WEST VIRGINIA
Department of
Administration

Response to CRFI-0201-SEC2600000001

One Stop Shop Permitting Program

West Virginia Department of Administration

August 29, 2025

CGI

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2025-08-29

Ms. Tara Lyle
West Virginia Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305

Subject: CRFI-0201- SEC2600000001 One-Stop-Shop Permitting

Dear Ms. Lyle,

The enclosed informational response is submitted in response to the West Virginia Department of Administration One-Stop-Shop Permitting RFI. We are happy to introduce **CGI OverCite**, designed for licensing and permitting, it is anchored by the industry leading Salesforce Platform for citizen applications, processing and case management with supporting functionality provided by Box for document management, MuleSoft for integrations, and Tableau for data reporting. We chose a Salesforce licensing/permitting solution as the best fit for WVDOA's vision for a One-Stop-Shop Permitting program through the low code approach which will support the accelerated timeline set by legislation as well as supporting the onboarding of agencies and new license/permit types post the initial go live.

As one of the largest IT and business consulting firms in the world, with long-standing West Virginia agency partnerships, CGI is honored to have the opportunity to respond to this RFI. CGI has been a market leader providing technology solutions to regulated industries and large regulatory agencies at a federal, state, and local level for over 30 years. We have implemented over 50 licensing solutions across a variety of technology platforms – arming our teams with a nuanced understanding of what it takes to deliver modern licensing solutions.

We look forward to the next step in WVDOA's streamlined permitting effort.

Sincerely,

Jaime Woltz

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1 General Information Being Sought

Designed and developed to address the increasing pressure on State and Local Government licensing and permitting systems, CGI **OverCite** has a solution to modernize and future proof these legacy systems. State and local governments continue to be challenged by demands for intuitive user interfaces and transparency, increases in regulatory compliance requirements, as well as demands for operational efficiency and data security making it difficult to manage outdated, inflexible legacy systems.

CGI **OverCite** is specifically designed for one stop licensing and permitting and addresses these challenges by offering a configurable, user-friendly platform that simplifies workflows, enhances security, and improves the citizen experience to address the various and sometimes different processes for each state regulatory agency or board. Our solution is a fully integrated platform that manages the end-to-end life cycle of licensing, permitting, inspections, and enforcement. Using a configuration-first model, CGI **OverCite** minimizes the need for custom development, making implementation faster and ongoing maintenance easier.

The platform is designed to enhance the application and renewal process, manage complaints, and confirms compliance with regulations. Recognizing the diverse needs of state agencies, CGI **OverCite** accommodates multiple form types, processes, and varying workflows specific to each agency, permit, or regulation. The system also supports real-time application status tracking, automated notifications, and document management, providing staff and customers with the necessary transparency and tools.

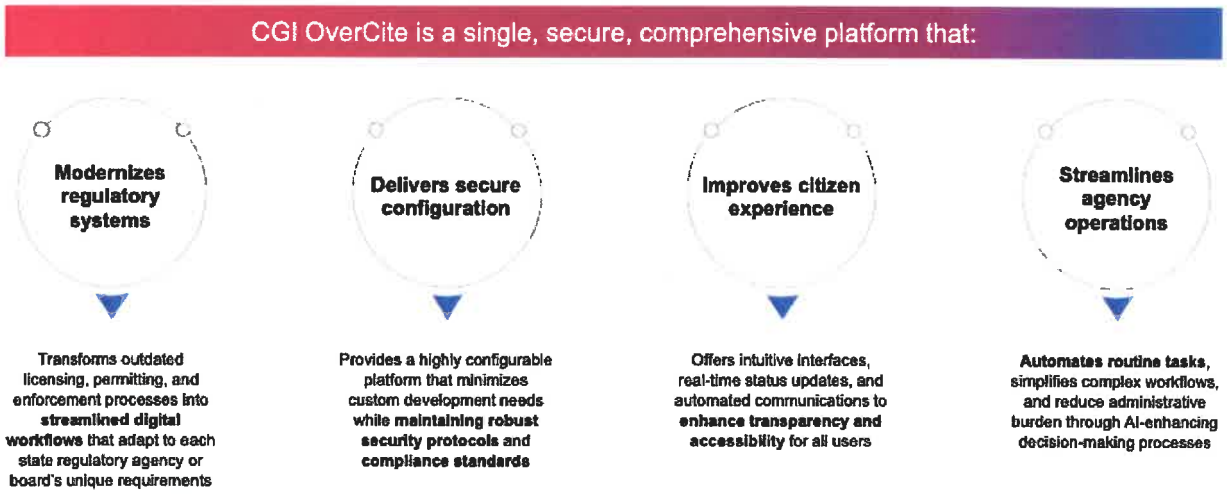

Figure 1-1: CGI OverCite Overview

CGI understands the challenges that maintaining and supporting many disparate licensing and permitting systems creates for West Virginia Department of Administration (WVDOA) and the constituents of West Virginia—as well as the desire of the state to design a program to enhance public awareness, collaboration, accountability, coordination, transparency, and predictability in the state's permitting, licensing, and authorization processes, including for critical infrastructure projects and projects delivering significant economic development to West Virginians.

To eliminate these challenges and to revolutionize and streamline West Virginia's permitting system with a single, secure, modern solution, we recommend CGI **OverCite** —a comprehensive licensing / permitting solution and

managed support model that facilitates the end-to-end licensing / permitting lifecycle (from application submission to license / permit issuance) on a common data model and application platform. Highlights of our solution include:

- A **streamlined application processing experience** enabled through automated, system-driven workflows, **eases the burden on West Virginia staff** and gets licenses/permits into the hands of qualified and competent professionals more quickly and efficiently.
- An **easy to navigate, intuitive external constituent portal** with configurable page layouts, tailored instructions and tooltips, further eases the burden on WV staff by **reducing the need for constituents to contact WV agencies directly** for application submission and renewal support.
- A **single, reliable platform** that eliminates the need for WV staff to spend time researching system issues or conflicting information allows WV staff to focus on providing **excellent customer service**.
- A **flexible solution** powered by low-code, no-code technology, helps WV **respond quickly to legislative action** such as onboarding new license programs and updating business rules to reflect new regulatory statutes.
- A **modern technology platform** that supports continuous innovation.

We chose a Salesforce licensing/permitting solution as the best fit for WVDOA's vision for a "one-stop-shop" for obtaining and renewing permits, licenses and business registrations. Our low code approach which will support the accelerated timeline set by legislation as well as supporting the onboarding of agencies and new license/permit types post the initial go live. For this functionality and much more, **Salesforce provides unmatched capabilities over every other licensing solution available in the market**.

Additionally, it is a proven approach—through the implementation of Salesforce licensing solutions at the Texas Health and Human Services Commission and the Railroad Commission of Texas, we have personally witnessed the success other state regulatory agencies have had by leveraging the Salesforce platform.

CGI OverCite

The foundation of CGI **OverCite** is provided by the Salesforce industry-leading low code platform to accelerate the delivery of a flexible, scalable licensing/permitting solution that is able to meet the specific needs of West Virginia. With so many agencies potentially leveraging the One-Stop-Shop Program we understand that WVDOA requires a software platform that can scale to support many users and many types of transactions. Salesforce architecture supports more than 5 billion daily transactions and is architected to seamlessly scale from one to millions of users—**no other licensing solution on the market can compare to the scalability of the Salesforce platform**. Accordingly, Salesforce is recognized as a leader in the Gartner Magic Quadrant for Enterprise Low-Code Application Platforms year after year.

CGI **OverCite** is uniquely different from other Salesforce-based licensing/permitting solutions available in the market that rely heavily on custom coded components, making the solution more time consuming and complex to both implement and add additional license types and new functionality in the future. To accelerate and streamline the delivery of WVDOA's permitting solution, CGI **OverCite** leverages a pre-built Salesforce licensing and permitting data model and a layer of related common components. Salesforce provides flexibility to extend these out-of-the-box common components and can support West Virginia specific data structures and functional needs. It

also provides the flexibility to address the unique needs of individual license and permitting programs across the wide variety of programs managed by WVDOA.

