Tyler's distributed workforce model represents a strategic advantage in delivering exceptional results for the State of West Virginia's One-Stop-Shop Permitting initiative. Our skilled network of remote specialists brings together top-tier talent from across the country with the ability to be onsite as needed, allowing us to assemble the precise skill sets your initiative demands and ensure that the solution will be operational by the State's deadline.

Through proven project management methodologies, robust communication protocols, and cutting-edge collaboration technologies, we maintain seamless coordination across time zones while leveraging cost efficiencies that translate directly into enhanced value for the State's investment.

We've successfully delivered complex implementations for thousands of clients using this model, consistently meeting deadlines and exceeding quality benchmarks through rigorous virtual project governance, regular standups, and milestone-driven accountability frameworks that ensure transparency and measurable progress at every phase of delivery.

INFORMATION BEING SOUGHT

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

One-Stop Business Portal Case Studies

Tyler has developed one-stop business portal services for multiple partners across the U.S., including the following states:

- Colorado
- Hawaii
- Kansas
- Kentucky
- Maine
- Maryland
- Montana
- New Jersey
- Oregon
- Utah
- West Virginia
- Wisconsin

Brief case study descriptions of several of Tyler's one-stop business portal implementations follow:

Tyler One-Stop Business Portal Partners	Description
Business4WestVirginia Business4WV.com	The West Virginia One Stop Business Portal is the result of a multi-agency collaboration between the West Virginia Secretary of State, WorkForce West Virginia, the West Virginia State Tax Department, and the West Virginia Division of Labor. The system guides the user through the process of registering for a business with all four state agencies and enables them to keep their business records up to date with the Secretary of State with various subsequent filings such as annual reports, amendments, address changes, and terminations. The digital service is complemented by a brick-and-mortar One Stop Business Center as a companion to further provide responsiveness and a personal touch to customer inquiries. In 2023, the system did 157k business registrations and filings for WV collecting over $5.8M in state fees.

Tyler One-Stop Business Portal Partners	Description
MyBizColorado mybiz.colorado.gov	Tyler's one stop business registration, MyBizColorado, cuts red tape, delivers user-friendly, streamlined experiences, and helps businesses get up and running in Colorado. An interactive site with business specific questions and in-context help, guide users interested in starting a business in Colorado to the appropriate agency specific forms. Users can save their applications and return later, once completed, the forms are submitted through the application to the appropriate state agency. Approximately 17,000 payment related transactions were processed for MyBizColorado in 2023.
Hawaii Business Express HBE.ehawaii.gov	The Hawaii Business Express (HBE) system provides a quick and easy way to start a business in Hawaii with a simple interface and a wizard to guide the user through the registration process. Tyler offers a cutting-edge dashboard feature that puts all of the user's interactions ¾ overdue/due soon annual reports and other renewals, access to all draft, submitted and processed business forms, receipts and copies of purchased documents, and subscription management ¾ in one convenient place. The dashboard includes historic forms to help keep up with compliance, as well as powerful technology filters to allow power users to efficiently find what they need. Users can also resubmit their rejected forms and annual reports online.
Kansas Business One Stop ksbiz.kansas.gov	The Kansas Business One Stop (KBOS) website, developed through a collaborative effort by the Kansas Secretary of State and the Kansas Departments of Agriculture, Commerce, Labor, and Revenue, is designed to assist with starting and growing businesses in Kansas. KBOS offers a variety of tools to support business owners, including a helpful chatbot and comprehensive starter kits. These starter kits, created to simplify the business startup process, are tailored for the six most commonly formed businesses in Kansas: auto repair, childcare, health care and social services, microbrewery or distillery, real estate, and restaurant. By providing these resources, KBOS aims to make the journey of starting and managing a business in Kansas as smooth and successful as possible.
Oregon Business Xpress www.oregon.gov/business/	Tyler built the Oregon Business Xpress website to help businesses quickly find the information and services they need to complete digitally without having to understand the structure of government. The system was completely redesigned in 2021 based on user testing and feedback from the business community. It consolidates the information and services of nine Oregon state agencies with an intuitive interface focusing on resources for the five stages of business: planning, starting, managing, growing, and changing/closing a business. Business Xpress is truly Oregon's "One Stop Shop for Business" online.

