ReFrame
SOLUTIONS

State of West Virginia
Department of Administration

One-Stop-Shop Permitting
CRFI SEC2600000001

August 29, 2025

Contact

Catherine Fleming
Enterprise Sales Executive
2 Waterside Crossing, Suite 301
Windsor, CT 06095
404-317-1165
proposals@wsddigital.com

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.

August 29, 2025

State of West Virginia, Department of Administration
2019 Washington Street East, Post Office Box 50130
Charleston, WV 25305
Attn: Tara Lyle

Dear Tara Lyle,

WSD Digital, LLC dba ReFrame Solutions, understands the critical role a One-Stop-Shop permitting program plays in transparency, collaboration, and public awareness. After careful review of your requirements, we are confident our proven product can meet and exceed your vision to improve the business licensing, permitting, and authorization process experience for your constituents.

ReFrame Solutions has a strong desire to partner with the West Viriginia Department of Administration (Agency) to provide our modern and streamlined platform, **ReFrame Business Services**. Our founding premise asserts that best-in-class technology platforms enable and empower digital transformation. With experience in providing cloud-based business filing solutions for government offices, we offer a strong base of knowledge in business services, allowing us to start day one to provide an intuitive and user-friendly solution. ReFrame's proven platform for managing regulatory filings such as business registration, licensing, and permitting processes features intuitive customer setup, dashboards, alerts, filing trackers, notifications, and more to ensure product satisfaction with your constituents.

The Agency will benefit from our experienced team of domain experts, some with more than 20 years of experience, who understand how to modernize government business processes. At ReFrame Solutions, we are committed to applying our combined public sector experience to this important project. Our team will work in collaboration with the Agency to understand your requirements and, more importantly, your pain points. Using a creative approach, the Agency can rely on our solution for transformative architecture.

With our *customer obsessed* mission, we seek to deliver a quality product to the Agency, along with superior customer services. We truly believe in partnership with our customers and look forward to growing our relationship with you. Your contact for this proposal will be Catherine Fleming, Enterprise Sales Executive. Catherine Fleming can be reached at 404-317-1165 or proposals@wsddigital.com should you have any additional questions or would like to schedule a demonstration.

Respectfully submitted,

Anand Balasubramanian
Chief Executive Officer
reframesolutions.com

Table of Contents

Clearly identify the material by section and page number.

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 SSA-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.

ReFrame Solutions

Our Company

For over six years, WSD Digital LLC, dba ReFrame Solutions, has been a trusted partner to state and local government agencies, specifically those in the domain of modernizing and streamlining customer experience and agency efficiency with consolidated, "one-stop" registration and regulatory filing solutions. We specialize in delivering efficient, cloud-native applications with a strong commitment to customer service.

Our customer-first approach ensures smooth implementation through a dedicated team of experienced project managers, business analysts, and subject matter experts. We focus on transforming enterprise performance, enhancing customer experience, and streamlining operations through innovative, web-based solutions.

Guided by our mission to *"ReFrame the Customer Experience Through Exemplary Customer Service and Innovative Technology"*, our core values—customer obsession, innovation, employee-centric culture, and a commitment to excellence—drive every project. With ReFrame Solutions, agencies can expect a seamless, compliant, and future-ready implementation.

ReFraming the Customer Experience through Exemplary Customer Service and Innovative Technology

Customer Obsessed	Innovation	Employee-Centric	Excellence

ReFrame Business Services

At ReFrame Solutions, our solutions are purpose-built to meet the needs of public sector customers. With our suite of products, ReFrame reimagines legacy processes by incorporating significant improvements in visibility, communication, processing efficiency, and compliance. A unified solution across divisions, or even agencies, simplifies your processes for internal users, as well as your constituents.

Our proven platform, **ReFrame Business Services**, enhances visibility across all roles, streamlines communication through integrated tools, and reduces processing times. ReFrame's innovative solution meets and exceeds the goals and objectives that the Agency has identified. We enhance constituent engagement by ensuring our cloud-based solution is intuitive and user friendly. Our unwavering

commitment to security, compliance, and user centric design guarantees an exceptional experience for all constituents.

By partnering with ReFrame, the Agency will experience a solution configured to your specifications with enhanced flexibility to allow growth and adaptability as your needs change. Our solutions are geared to simplify the Agency's processes and improve the overall user experience for your staff and constituents.