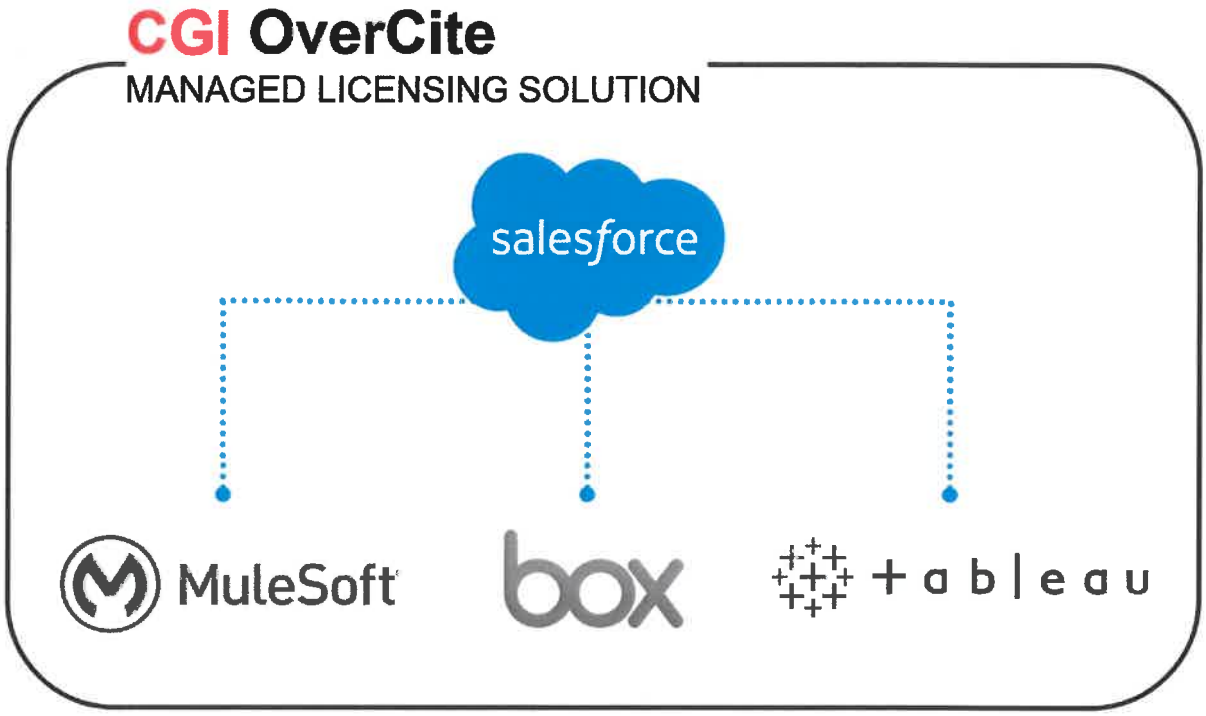

Figure 1-2: CGI OverCite Components

In addition to the Salesforce Platform, **CGI OverCite** also incorporates the following best-of-breed, natively integrated software components:

- **MuleSoft | Salesforce's Integration Tool** | The MuleSoft Anypoint Platform is the #1 market leader in full lifecycle API Management. MuleSoft will act as the connection point for data from other WV systems to the licensing platform to keep data up to date. It is a Platform-as-a-Service (PaaS) technology that supports access to separate development and production environments through a unified Cloud Hub console. MuleSoft provides API mediation for the management and reuse of all solution services enabling consistent reuse of services and business artifacts within the solution, as well as providing a managed, secure channel for external systems to interact with **CGI OverCite**. All real-time and batch interfaces between **CGI OverCite** and WV enterprise applications will be built-on the MuleSoft platform.
- **Tableau | Salesforce's Visualization Tool** | As the market leading tool for modern business intelligence, Tableau helps people and organizations be more data driven, by taking data from almost any system and turning it into actionable insights. Tableau was named a leader in the 2024 Gartner Magic Quadrant for Analytics and Business Intelligence for the 12th year in a row. **CGI OverCite** will leverage Tableau for complex reporting and dashboard requirements that cannot be provisioned leveraging out-of-the-box Salesforce reporting capabilities.
- **Box** | Box is an industry leading SaaS enterprise content management platform that natively integrates with Salesforce to enable a seamless internal and external user experience for uploading and managing documents. **CGI OverCite** leverages Box for document management and collaboration features embedded directly in the application, workflow, and approval processes. Through **Box's** native Salesforce integration capabilities, WV end users can interact directly with documents without leaving **CGI OverCite**.

These three components are proven solutions for integrating and extending functionality from and with the Salesforce platform. Tableau and MuleSoft are both owned by Salesforce, and along with Box all three have native Salesforce integrations that enable them to seamlessly connect with Salesforce. CGI has extensive experience designing, developing and implementing Salesforce solutions that leverage these three technologies to extend the functionality of the Salesforce platform.

2 Specific Questions

2.1 Permitting Solution Methodology

2.1.1 CGI's Approach and Methodology

CGI leverages our proprietary CGI Salesforce Development Framework as the Software Development Lifecycle (SDLC) methodology to guide the design, development, and implementation for our CGI **OverCite** solution. The CGI Salesforce Development Framework is a hybrid framework rooted in over 20+ years of real-world application development and incorporates best practices from the Project Management Book of Knowledge (PMBOK) and waterfall processes and Agile/iterative development principles. Our framework covers end-to-end implementation services beginning with requirements to inform design, development, configuration, conversion, testing as well as training, go-live support & maintenance and operations.

Not only is the CGI Framework designed to provide an iterative approach to project delivery, but also to reduce overall project risk by leveraging Agile/iterative development principles and providing our clients with daily visibility into project progress and engagement on the solution under development.

Tried and true, our framework has been utilized in Salesforce solution implementations for other states like Texas, Ohio, Massachusetts and Virginia.

2.1.2 CGI Salesforce Development Framework

The high-level phases and accompanying objectives of our framework include:

- **Discover Phase –** Lays the foundation, establishes the process, documentation, and architectural standards for the project, establishes environment setup and gains buy-in from all involved stakeholders
- **Implement Phase –** Rapidly executes development and deployment across multiple waves
- **Define –** Refines user stories and requirements, backlog creation
- **Deliver –** Focuses on the incremental delivery of new solution features
- **Deploy –** Drives final user preparedness to deploy the new solution/functionality into a production environment and migrate all related business processes to the new solution
- **Closeout Phase –** Enables a smooth transition by implementing best-in-class capability building, knowledge transfer and handover to production support team.

Highlights and strengths of our methodology and delivery approach include:

- **Proactive, Upfront Planning –** We incorporate an upfront preparation phase (the DISCOVER Phase) as well as initial planning phase in each Implementation Wave (Define) to allow adequate time and attention for gathering requirements, establishing architectural and delivery strategies and standards, and properly setting expectations with all involved parties.
- **Configuration-First Development –** We enlist a low-code/declarative development approach that prioritizes system configurations over writing custom code, which accelerates development cycles and streamlines maintenance of the final technical solution. Our Sprint-based "low-code/no-code" delivery approach allows for the most efficient use of Salesforce applications. This strategy prioritizes leveraging system configurations over writing custom code, thereby accelerating development cycles and maximizing maintainability of the final technical solution. We consider this a differentiator of our approach in that it not only delivers value faster, but also better positions our clients with solutions that are easier to maintain for years to come.

- **Project and Product Visibility – With each delivery Sprint, our project team will conduct "Show-and-Tell"** product demonstrations with WVDOA to exhibit progress, demonstrate functionality, gather feedback, and obtain buy-in for CGI **OverCite**. We take a lot of pride in our work, and for that reason, user adoption is our number one determinant of success. This is how we measure our business, and it is ultimately how our clients assign value. In our experience, we have found that socializing work at all stages and embedding business, technical, and leadership resources into the team fabric from the early stages dramatically increases the probability of success.
- **Collaborative Approach – We take a "teach-a-person-to-fish" approach to all projects by educating and** sharing knowledge with our clients throughout the engagement process rather than waiting until the end of the project to transfer and transition knowledge. We have also found that delivering value early and often throughout the project lifecycle leads to greater adoption of the technology and streamlines transition of the final technical solution. As a result, we designed our implementation approaches and methodologies based **on** Agile/iterative principles that focus on incremental development and early and continuous value delivery. This allows value to accumulate over time where the earlier and longer the customer has it, the more value they receive.

2.2 Experience Related to Permitting Solution

Licensing, Permitting, and Regulatory Industry & Solution Experience

CGI has been a market leader providing technology solutions to regulated industries and large regulatory agencies at a federal, state, and local level for over 30 years. We have a deep understanding of the critical role these agencies play in enforcing the laws set by our Legislature to protect all citizens. We also understand that their work is ever changing due to new and evolving regulations and laws and thereby the solutions that they use must be equally flexible and scalable to accommodate these changes. Examples of our experience with regulatory agencies include:

- CGI has delivered permitting, licensing, and inspection solutions across multiple states, **including New Jersey, Indiana, Mississippi, Minnesota, Louisiana, Kentucky, and more.** These solutions support state and local government processes for occupational licenses, restaurant and food service permits, fire safety inspections, building and housing permits and inspections, environmental permits, and much more.
- Serving as a trusted technology partner for the **Environmental Protection Agency** for 45 years, CGI has supported multiple programs that support environmental regulation and compliance—including the Central Data Exchange (CDX) program which serves as a key component of the environmental data exchange ecosystem for EPA, states, localities, tribes, industry, and other federal agencies.
- CGI has partnered with leading commercial and public sector organizations for over 25 years implementing effective **environmental, health, and safety (EHS) information management strategies** and solutions to help clients stay ahead of regulatory landscape changes.
- CGI has provided technology solutions **for transportation agencies** involved in regulating transportation safety, managing permits, and overseeing infrastructure projects.
- CGI has worked on projects related to **compliance and regulatory reporting systems for the U.S. Securities and Exchange Commission (SEC),** helping to manage and analyze financial data and enforce securities laws.
- CGI has delivered solutions for various financial regulatory bodies, such as **national and state-level financial regulatory agencies**, to enhance their capabilities in monitoring and regulating financial markets.
- CGI has worked with **public utility commissions across multiple states** to develop and implement systems for regulating utilities, managing service requests, and overseeing compliance with utility regulations.