Tyler One-Stop Business Portal Partners	Description
Utah Business One Stop OSBR.utah.gov	Tyler collaborated with the State of Utah to develop its Business One Stop in 2003, launching the first program in the U.S. to integrate government agencies at the federal, state, and local levels into a streamlined business registration process. With Utah's One Stop Business Registration, entities can register a new business with Utah State Tax Commission, Utah Department of Commerce, and Utah Department of Workforce Services.
Maryland Business Express System egov.maryland.gov/businessexpress	Consistently boasting a 97%+ customer satisfaction rating since Maryland Business Express launched in 2012, this business-centric platform delivers aggregated content across Maryland state agencies. It is the go-to location for small business owners and aspiring entrepreneurs to plan, start, manage, and grow their businesses. Over 95% of all charter filings and tax accounts are submitted through Maryland Business Express, resulting in over 4 million filings. Its 15 awards and results speak volumes, but the real message about Maryland Business Express is how the system has continued to evolve with over 500 service enhancements by applying human-centered design methods and new technologies since it launched. An example of the impact of Maryland Business Express came during the COVID-19 pandemic. Despite the many difficult circumstances faced by businesses at the onset of the COVID-19 pandemic, the 24/7 availability of Maryland Business Express helped grow the number of new Maryland businesses registered in 2020 — 22% more than in 2019 —and 2021 marked a new milestone with 470,784 legal entities registered and in Good Standing in Maryland. As one user shared, *"I was a bit worried, with this COVID, when I first decided to register my business name. I found out that the office building for business will remained close. I'm not a online person but the method did the job well. If I can use this method, anyone can use it."* Maryland Business Express features an innovative business-specific Chatbot designed to communicate with and deliver business guidance to Marylanders 24 hours a day, seven days a week. Using Artificial Intelligence, this digital assistant is the first to be trained by any state government specific to multi-agency business rules and regulations, with bots responding to over 80% of all customer support inquiries.
Wisconsin One Stop Business Portal OpenForBusinessWI.com	Former Governor Walker said it all about Wisconsin's system: "By eliminating the need for people to visit three agencies, we have streamlined the process for job creators in Wisconsin." That sentiment has remained true as Tyler continues to innovate in Wisconsin by adding key features and functionality demanded by job creators such as annual report filing to keep businesses in

Tyler One-Stop Business Portal Partners	Description
	compliance. In 2023 alone, businesses filed over 290,000 annual reports through the One Stop Business Portal.

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

Pricing Strategy

There are four (4) components to pricing Tyler's Regulatory Licensing solution. Tyler's fee structure consists of annual licensing, hosting, support/maintenance, and one-time implementation costs. The annual fees are bundled and offered as Software as a Service (Saas), single price which begins as of contract execution. Estimated cost range for budgetary purposes is provided at the end of this description.

SaaS (Annual cost) - Includes Licensing, Support/Maintenance, Hosting

Licensing Structure– Named Users

Tyler's standard practice is to license the software under a Software as a Service (SaaS) named user license model, which includes the license, hosting, and maintenance fees into one price, billed annually. Tyler offers discounts for higher increments of named users, based on economies of scale. The core modules of the State Regulatory Platform Suite (Solution), include Regulatory Access (public portal), Regulatory Licensing, and Regulatory Enforcement (case management). Optional modules include Regulatory Field Inspector and Regulatory Analytics (reporting) .The cost for add-on optional modules is based on the same named user count as the core State Regulatory Platform Suite with exception for Regulatory Field Inspector which can be a smaller subset of the named users.

Hosting

The proposed Tyler Solution is a cloud-based Software as a Service (SaaS) solution. Tyler hosts the web-based State Regulatory Platform Suite through our Amazon Web Services (AWS) partner, who provides industry-leading hosting and system security in a dedicated cloud environment. Standard offering is AWS Commercial Cloud, but can be upgraded to Government Cloud for an additional cost.

Support/Maintenance Services

Tyler offers an annual support and upgrade subscription for the State Regulatory Platform Suite (costs bundled with annual license fee). This package features technical support services including maintenance, bug fixes, software releases, and helpdesk/customer service support. Emergency helpdesk support is available 24x7x365 and our primary business hours are 8 AM to 8 PM Eastern Standard Time (EST) Monday – Friday on normal business days, via telephone and email. Tyler's most recent innovation to improve quality of support services is the introduction of Tyler AI (Chatbot) for reduction of load on customer help desk

agents. Additionally, Tyler can provide a full suite of professional services to support ongoing changes during the operations and maintenance phase.

Implementation (One Time fee)

Implementation services include all professional services needed to fully and successfully implement the Solution to meet Agency requirements and may include Project Management, Requirements Definition and Refinement, Configuration, Testing, Data Migration, System Integration, Training, Documentation, assessment and authorization (A&A) support, and Installation Support. Professional services fees cover the work to initially implement the customer system and any customer change requests post implementation. Professional services fees may be offered in two forms – Time and Materials, and Firm Fixed Price.