ReFrame Business Services: One-Stop Portals

- **Online, One-Stop Public Portal** – The proposed solution features a multi-agency portal with modules and components specifically designed for information, collaboration, and processing regarding the licensing and permitting requirements of the State for various categories (Economic Development, Construction, etc.). There is no initial login-in required in order for , customers to view Agency-approved content such as guides, links, Frequently Asked Questions (FAQs), and News and Announcements. The portal provides the ability to proceed to creating an account for filing and tracking of specific permit and license applications. Additionally, the portal features "Your Online Digital Assistant" (YODA), an AI Chatbot available to readily answer questions about permitting and policy questions, system operation, or statutory rules, as approved by the Agencies, prior to and after the users' decision to create an account.

- **Business/Applicant Portal** – This secure extension to the one-stop portal allows logged-in users to search and view their specific business or individual profiles, follow a "checklist" process to submit and pay for permit applications across multiple partner agencies, view and complete follow-up actions, and file renewals. A consolidated Dashboard allows users to view full history and current statuses of their checklist and associated filings, receipts, and communications.

- **Administrator Portal** – Central or multi-agency staff can maintain system configurations, maintain content, manage security permissions allowed for the various roles, and view/manage the Integration Dashboard to see current status of the internal and external interface connections, transaction volumes processed/in progress, logged exceptions, and many other operational metrics. State staff can also send broadcast or user-specific messages through various channels (Email, Text, SMS, or Dashboard Message), and create/view/share robust reports with analytics and visualizations.

ReFrame Business Services: One-Stop Features

One key feature of any licensing and permitting one-stop solution is configurability. With the **ReFrame Business Services** platform, the Agency can maintain day-to-day configuration needs with ease and independence. With our solution, most changes, even the larger ones often needed by government clients, can be provided without common platform limitations.

Here are some of our key configurability features that Agency administrators can manage themselves:

- **Forms Builder** – Allows the Agency to quickly configure new filing types or edit existing forms for changing legislative needs in a fraction of the time.
- **Template Manager** – Add or edit forms, correspondence, and message templates with date-driven versioning.
- **Fee Maintenance** – Date-sensitive versioning for all fees with mapping to your multi-tiered accounting codes for enhanced accounting or general ledger integration across the multiple agencies participating in the shopping cart.

- **Dashboard/Report Manager** – Allows the Agency to easily configure dashboards by adding data, graphical dashboard widgets, or canned reports. Tailor view to the user's role or individual account, with end-user-controlled settings, filters, and visual arrangements.
- **Security Management** – Configure roles and role permissions for modules, screens, and features, and assign users to roles.
- **Table Maintenance** – Add, edit, or deactivate reference table values displayed in dropdowns or lists.
- **Integration Dashboard** – View the status of the multi-agency or third-party tool interfaces deployed for the system, including volume, exceptions, and performance metrics. Advanced users can also re-schedule jobs, pause live integrations when a challenge occurs (preventing significant data corruption), and re-start when all has been tested and functional.

Additional Key Product Features

- UI/UX powered by the latest versions of Angular Materials and a team of experts in user-friendly design.
- Mobile responsiveness for all portal screens, and mobile specific features including a Digital Wallet for reminders
- AI-assisted chatbot and reflexive questionnaires and workflows, limited to Agency-approved, private content for peace of mind
- Most recent and advanced technology available
- Highest end-to-end security policies and tools available in the market
- Text messaging for notifications and alerts
- Integrations supported by a team with experience in, or knowledge of, the multi-agency systems, databases, and technologies you require

3.2. Specific Questions

Ability and Methodology

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

Our project management process uses a hybrid Agile approach, offering a streamlined implementation building on quick wins. A clearly defined Project Management Plan (PMP) outlines the project scope and objectives and identifies cross-agency stakeholders to ensure clear and collaborative implementation goals for the project.

The PMP provides a roadmap for the Agency and ReFrame teams to coordinate objects and resources to ensure the project's requirements are met. Some of the key attributes of our process are provided below:

- Hybrid Agile methodology using the very best aspects of the Agile approach, without creating transformational pressure on busy resources to learn and conform to the complete Agile process.
- Flexibility in priorities based on project needs.
- Total transparency and obsessed customer service.
- Proven success in recent statewide system implementations similar to the complexity of the solution in focus of this RFI, and under significant time constraints.
- Tasks managed and assigned to resources with many years of experience in successful enterprise projects, and intimately familiar with the expectations the Agency has for successful project management and delivery.
- Compliance with West Virginia required reporting and governance standards.
- Inclusion of specialized resources, automated testing, and security-first practices.

Successfully implementing a modernized solution to meet the scale and complexity of a One-Stop solutions is more than just a technological challenge; it involves identifying a partner for implementation, configuration, and maintenance of the new solution across a broad spectrum of stakeholders. This can seem overwhelming, so ReFrame recommends the Agency choose a partner with the best of the following key elements: People, Process, and Product.