- CGI has partnered with multiple **health regulatory agencies** to create systems for managing compliance, licensing, and certification processes, as well as to support public health initiatives.
- CGI developed and implemented a modern enterprise regulatory Salesforce solution designed to scale with the **Railroad Commission of Texas' (RRC)** requirements and consolidate, standardize, and streamline the regulatory lifecycle activities required for application/permit filings, attestations, hearings, cases, enforcement, and inspections. Designed, developed, and implemented an enterprise-wide, cloud-based data warehouse solution to improve transparency and data-driven decision-making across the complete regulatory lifecycle (from application to enforcement). And more.
- CGI designed, developed, and implemented the **Texas Unified Licensure Information Portal (TULIP) for Texas Health and Human Services** – a modern Salesforce-based licensing management and regulatory application – to manage all aspects of the provider licensure process electronically from start to finish.
- CGI rebuilt and improved the maintainability of the **Texas Commission of State Emergency Communications' (CSEC)** aging Salesforce platform and enhanced functionality to automate the collection and processing of grants management funding, operations, and project execution data more effectively for the 21 Regional Planning Centers to fund 911 services.
- Facilitated multiple joint application design (JAD) sessions for the **Texas Commission for Environmental Quality (TCEQ)** to uncover and document air permitting requirements, associated statutory rules, and data integration requirements. CGI continued to provide a multitude of technology services to the Texas Commission for Environmental Quality for over a decade.
- Provided data and analytics services for **Texas Alcoholic Beverage Commission (TABC)** and has helped the agency stand-up and build out an enterprise data solution supporting the full regulatory lifecycle (from application to enforcement).
- Leveraged the Salesforce platform to develop multiple regulatory applications for the **Department of Family and Protective Services (DFPS) protecting the State's most vulnerable populations, including** an AwakeCheck relationship management application to track Texas foster children in permanent residential childcare facilities and hold these facilities accountable for maintaining 24-Hour Continuous Awake Adult Supervision in accordance with state law. In addition, CGI developed a Worker Safety app, leveraging the same Salesforce platform, to track interactions with family members or guardians that may result in unsafe conditions for DFPS staff.
- Delivered one of the largest near real-time data warehouses for **Electric Reliability Council of Texas / Public Utilities Commission (ERCOT / PUC)** in 2005 that is still in use today.
- Established data governance policies for three **Texas Department of Insurance (TDI)** Divisions (including **TDI, Division of Workers' Compensation and Office of Injured Employee Counsel), established a modern,** cloud-based document management solution and migrated and over three million files from network drives to the new solution.

The table below highlights our experience with similar work projects demonstrating the versatility of the salesforce platform to support a diverse set of licensing programs - from occupational licensing to critical infrastructure, to healthcare providers.

Client	Project Scope and Description	Start Dates	End Dates
Texas Department of Licensing and Regulation	The Texas Department of Licensing and Regulation (TDLR) has selected CGI to **modernize and consolidate TDLR's** fragmented legacy licensing systems into a single, secure, cloud-based solution. CGI is implementing our Salesforce-based OverCite platform, enhanced with integrated tools like Box, MuleSoft, Tableau to streamline the entire licensing	April 2025	Ongoing

Client	Project Scope and Description	Start Dates	End Dates
	lifecycle—from application submission to license issuance. The solution is designed to improve operational efficiency, enable self-service capabilities, support scalability for over 900,000 licenses across 200+ license types, and enable long-term maintainability through a managed SaaS support model. The project is being delivered in a phased, iterative approach over 32 months, with the first three programs going live within eight months. CGI will be focusing on integration with key state systems, a rigorous project management and governance framework, a configuration-first development strategy, and a comprehensive training and change management plan to enable successful adoption and long-term sustainability.		
Railroad Commission of Texas	RRC is the state agency with primary regulatory jurisdiction over the oil and natural gas industry, pipeline transporters, natural gas and hazardous liquid pipeline industry, natural gas utilities, the LP-gas industry, and coal and uranium surface mining operations. The agency was seeking a modern, integrated cloud solution to improve efficiency and transparency of the regulatory lifecycle, including application/permit filings, hearings, cases, enforcement, and inspection activities. To meet RRC's needs, the CGI team designed, developed, and implemented a modern enterprise regulatory Salesforce solution designed to scale with RRC's requirements and consolidate, standardize, and streamline the regulatory lifecycle activities required for application/permit filings, attestations, hearings, cases, enforcement, and inspections. CGI delivered the Inspection Enforcement Tracking and Reporting System (IETRS) solution using a multi- phased and incremental rollout that included logical functionality groupings that were independently deployed to production at various times throughout the project. The IETRS project included the following phases: CASES, PIPES, Critical Infrastructure and Maintenance and Operations.	March 2019	Go-Live – August 2019 M&O - Ongoing
Texas Health and Human Services	The CGI team, designed, developed, and implemented Texas Unified Licensure Information Portal (TULIP) – a modern Salesforce-based licensing management and regulatory application – to provide a single, consolidated system with a roles-based front end to replace existing in-house developed systems and manage all aspects of the provider licensure process electronically from start to finish for 879 internal users and approximately 10,000 external users. The TULIP solution went live in July 2018, and provides a single, consolidated platform for submission of	September 2017	October 2018

Client	Project Scope and Description	Start Dates	End Dates
	applications, payments, and documents from providers including the following: • Self-service portal • License submission and renewals • Application review and permit issuance • Investigative and enforcement oversight		

2.3 Primary Contact

Contact Information	
Company Name	CGI Technologies and Solutions Inc.
Company Mailing Address	1111 East Main St Suite 615 Richmond, VA 23219
Company Website Address	www.cgi.com
Name of Contact Person	Jaime Woltz Director, Consulting Services
Contact Person E-mail Address	jaime.woltz@cgi.com
Contact Person Telephone #	804-514-1564

2.4 Additional Permits and Licenses

Easily Onboard New Permit and License Types

CGI **OverCite** is designed to accelerate the onboarding of new permit and license types by leveraging the Salesforce common data model and configuration-based functional components. Combined with our configuration-first approach, CGI **OverCite** is uniquely different from other Salesforce-based licensing solutions available in the market that rely heavily on custom coded components that become increasingly more complex and difficult to extend to new regulatory programs and license types. CGI **OverCite** takes advantage of Salesforce's low-code platform, allowing easy configuration of business rules, versus a complex hard-to-maintain approach to updating rules. This approach maximizes extensibility and allows WV to easily onboard new permit and license types, add functionality, and even support additional regulatory services (e.g., enforcement), if desired in the future.

Flexible to Support Unique Needs Across Permit and License Types

The Salesforce common data model and configuration-based functional components of CGI **OverCite** support standardization across permit and license types. However, we understand that regulatory needs can vary greatly across both. As such, CGI **OverCite** also takes advantage of the flexible, low-code Salesforce platform to tailor business rules, workflows, and more to meet the unique needs of the different regulatory programs.

User-Friendly Experience for All

Automated, system-driven workflows provide a streamlined application processing experience, ease the burden on WVDOA staff, and get permits and licenses issued, supporting WV critical infrastructure, economic development, construction more quickly and efficiently. An easy to navigate, intuitive external constituent portal with configurable page layouts, tailored instructions and tooltips, further lifts the burden on WVDOA staff by reducing the need for constituents to contact staff directly for application submission and renewal support.

Enables the Independence of WVDOA Staff and Constituents

Our configuration-first approach enables WVDOA administrators and staff to independently update business rules through table-driven design (not backend code). Staff will also be armed with intuitive reporting capabilities through the Salesforce platform to build reports and dashboards with minimal technical staff or contractor assistance.

Ability to Scale

Salesforce architecture supports more than 5 billion daily transactions and is architected to seamlessly scale from 1 to millions of users—no other licensing solution on the market can compare to the scalability of the Salesforce platform.

2.5 Existing Permitting Portals

CGI recommends replacing the other permitting software with the unified CGI **OverCite** platform, specifically regarding the existing portals. This would provide WV an easily accessed, unified licensing and permitting solution for all types across all relevant agencies.