Services are priced by labor category and hourly rate. The labor categories which might be expected for this implementation are Project Manager, Business Analyst, Application Engineer, Quality Assurance Tester, Database Analyst, and Technical Writer. Implementation Fees are billed once-monthly based on completion of milestones, as agreed to by both parties, throughout the project phase(s) until implementation is completed.

User Fees

Tyler has more experience with deploying user fee-funded projects and services for governments than any other company. In West Virginia, the user fee model has been very successful, resulting in the delivery of hundreds of services since 2007 with minimal to no budget impact to the state. Funding generated by One-Stop Shop user fees can be used to offset or fully replace the costs mentioned along the four components above. Tyler Technologies fully supports flexible funding options and will work in partnership with DOA on an approach that aligns with the State's fiscal goals.

Estimated Cost Range for Budgetary Purposes

One-Time Implementation Costs: $4M – $6M
Key factors influencing cost:

- Number of agencies and permit types in scope (~7 agencies, ~285 permit types).

- Volume and complexity of data migration and legacy document conversion.

- Number and complexity of integrations (e.g., ESS, ERIS, RBDMS, Onbase, eGov, ArcGIS).

- Customization needs for workflows, dashboards, and reporting.

- Phased versus big-bang rollout approach.

SaaS (Recurring Annual Costs – hosting, licensing, support, and maintenance): $1.5M – $3M
Key factors influencing cost:

- Number of internal users (~500 staff and 300–400 inspectors).

- External user volume growth over time.

- Infrastructure and compliance needs (FedRAMP, NIST 800-53, encryption, U.S.-based hosting).

Marketing Materials / Technical Data

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

Tyler Technologies stands out in the eGovernment industry by offering states a unique blend of scale, experience, creativity, and proven results that no other provider can match. Our advantages for West Virginia are real—they are built on a successful 30+ year partnership with state agencies and decades of leadership in supporting digital government initiatives nationwide.

Proven Self-Funded Model Mastery

Tyler is the only vendor with over 30 years of ongoing success in running self-funded eGovernment programs. We understand the financial, legal, and operational aspects that define this model. Unlike vendors who see eGovernment mainly through a commercial lens, Tyler has built, maintained, and improved state one-stop platforms without public funding through a highly effective public-private partnership. Our ability to invest upfront in new services—recovering costs only as users adopt them—is a dedication few can match.

Proven Products on a National Scale with the Benefit of Tailored Local Execution

Tyler offers digital government platforms in over half the states in the U.S., featuring a broad library of tested solutions and lessons learned. What truly distinguishes us is our West Virginia-based team, which lives and works within the communities we serve. We are able to provide DOA with a local team that understands agency needs and public expectations, supported by national infrastructure, security, innovation, support, and marketing centers of excellence. This combination of local expertise and national resources is rare in the industry.

Integrated, End-to-End Delivery

Tyler acts as a single point of accountability for everything from website design and application development to payment processing, cloud hosting, and marketing support. Many vendors focus on only one area, which increases risk and complexity with each integration. Tyler's all-in-one approach simplifies management, enables quicker issue resolution, provides a consistent delivery platform for agencies and constituents, and ensures uniformity across all digital services under DOA's umbrella.

Depth of Resources & Support

As the largest company in North America dedicated solely to government technology, Tyler provides unmatched stability and technical expertise. With over 7,400 employees and specialized teams in security, cloud services, customer success, and communications, we deliver long-term stability and 24/7 support from professionals who focus on the public sector.

Continuous Innovation & User Adoption

We believe digital government is only effective if people use it. That's why Tyler's model includes strategic marketing and outreach to boost service adoption and maximize value. Our team constantly improves current services and introduces new ideas—ranging from AI tools to redesigned mobile-first interfaces—all tailored to DOA's audience and goals. Tyler's commitment is to deliver not just functional tools but also engaging experiences that increase access and build trust in government.

Additionally, Tyler offers unmatched experience in driving direct user engagement and service adoption in more than half the states in the U.S. Working closely with centralized governance bodies, we have developed proven playbooks for expanding eGovernment constituencies and engaging diverse audiences with tailored content, messaging, and tools. When invited by DOA, we see a strategic opportunity to apply these same methods in West Virginia, boosting DOA's visibility, increasing adoption of its services, and delivering measurable value to agencies and residents statewide, all while strengthening DOA's leadership and governance role.

Alignment with DOA's Mission

We are not just an off-the-shelf technology provider. We are a partner in DOA's mission, working together to increase public access, ease the burden on agencies, and create long-term value for West Virginia. That alignment influences how we operate, invest, and evaluate success.

By selecting Tyler, DOA maintains a strategic partner that is experienced, accountable, future-focused, and ready to support the next generation of digital government services.