CGI **OverCite** provides a user-friendly, guided, and automated license application process. With a single portal for initiating and submitting license applications, license renewals, license fees, updating license information, etc., CGI **OverCite** provides a one-stop-shop for WV constituents to manage their licenses on a modern platform free of performance concerns related to legacy technologies. Key features in CGI **OverCite** that may be leveraged to streamline and improve the efficiency of the application process include:

- To apply for a license or permit, applicants log in and complete dynamic forms guided by embedded instructions, resource articles, and dynamic intake questionnaires designed to assist applicants and reduce the need to contact West Virginia for assistance.
- Applicants will be able to upload required documentation with the license application. The system will verify all required documents have been uploaded, thereby reducing back and forth communication between the applicant and review specialist.
- If an applicant is unable to complete the application in one sitting, they will be able to save and store a work-in-progress application.
- After submitting the application, WV constituents will be able to manage their account, inquire on the status of license approvals and consume global and targeted information published by WV through the online portal.

If WV decides they would like CGI **OverCite** to interoperate with other licensing and permitting systems in the state, CGI will leverage MuleSoft. MuleSoft provides API mediation for the management and reuse of all solution services enabling consistent reuse of services and business artifacts within the solution, as well as providing a managed, secure channel for external systems to interact with CGI **OverCite**. Integrations with other permitting systems will leverage real-time APIs as available by those systems. By leveraging a common integration platform, the solution adheres to architectural best practices for integrations and enables a unified experience for constituents as they do not need to be routed to other systems for their requests.

2.6 Security, Privacy and Disaster Recovery

2.6.1 Security

CGI understands the critical importance of security and data confidentiality standards to West Virginia state agencies and has established a comprehensive system security approach for the CGI **OverCite** solution. Our approach is designed to meet the security requirements of our clients, and incorporates the relevant security standards throughout the design, configuration, implementation, and support of our licensing solution:

2.6.1.1 CGI OverCite Security Overview

CGI **OverCite** security includes multiple layers—from the implementation and support services provided by CGI to the infrastructure, platform, and software security services provided by the underlying software-as-a-service (SaaS) providers.

CGI **OverCite** is comprised of FedRAMP certified components. Specifically:

- Salesforce Government Cloud Plus
- MuleSoft
- Tableau Cloud
- Box Enterprise Cloud Content Collaboration Platform

2.6.1.2 CGI Security Services

Beyond the security capabilities and services provided by the underlying software vendors (Salesforce and Box), CGI will provide security services to cover the configurations, custom code (if any), role-based access controls, and integrations, as well as monitoring and acting on any reported software vulnerabilities within the underlying software.

As part of the CGI OverCite offering, CGI provides Integrated Security Management **services following CGI's** Enterprise Security Management Framework and security protocols to manage security for our clients. This framework is a holistic and risk-based methodology with standard processes, tools, and templates. The Enterprise Security Management Framework will serve as the foundation for adhering to WVDOA's Information Security Policy, West Virginia state laws and regulations, and applicable Federal laws and regulations. At a high-level, CGI conducts the following activities as part of our Security Management services:

- **Analyze Security Requirements**: As part of preliminary planning for the new information system, CGI will work with WVDOA to perform a privacy impact assessment to **identify the system's relevant security** requirements based in part on the types of sensitive data that the system will host or process. The CGI team will then configure the CGI **OverCite** solution to adhere to these requirements and establish the appropriate monitoring solution and associated services to maintain compliance with the requirements throughout the life of the contract.
- **Maintain Security Management Plan**: The Security Plan will define the approach for monitoring the CGI **OverCite** security, including how it complies with WVDOA's information security requirements. This includes any role-based access requirements provided by WVDOA, as well as our approach for conducting security and risk assessments, identifying and managing vulnerabilities, and continuous monitoring of the solution in alignment with WVDOA's specific requirements.
- **Maintains Security Services**: Security services will include NIST-aligned security assessments with each major solution release; annual risk assessments, security testing services, and continuous vulnerability management services for the configured solution components and related integration points.

- **Monitors Security Incidents**: CGI's 24x7 Security Information and Event Monitoring (SIEM) provides log management, monitoring, incident reporting, and incident response service for the **CGI OverCite** solution.
- **Monitors Security Trends**: The **CGI OverCite** security team monitors industry-related standards and threat notifications, including vulnerabilities published from the underlying software providers (e.g., Salesforce via the Salesforce Trust Site) and takes appropriate action to shore up any vulnerabilities in the solution.
- **Produces Security Reports**: The **CGI OverCite** security team also produces security reports as an outcome of our security services. These reports include vulnerability reports anytime we conduct Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), and/or Penetration Testing. We also product a Security Operations Center (SOC) every two weeks summarizing any identified threats, actions taken, and status of the threat).

We have provided additional details below for the core components of our **CGI OverCite** security services, including our approach for security assessments, risk assessments, role-based configuration and monitoring services, continuous vulnerability management, and our SEIM.

- **Security Assessment**: Consistent with NIST guidelines for security authorizations, CGI will perform a formal security assessment prior to commencing operations for the new solution (or when the solution significantly changes). The security authorization as defined by NIST includes, among other things, performing a security assessment of the **CGI OverCite** solution and reviewing relevant security artifacts including system security plans and active remediation plans. CGI will work with WVDOA to perform a security assessment of in-scope security controls, or a subset of those controls most relevant to the protection of data, to determine whether they are fully implemented and operating as expected. At a minimum, we will perform a security assessment annually throughout the life of the contract.
- **Risk Assessments:** We draw on our experience in policy and program assessments to help our state clients evaluate and understand their level of maturity. We use a NIST-based approach coupled with our own intellectual property to conduct the analysis and provide recommendations to enhance security maturity across the **CGI OverCite** program. We will perform vulnerability assessments (through Static Application Security Testing [SAST], Dynamic Application Security Testing [DAST], and Penetration Testing) and will analyze (on an annual basis) the **CGI OverCite** program controls critical to detecting and eliminating vulnerabilities, as defined by WVDOA.
    - As an outcome of our risk assessments, we will produce a vulnerability report and develop remediation strategies for any vulnerabilities found in the solution or associated policies and procedures. All SAST, DAST, and Penetration Testing will be conducted in accordance with the project timelines.
    - *Identity Access Management (IAM) Role-Based Configuration and Monitoring.* The **CGI OverCite** implementation team will configure the **CGI OverCite** solution to integrate with WVDOA's enterprise identity access management (IAM) system and reflect role-based security configurations aligned to WVDOA's requirements. The **CGI OverCite** security team will then monitor any changes to WVDOA's IAM solution and any associated downstream impacts to the **CGI OverCite** system access to maintain compliance with WVDOA's system access requirements.
- Continuous Vulnerability Management: The CGI Continuous Vulnerability Assessment (CVA) identifies **CGI OverCite** solution components and services, configurations, and any vulnerabilities associated with the solution components, as well as provides recommendations for improvement. This is done by applying a repeatable VA process on a pre-determined, periodic basis. Some of the tasks performed are:
    - Discovering solution components, including code, integration points, and configuration settings within the software as well as monitoring for any added services (e.g., turning on additional feature within the underlying software)

- Identifying known vulnerabilities and prioritizing remedial activities through SAST, DAST, and Penetration Testing, as well as staying apprised of any vulnerabilities published from the underlying software providers (e.g., Salesforce via the Salesforce Trust Site) and other related industry trends
- Analyzing trends and compiling compliance metrics

- **Security Information and Event Monitoring (SIEM):** CGI's 24x7 Security Information and Event Monitoring (SIEM) service provides log management, monitoring, incident reporting, and incident response service for the CGI **OverCite** solution. As part of these services, we collect selected log data provided by the underlying software components (e.g., Salesforce, MuleSoft, Box), aggregate and normalize the data, and forward the event data to the SIEM for correlation and analysis to identify suspect activity. When suspicious activity is identified, an alert is sent to CGI's U.S.-based Security Operations Center (SOC), the alert is validated, and the appropriate action is taken to handle the suspicious activity. WVDOA is informed on the action(s) needed or action(s) taken depending on the suspicious activity.

2.6.2 Privacy / Cyber Security

CGI has a 45-year heritage of helping clients secure their businesses for the future through the delivery of innovative and advanced cybersecurity services in complex, environments across the globe, including the defense and intelligence sectors. We have invested heavily in establishing our credentials, working closely with international security associations and standards bodies.

While cyber threats are global, we know that requirements vary locally, and challenges are unique to each organization. Through our expert talent, deep technical and business knowledge, best practices, and accelerator frameworks, we provide solutions and services designed with **security controls baked in, not bolted on.**

Our 1,700+ experienced and credentialed security specialists bring detailed knowledge and experience across a broad spectrum of standards including PII, CJIS, PCI-DSS, and many more. As a testament to our investment in our cybersecurity practices, CGI was the first large cloud service provider to obtain a FedRAMP Provisional Authority to Operate (PATO) certification from the Defense Information Systems Agency (DISA) to deliver cloud services to Department of Defense agencies. Similarly, we were the first to obtain a FedRAMP PATO certification for civilian government agency cloud services.

Additionally, CGI runs eight security operations centers (SOC) delivering around-the-clock cyber detection and prevention services to businesses and government clients across the globe. Some examples of our experience with the relevant standards includes the following:

2.6.3 Backup and Recovery Process

Developing a Business Continuity and Disaster Recovery Plan

CGI works with our clients to develop a Business Continuity and Disaster Recovery (BC/DR) Plan to address specific. The contents of the BC/DR Plan may include the following sections.

Topic	Description
Who to Contact?	Key individuals responsible to assess the situation, their roles and responsibilities, as well as contacts required during emergencies (e.g., security, senior management) to decide when the BC/DR Plan is invoked
When to Initiate?	Details on the purpose and scope of the plan including how and when to invoke the plan, the procedures and actions to take (i.e., primary and secondary responses), as well as the individuals or teams involved with those actions
Contingency Site	Describes the recovery site or alternative location where operations will take place, the site logistics (i.e., location, transportation routes), as well as details on the facilities and infrastructure available on-site

Topic	Description
Environment and Infrastructure	Details the environment, equipment, facilities, and IT infrastructure (e.g., hardware, software, and network) required, supporting the business applications and services
Business Applications	Describes the business applications, the systems, interfaces, and the data repositories, that contribute towards, or make up, the business services
Identification of Mission Essential Functions (MEF) and supporting Primary Business Functions (PBF)	Delineates the MEF that are most critical to recover as well as other business functions to prioritize resource deployment
Business Continuity Policies and Procedures	Includes frequencies of reviews, Business Impact Analysis (BIA) completion and use, and risk assessment methodology
Emergency Operating Procedures	Includes the management and operational procedures, the special service or processing levels that may apply, and the types or proscribed methods of communication
Recovery Personnel	Provides logistical details for staff at the recovery site and affected location, their roles and responsibilities, as well as the facilities or accommodations made available during the emergency situation
Security Controls	Describes the security measures, their implementation procedures, safety instructions, and access information to emergency facilities, as well as a record of items or materials stored at off-site locations
Return to Normal Procedures	Identifies dependencies, procedures and test measures required for a return to normal business environment and operational status for all services including definitions of recovery point objectives (RPO) and recovery time objectives (RTO)
Plan Maintenance and Testing	Describes activities and procedures for maintenance and testing of the Disaster Recovery Plan and its content, to help ensure regular updates, and that the information remains valid and accurate
Training	Provides details on the BC/DR Plan for all staff identified in the plan

2.6.4 Business Continuity and Disaster Recovery

CGI OverCite's business continuity and disaster recovery plan is comprised of the processes and procedures of the underlying solution platform (Salesforce) in conjunction with CGI services.

2.6.4.1 Salesforce

Salesforce maintains a disaster recovery (DR) plan that supports a robust business continuity strategy for the platform. The DR Plan has been developed from industry-accepted methodologies and encompasses principles of high-availability engineering. The plan is constantly measured against strict regulatory and governance requirements and is a crucial part of the acceptance plan when making changes or additions to the production environment.

Each Salesforce instance is built and maintained in two geographically separate locations. An instance is actively served from one location (the active site) with transactions replicating in near real-time to the other completely redundant location (the ready site). This infrastructure model allows Salesforce to switch the location of the active site for maintenance, compliance, and disaster recovery purposes, which is referred to as a site switch.

Customer data, up to the last committed transaction, is replicated to disk in near-real time at the designated DR data center, backed up at the active data center, and then cloned at a ready data center. Backups are performed daily at each data center facility without stopping access to the application. Backup cloning is transmitted over an encrypted multi-protocol label switching (MPLS) network across all data centers. MPLS is a tried-and-true networking technology that has powered enterprise networks for over two decades, which routes traffic based on predetermined "labels" unlike other network protocols that route traffic based on source and destination address.

Backups are retained for 90 days and do not physically leave Salesforce's secure data center facilities unless they are to be retired and destroyed through a secure destruction process.

For business continuity purposes, Salesforce utilizes one Disaster Recovery process for all customers. For business continuity purposes, Salesforce supports disaster recovery with a dedicated team and a 4-hour recovery point objective (RPO) and 12-hour recovery time objective (RTO).

As part of Salesforce's Continuous Site Switching program, Salesforce switches the active and ready instance locations approximately once every 6 months. Continuous site switching allows Salesforce to continuously improve our operations and infrastructure in order to provide customers with the high availability of Salesforce services customers come to expect. In addition, continuous site switching satisfies the internal compliance requirement of many of Salesforce customers, which is customer instances can be served from either geographic location throughout the year.

2.6.4.2 CGI

CGI is prepared to manage crisis at multiple levels (enterprise and local business unit). Under the direction of our Senior Vice-President and Chief Security Officer, CGI has established an enterprise-level Business Continuity Program (BCP) that encompasses the restoration of critical services and operations for both CGI internal, as well as to that of our clients. The BCP, which includes a global response program, utilizes both industry best practices and our own internal BCP expertise and is audited annually with various test exercises. As a result of this initiative, each CGI business unit has created its own response plan under the authority of their Business Unit Leader and an appointed Crisis Management Team.

The CGI program plans globally and executes locally. At the enterprise level, the program includes the guidelines, governance, and management structure, to assist all CGI business units and corporate departments in their efforts to continue or recover critical business functions in the event of an unplanned disruption. Locally, each business unit has the responsibility of developing and maintaining their respective crisis management team structure, recovery plans and arrangements, and inter-business unit recovery and restoration support.

CGI's Business Continuity and Disaster Recovery Management business practices serve to protect and benefit all CGI clients regardless of the deployed solution. Some of the continuity capabilities embedded in CGI's core business include:

- The CGI global network is fully redundant between all CGI major sites with the robustness to cover the continuity of our support services.
- Our offices worldwide are connected to CGI global network and members can work from any location.
- Secure remote access is provided to all members to facilitate teleworking.
- Global practices provide specialized skill sets in multiple geographic regions.
- Standards and guidance derived from National Institute of Standards and Technology (NIST) and the International Standards Organization (ISO) are the gold standard for CGI's action plans.
- Critical vendors and supplier's continuity of services are embedded in CGI's planning.
- Internal processes are audited at least annually with various test exercises.

At the enterprise level, CGI business continuity strategies cover three types of potential disruptive events: Technological & Data (IS-IT disruption), Physical (unavailability of work area), and Human related (e.g., pandemic, people safety).

Strategies to support the continuity of vital and critical processes for the CGI business units include:

- Staff relocation
- Cross training plans as well as cross-skills plans

- Use of alternative resources from other CGI locations
- Built-in redundancy for highly critical processes/services
- Remote work (from home or other locations) and hiring of external staff (if required)

CGI recognizes that a disaster recovery plan must, at minimum, include the following: documentation of approved backup arrangements; formal agreement of all parties; an established processing priority system; arrangements for use of a backup facility; and periodic testing of the backup procedures and facility. CGI will conduct periodic backups of all application programs and documentation.

In the event of actual disaster, CGI will work with the appropriate WVDOA personnel and divisions if a DR event occurs during the life of the contract to instantly deploy the BC/DR Plan so that all environments and data are successfully recovered.

2.7 Project Timeline

CGI is aware of the legislative required go-live date of January 1, 2027, and the secondary requirement of the solution being the exclusive method of obtaining licenses by July 1, 2027. To meet timelines such as these, CGI enlists a low code/declarative development approach that prioritizes system configurations over writing custom code, which accelerates development cycles and streamlines maintenance of the final technical solution. Our Sprint-based "low code/no code" delivery approach allows for the most efficient use of Salesforce applications. This strategy prioritizes leveraging system configurations over writing custom code, thereby accelerating development cycles and maximizing maintainability of the final technical solution. We consider this a differentiator of our approach in that it not only delivers value faster, but also better positions our clients with solutions that are easier to transition to internal staff and maintain for years to come. Unlike development approaches that rely heavily on custom, difficult-to-understand code, we have found that our configuration-based approach allows our clients to independently maintain the solutions on their own following project implementation.

In addition, we recommend an iterative, phased implementation approach, allowing West Virginia to see value quickly. Our recommended approach begins with upfront planning and design working sessions with WVDOA staff to identify commonality across the siloed systems and WVDOA business processes and map these commonalities to CGI **OverCite** data model and functional components. Once these common components are refined with the first set of releases, onboarding of new regulatory programs and license types will accelerate.

CGI also looks to reduce program risk via rigorous project management and governance. For large, complex engagements CGI enlists a combination of project governance activities to monitor and control project execution. In addition to the project management and governance activities employed on the ground in partnership with WVDOA leadership, CGI will also enlist the help of the CGI Engagement Assessment Services (EAS) team to provide independent assurance of project performance through monthly health checks with CGI leadership, and other regular delivery reviews.

3 Information Being Sought

3.1 Previous Experience

As detailed above, CGI has been a market leader providing technology solutions to regulated industries and large regulatory agencies at a federal, state, and local level for over 30 years. The two examples below go into greater detail of solutions CGI has successfully designed and delivered for regulatory government agencies.

3.1.1.1 Example #1 Texas Health and Human Services

DESCRIPTION OF SERVICES

Texas Health and Human Services (HHS) provide essential acute and long-term services and supports more than 7.5 million Texans every month through its 200 programs. Tasked with the licensing and credentialing of health care providers and facilities within the state of Texas, HHS was in desperate need of help to modernize its regulatory systems and processes, which were built on six end-of-life platforms with antiquated software. The legacy systems, which supported critical agency business functions such as licensing, enforcement, and case management, posed significant business risk to Regulatory Services operations, which impacted service delivery to clients and the partners providing those services.

CGI designed, developed, and implemented Texas Unified Licensure Information Portal (TULIP) – a modern Salesforce-based licensing management and regulatory application – to provide a single, consolidated system with a roles-based front end to replace existing in-house developed systems and manage all aspects of the provider licensure process electronically from start to finish for 879 internal users and approximately 10,000 external users. The TULIP solution went live in July 2018, and provides a single, consolidated platform for submission of applications, payments, and documents from providers including the following:

- Self-service portal
- License submission and renewals
- Application review and permit issuance
- Investigative and enforcement oversight

TULIP interfaces with 16 different HHS internal applications including Intake Management, Survey Management, Schedule Management, Penalty Management, Background Check, Medicaid Bed Allocation, Program Case Management, Fee Management, and other internal application. CGI also implemented an interface between TULIP and Texas.gov for payments, which allows users to submit payment electronically.

To achieve the project's objectives, CGI leveraged our CGI Salesforce Development Framework to configure the solution for the HHS environment and business practices. CGI designed, developed, and implemented TULIP on **the expandable Salesforce platform leveraging a "low-code" development approach that prioritized** out-of-the-box Salesforce functionality where possible and limited the use of custom code to accelerate the development cycles and maximize the maintainability of the solution for HHS. The scope of the TULIP solution included:

- Approximately 60 form types, 70 letters, and 30 reports to reduce data duplication and streamline business processes
- Approximately 350 screens across the internal application to support agency business processes and an externally facing provider portal that allows facilities to submit applications, payments, and documents
- A substantial volume of migrated/converted records from legacy applications, including 15,000 accounts, ~200,000 contacts, and ~100,000 applications

- Multiple business processes including intake management, survey management, schedule management, penalty management, watchlist management, background checks, fee management, program case management, Nursing Facility Administrator case management, among others

Through a comprehensive role-based security model, the solution supports multiple entities and stakeholders, such as HHS staff from different offices (e.g., management, licensure, enforcement, background check, etc.) and other external parties, provider groups (lobbyists, etc.), and third-party consultants via the user-friendly TULIP portal. The centralized application supports complex workflows, ad-hoc reporting, and integrations with seven internal and external systems. CGI also provided maintenance and support services after the implementation of the TULIP solution, including ongoing Help Desk phone support and 24/7 application/infrastructure support. Ventas continued to provide maintenance and support for the solution for over five years

BENEFITS/OUTCOMES:

CGI, as the prime vendor, maintained 100% accountability for all work delivered under the contract. We delivered the highly complex solution in under 13 months, meeting a critical budget deadline for the agency. The TULIP application now allows providers to submit licensing and other required documentation electronically versus a manual process requiring them to submit paper documentation to HHS, which in turn keyed the information into the legacy system by hand. In addition, TULIP allows HHS to manage the licensing processes electronically. The legacy systems that previously supported this process are no longer active. Benefits of the new system include:

- Modern, consolidated database architecture leveraging a roles-based front-end to replace the antiquated systems for Compliance, Assessment, Regulation, Enforcement System/Web Accessible Facility Enrollment (CARES/WAFER) and the Home and Community Support Services Agencies (HCSSA) portal
- Improved data integrity and timeliness for information shared externally and internally as a result of eliminating duplicate data entry for both external service providers and HHS staff
- Increased security around PII and other protected information
- Single location to process information received on intakes for complaints, incidents, and facility information requests
- Single location to process information generated from field staff survey visits to facilities
- Scalable platform that supports future applications and innovations

3.1.1.2 Example #2 Railroad Commission of Texas

DESCRIPTION OF SERVICES

The Railroad Commission of Texas (RRC) is the state agency with primary regulatory jurisdiction over the oil and natural gas industry, pipeline transporters, natural gas and hazardous liquid pipeline industry, natural gas utilities, the LP-gas industry, and coal and uranium surface mining operations.

RRC was seeking a modern, integrated cloud solution to improve efficiency and transparency of the regulatory lifecycle, including **application/permit filings**, hearings, cases, enforcement, and inspection activities, to address the following challenges:

- Across RRC, disparate agency programs managed regulatory activities in siloed, disparate systems and formats. Many of these systems utilized older, obsolete technologies that had become difficult to maintain.
- Many of the RRC regulatory business processes were dependent on manual and paper-based processes, including the filing of applications and other regulatory forms and documents.

DESCRIPTION OF SERVICES

- Agency programs collected, managed, and reported agency information in disparate formats; information was only available through the mainframe or spreadsheets manually compiled by separate sections.

To meet RRC's needs, CGI developed and implemented a modern enterprise regulatory Salesforce solution **designed to scale with RRC's requirements and consolidate, standardize, and streamline the regulatory lifecycle** activities required for **application/permit filings**, attestations, hearings, cases, enforcement, and inspections. CGI, as the prime vendor, maintained overall accountability for 100% of the work completed under the contract. We delivered the Inspection Enforcement Tracking and Reporting System (IETRS) solution using a multi-phased and incremental rollout that included logical functionality groupings that were independently deployed to production at various times throughout the project. The IETRS project included the following phases:

Phases 1 & 2: IETRS Case Administration Service Electronic System (CASES) Module – RRC manages a variety of cases covering subject matter in all areas regulated by the Commission. RRC defines a case as a unique, discrete matter that must or will be tracked by RRC that can be any type of matter, request, item, or project, with specific examples including **permitting applications** or authorization, inspections, enforcement action, contracts, etc.

CGI designed, developed, and implemented the IETRS CASES module on the expandable Salesforce platform **leveraging a "low-code" development approach that prioritized out-of-the-box** Salesforce functionality where possible and limited the use of custom code to accelerate the development cycles and maximize the maintainability of the solution for RRC.

Phase 3: IETRS PIPES Module – CGI designed, developed, and implemented the RRC Pipeline Inspection, **Permitting**, and Evaluation System (PIPES) module to replace a legacy system used by RRC's Pipeline Safety division. The IETRS PIPES module went live lin October 2020 (Phase Three A) with an additional go live in June 2021 (Phase Three B) and included the following key features and functionality:

- The IETRS PIPES Module leveraged existing Salesforce configurations from the IETRS CASES module to accelerate development time and promote and facilitate consistency in reporting and administrative processes within RRC.
- Allowed the public and regulated industry to search and upload records associated with the Pipeline Safety Program including inspections, fees, incident reports and complaints.
- Allowed for the development of workflows and automation of manual/paper-based business processes related to mandatory permit form submission, complaint documentation, annual inspection cycles, incident reporting, and fee payments.
- Allowed for the migration of historical inspection data, documents, and regulated facilities into the Salesforce database for access by internal and external users.
- **Enabled RRC to meet Federal Department of Transportation's mandatory Pipeline Safety reporting** requirements with quick access to data through native UI reports as well as integrations with the Snowflake data warehouse (also implemented by CGI in a separate project).

Phase 4: IETRS CIIS Module – CGI designed, developed, and implemented the Critical Infrastructure Division (CIIS) module to enforce and manage adherence to RRC weatherization rules which require organizations within the natural gas supply chain to register their assets as Critical Infrastructure. The IETRS CIIS module went live in October 2022 (Phase Four A) with an additional go live in August 2023 (Phase Four B) and included the following features and functionality:

DESCRIPTION OF SERVICES

- Leveraged and refined the existing IETRS foundational architectural and project delivery strategy and standards including the Salesforce organization strategy, development standards, integration strategy and standards, security plan, and standards and processes, among others.
- Standardized and streamlined the process for companies within the natural gas supply chain to submit applications for RRC's approval for critical infrastructure registration, attestation, inspection, and enforcement-related activities.
- Allowed RRC to track registered critical infrastructure, run reports, generate documents, and integrate with Xerox via a MuleSoft integration.

Phase 5: Maintenance and Support – CGI has provided Production Support for RRC since the original implementation of Salesforce with the Commission. CGI has provided ongoing maintenance and support services for all phases of the IETRS solution. The maintenance and support services include defect resolution, enhancement requests, and platform level support. CGI has provided continuous improvement to the IETRS solution, ensuring that IETRS solution remains current on the Salesforce platform. CGI provides maintenance and support services to RRC on-demand through a service desk / ticketing process. CGI provides general consultation to RRC staff or completes end-to-end implementation of enhancements as needed based on priority and complexity. Key enhancements implemented to date include the following:

- Expanded external form submission for Pipeline Safety functionality.
- Added external Hearings request form for statewide RRC Rule 15 cases.
- Automated annual Master Meter facility invoice generated into bulk process.
- Restructured Salesforce to Box integration to leverage new Box managed package for Salesforce.
- Updated RRC Salesforce org to Government Cloud Plus and Enhanced Domains requirements.
- Supported integration with RRC Azure AD for Single-Sign On (SSO).

BENEFITS/OUTCOMES:

The implementation of the modernized regulatory solution resulted in the following key benefits:

- Greatly improved the user experience for both the regulated industry and RRC internal users by:
  - Streamlining and automating manual, paper-based processes for applications and other document submissions throughout the regulatory lifecycle across multiple agency programs/divisions.
  - Implementing a single, external secured portal that enables self-service with an enhanced UI/UX experience that provides authenticated users the ability to interact with IETRS to submit documents, pay fees, electronically sign documents, and view status.
- Drastically improved reporting capabilities through automated reports that were previously compiled with manual spreadsheets and enhanced data visibility throughout RRC with internal and external dashboards, and enabled RRC to meet critical federal reporting requirements.
- Allowed RRC to decommission legacy technology that previously supported critical business processes.

3.2 Pricing Strategy

There can be significant complexity for this type of project and the identification and discussion of key needs such as those listed below are necessary to inform budgetary planning.

- Number of internal users
- Number of external users
- Amount of storage required based on historical data

- Number of agencies
- Number of systems, portals, agencies requiring integration
- Number of license/permit types
- Amount of data migration required
- Migration from paper to digital formats

Based on our experience with this type of project, we recommend the items in the below table be included in the pricing structure.

Software/Services	Description
Annual SaaS Fees (Salesforce/Tableau/MuleSoft/Box)	These are the SaaS software fees paid for the core integrated system for the determined state users and citizen users visiting the portal. Capabilities include data storage, document storage, security, citizen portal, data reporting and dashboards as well as case management, as examples.
Implementation	The professional services for Design, Develop and Implementation of the solution.
M&O	Ongoing support and monitoring of systems and applications after deployment to enhance performance, security, and reliability.
Professional Services Capacity	Recommend ongoing capacity for additional enhancements and changes.

3.3 Other Relevant Information

3.3.1 Vendor Overview

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Our global footprint of 400 offices located across 40 countries includes 90,250 CGI Partners, a majority of whom are shareholders, who serve as trusted partners to over 5,500 clients globally. With more than four decades of sustained growth, we provide focused expertise in 10 industries and augment our services with a portfolio of IP-based solutions.

Figure 3-1: CGI Overview

CGI delivers an end-to-end portfolio of capabilities while working with clients through a local relationship and accountability model, complemented by a global **delivery network. Satisfying clients is central to CGI's business.** Our commitment to exceed the expectations of our clients is demonstrated by an overall 9 out of 10 client satisfaction score, reported directly by our clients through in-person satisfaction assessment sessions; and, our industry-leading 95% on-time, within budget project delivery track record, is a testament to our commitment to operational excellence. Going above and beyond to deliver value for our clients Our clients are satisfied when we bring practical innovation that helps them create new business value.

Proactive listening serves as a key step in delivering this value through innovative services and solutions. Through our Client Satisfaction Assessment Program (CSAP), we meet in-person with clients to evaluate our performance and discuss further ways we can help. The CSAP assessments, which clients sign, represent a "report card" on CGI's performance — one that demonstrates a commitment to continuous improvement.

- **Systems Integration and Consulting (SI&C):** helping clients plan, design, develop, and implement technology solutions to improve their operations and reduce costs. SI&C services include custom development, commercial-off-the-shelf (COTS) and modified-off-the-shelf (MOTS) implementation, strategic planning, portfolio rationalization, and system modernization services.
- **Managed Application and Program Services:** day-to-day maintenance and enhancement of business applications and public programs, reducing cost and time to market for new initiatives, while improving application performance and reliability. Other services include call center, program management, and operational support.
- **Technology Management:** full cloud and infrastructure management services adapted to the unique needs and requirements of each client. Services are provided with leading Cloud Service Providers (CSPs), on-premise in colocation facilities or hosted within one of the many CGI data centers.
- **Business Process Services:** Management of back-office business processes to streamline operations, achieve new levels of productivity, and free up resources to focus on core growth and/or business strategies.
- **Business Management and Strategic IT Consulting:** helping our clients boldly set their ambitions and clearly drive their future course with confidence. CGI brings actionable insights, creating a path for future growth and sustainable value. This was evidenced when global market intelligence firm IDC named CGI as a major world player in digital strategy as part of their 2021 report on Worldwide Digital Strategy Consulting Vendor Assessment.

CGI in West Virginia

At CGI, we bring the capability of a large global IT company, with a local proximity focus to best meet the specific needs of our clients. CGI believes that having a strong local presence with clients is critical to joint success. We build lasting, trusted relationships by embedding operations within client metro markets and working together to serve as caring neighbors.

CGI partners with West Virginia on multiple programs, including wvOASIS and as one of the integration sub-contractors in a major modernization effort to implement an enterprise-wide solution for the West Virginia Department of Health and Human Resources (DHHR).

CGI is also in the process of implementing a Grants Management System for the West Virginia Department of Economic Development. West Virginia received $236M in federal funding dedicated to expanding high-speed reliable broadband infrastructure to reach underserved and unserved locations throughout the state. The purpose of the system is to establish a coordinated, non-redundant, and transparent process for the effective oversight and monitoring of all state grant recipients. This is intended to enable quality programs, limit fraud, waste, and abuse, and enhance public trust by making information about the disbursement of state funds publicly accessible. The GMS provides a central point for grant information and reporting; the system seeks to reduce duplication of effort and administrative burdens for both state agencies and grant recipients.

3.3.2 Product Overview

CGI OverCite solution includes a managed licensing and support model, where CGI acquires the requisite software licenses (e.g., Salesforce, Box, etc.) and manages all support tickets, release testing, enhancements, software vendor escalations, and other support related activities on behalf of WV. The CGI managed licensing and support offering provides significant benefits to WVDOA, including CGI as a single partner to manage both the configured solution as well as the supporting licensing details, technology, and third-party relationships.

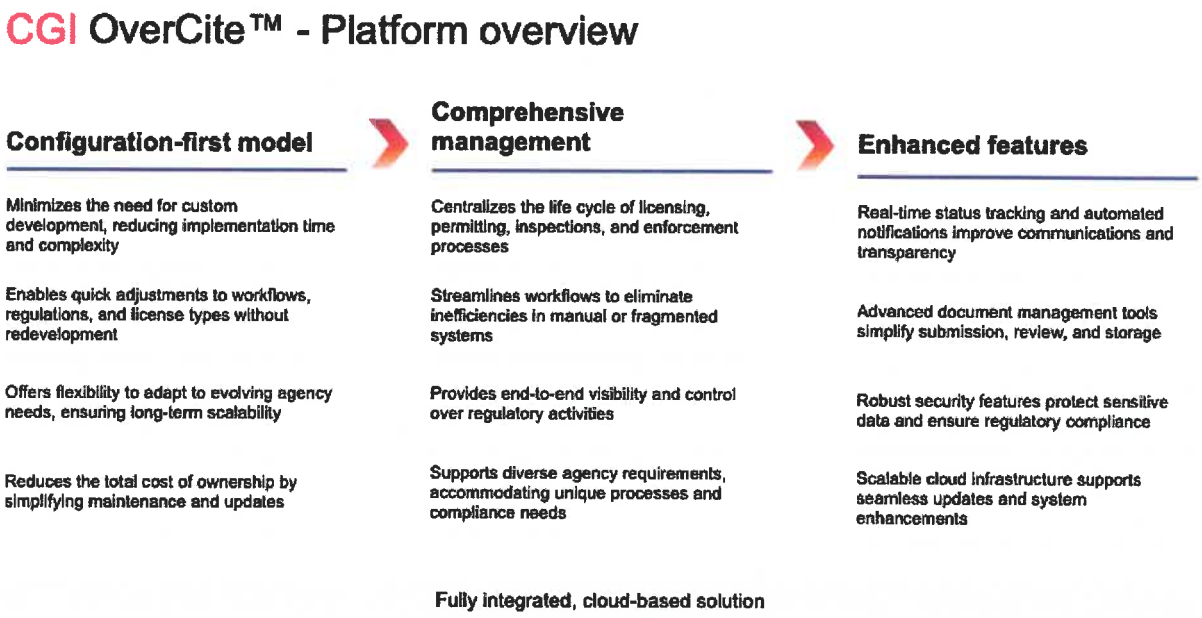

Figure 3-2: CGI OverCite - Platform Overview

CGI OverCite™ - Key benefits

By implementing CGI OverCite, government agencies can experience many benefits, improving operational efficiency, enhancing security, and enabling exceptional customer service. These benefits enable agencies to fulfill their mission of protecting public health and safety while promoting economic development within the communities they serve.

Efficiency gains
Automation reduces workloads and accelerates approach

Improved citizen satisfaction
Real-time updates and enhanced communication

Enhanced security
Advanced measures protect data and ensure compliance

Economic growth
Faster processing promotes business and job creation

Future-proofing
AI and automation ensure long-term viability

Figure 3-3: CGI OverCite - Key Benefits

CGI OverCite™ - Core capabilities

1 Application and renewal management

- Simplifies the submission and approval process, reducing administrative workloads
- Provides an intuitive user interface for easy application, status tracking, and license renewals
- Speeds up processing times, minimizing backlogs and improving operational efficiency

2 Automation and AI integration

- Automates routine tasks like notifications, document processing, and resource allocation
- Leverages AI to analyze trends, predict application volumes, and optimize decision-making
- Enhances operational accuracy by identifying compliance risks and streamlining workflows

3 Complaint and case management

- Manages the entire life cycle of complaints, from filing to resolution, ensuring transparency
- Tracks cases with detailed workflows to improve accountability and efficiency
- Provides tools for investigations and enforcement actions to resolve issues effectively

4 Data transparency

- Offers real-time updates for both agency staff and external users, improving communication
- Provides visibility into workflows, ensuring trust and clarity for stakeholders
- Enables data-driven decision-making through performance metrics and actionable insights

5 Scalability and flexibility

- Adapts quickly to new regulations, license types, and operational demands
- Configurable workflows reduce the need for redevelopment, ensuring seamless transitions
- Future-proofs systems by integrating scalable cloud-based infrastructure and updates

Figure 3-4: CGI OverCite - Core Capabilities

4 Signed Acknowledgement Forms

	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 **Doc Description:** One-Stop-Shop Permitting **Proc Type:** Request for Information			**Reason for Modification:**
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 :

Address :

Street :

City :

State : **Country :** **Zip :**

Principal Contact :

Vendor Contact Phone: **Extension:**

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

Vendor Signature X **FEIN#** **DATE**

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

ADDITIONAL INFORMATION

REQUEST FOR INFORMATION

The West Virginia Purchasing Division ("Purchasing Division") is issuing this Request for Information (RFI), on behalf of West Virginia Department of Administration Cabinet Secretary's Office, to all vendors that have a desire to provide information about a One-Stop-Shop permitting program in accordance with West Virginia statute and legislative rule. This RFI is intended to provide the Agency with information necessary to plan and develop specifications for a future procurement.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO TARA.L.LYLE@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE

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

Request for Information

CRFI SEC260000001 – One-Stop Shot Permitting Program

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BACKGROUND

On April 9, 2025, House Bill 2002 was passed to create a One-Stop-Shop permitting program. This program is designed to enhance public awareness, collaboration, accountability, coordination, transparency, and predictability in the State's permitting, licensing, and authorization processes, including for critical infrastructure projects and projects delivering significant economic development to West Virginians. More information about House Bill 2002 and legislative rule, 148CSR25 can be found at https://www.wvlegislature.gov/Bill_Status/bills_history.cfm?INPUT=2002&year=2025&sessiontype=RS and https://apps.sos.wv.gov/adlaw/csr/ruleview.aspx?document=18252&KeyWord=

SECTION 1: GENERAL INFORMATION

1.1. Introduction:

The West Virginia Purchasing Division ("Purchasing Division") is issuing this Request for Information (RFI), on behalf of the West Virginia Department of Administration ("Agency"), to all vendors that have a desire to provide information about establishing a one-stop shop permitting program and dashboard for several state permitting agencies. This RFI is intended to provide the Agency with information necessary to plan and develop specifications for a future procurement.

1.2. Schedule of Events:

RFI Released To Public	07/11/2025
Vendor's Written Questions Submission Deadline	07/24/2025
Addendum Issued	TBD
RFI Opening Date	08/11/2025 at 1:30 pm

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION

2.1. REVIEW DOCUMENTS THOROUGHLY: This form contains a request for information that may lead to a future procurement. Please read these instructions and all documents attached in their entirety.

Request for Information

CRFI SEC260000001 – One-Stop Shot Permitting Program

2.2. NOT A CONTRACT DOCUMENT: Vendors must understand that this RFI is for information gathering purposes only, and a response to this RFI does not generate a contractual obligation on the part of the State to purchase any commodity or service.

2.3. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this RFI to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in an RFI addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this RFI are preliminary in nature and are nonbinding. Submitted emails should have the RFI number in the subject line.

Submit Questions to:

Tara Lyle, Buyer Supervisor

Email: Tara.L.Lyle@wv.gov

Submission Deadline: 07/24/2025

2.4. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the RFI and any correspondence relating thereto are public documents. As public documents, they will be disclosed to the public following the RFI opening as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

PLEASE ENSURE ANY PROPRIETARY, CONFIDENTIAL, OR OTHERWISE NON-DISCLOSABLE INFORMATION IS CLEARLY MARKED, WITH EXPLANATION, TO ENSURE IT IS APPROPRIATELY REDACTED FROM PUBLISHED DOCUMENTS UNDER WEST VIRGINIA CODE § 29B-1-4(a)(1).

Submission of any document to the State constitutes your explicit consent to the subsequent public disclosure of the document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

Request for Information

CRFI SEC260000001 – One-Stop Shot Permitting Program

SECTION 3: INFORMATION BEING SOUGHT

3.1. General Information Being Sought

3.1.1. 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.

3.2. Specific Questions

3.2.1. Please describe your ability and methodology to establish the One-Stop-Shop permitting solution.
3.2.2. Provide examples of previous similar work products.
3.2.3. Identify your company name, primary contact person, phone and email.
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.
3.2.5. How would you address permitting portals currently in use by state agencies?
3.2.6. Describe how you handle security and privacy/cyber security as well as backups and disaster recovery within your solution?
3.2.7. How would you ensure that the solution will be operational by the deadline indicated in the statute and legislative rule?

3.3. Information Being Sought

3.3.1. Examples of previous solutions of similar size and scope.
3.3.2. Please describe pricing strategy options available to address the cost of buildout and maintenance of the program, including user fee options.
3.3.3. Any marketing materials, technical data or other relevant information to the solution.

SECTION 4: VENDOR RESPONSE

4.1. Incurring Cost: Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFI, including but not limited to preparation, delivery, samples, or travel.

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.

CGI

(Company)

Jaime Woltz Director Consulting Services

(Representative Name, Title)

804-514-1564

(Contact Phone/Fax Number)

8/29/25

(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)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

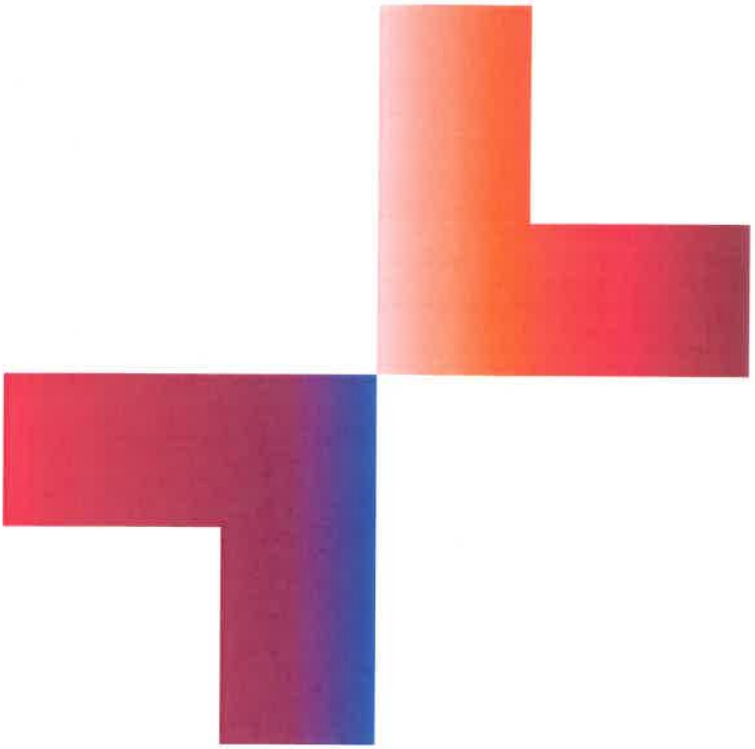
I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

CGI
Company

Jaime Woltz
Authorized Signature

8/29/25
Date

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



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