ReFrame Solutions is the partner with those key elements. With our guiding mission and motto of *ReFraming the Customer Experience through Customer Obsessed Service and Innovative Technology*, the Agency will experience a partnership towards program success and ensure the best overall value.

Previous Projects

3.2.2. Provide examples of previous similar work products.

ReFrame brings both technology and domain expertise to every project. Our team has supported many state agencies and their duties, including business registry/licensing systems and one-stop portals. We are currently implementing the District of Columbia's CorpOnline system scheduled to go live in Q1 2026. Additionally, we have implemented **ReFrame Business Services** for the Vermont Secretary of State in 2024, UCC Filing System for Wisconsin Department of Financial Institutions in March 2025, and the Arizona Corporation Commission scheduled to go-live Q4 2025. This recent and relevant experience demonstrates the capabilities of ReFrame Solutions, as well as the strength of our teams.

We value the collaborative partnership developed with our customers from implementation extending to ongoing maintenance and support. To demonstrate our experience in similar services within the industry, we offer the following use cases.

Vermont Secretary of State – Business Filing System Implementation

In February 2023, the Vermont Secretary of State (VT SOS) partnered with ReFrame Solutions to implement our innovative Business and UCC Filing System tailored to the agency's unique needs. Leveraging our enterprise **ReFrame Business Services** solution, this comprehensive project includes project management, requirement gathering, system configuration, data conversion, testing, training, deployment, and ongoing maintenance and support. Designed to modernize and streamline regulatory filing processes, the solution incorporates advanced technology to enhance operational efficiency, improve user experience, and ensure data integrity through robust security measures. Contract in place through June 2030.

The project was implemented in ten months with ReFrame and includes providing continued maintenance, support, and hosting throughout the system's lifecycle. By delivering an innovative solution, ReFrame is enabling VT SOS to offer a secure and efficient experience for internal users and external portal users including filers and the public, ensuring the agency meets the demands of today while preparing for the future.

State of Wisconsin - UCC

In August 2024, the Wisconsin Division of Financial Institutions (WI DFI) engaged with ReFrame Solutions to implement a modern UCC and Trademark registration system with the agency's unique needs. The project includes all the phases of software development. **ReFrame Business Services** was used for implementation and requirements were customized to meet the specific needs of WI DFI.

The project was successfully implemented in March 2024. The project was implemented in six (6) months and includes providing continued maintenance, support, and hosting throughout the system's lifecycle. Contract in place through August 2029.

Primary Contact

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

Company & Contact Information	
Company Name	WSD Digital, LLC dba ReFrame Solutions
Primary Contact Person	Catherine Fleming, Enterprise Sales Executive
Phone	404-317-1165
Email	catherine.f@reframesolutions.com

Adapting to Evolving Requirements

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.

Our purpose-built solution is rooted in a modular architecture and a scalable framework. These features will enable the State's Permitting One-Stop to adapt to evolving regulatory landscapes and effectively address the addition of new permits, licenses, and participating agencies, both during initial implementation and as part of ongoing operations. We ensure our solution meets our customers' evolving needs with the below additional features.

- A standardized process for integrating new agencies by documenting key business needs and concerns, API specifications, and workflow mapping.
- Supports ease of integration with diverse agency systems via APIs, secure file exchange, or manual input, depending on technical capabilities of the system of record.
- A configurable workflow manager and database that allows easy addition of new permit types and licensing requirements without disrupting existing workflows.
- Each permit/license type is defined by metadata (e.g., issuing agency, required documentation, timelines), enabling seamless updates and additions.
- Tracks changes to permit requirements over time, ensuring historical compliance and auditability.

Addressing Existing Permitting Portals

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

ReFrame will conduct a survey during the discovery phase to identify the systems used by different agencies and develop a plan to integrate or re-platform them within our solution where necessary.

- Where feasible, our solution will leverage existing Single Sign-On (SSO) infrastructure to enable users to access multiple agency portals through a unified interface, streamlining the user experience while preserving agency-specific workflows.
- Our solution will integrate directly with state permitting portals via secure APIs to exchange data in real time, avoiding duplication and manual entry, and provide a streamlined user experience.
- Our solution will synchronize data to ensure that permit status, documentation, and approvals are mirrored across systems, maintaining consistency and reducing errors.

Cybersecurity and Disaster Recovery

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

ReFrame takes a holistic and immersive approach to security that is meticulously designed and continually updated by our team of in-house security specialists and specialty vendor-partners. Their mission is to keep the company and the products secure in the face of modern data security and privacy challenges. The team utilizes policies, practices, system architecture, and software development techniques to maintain a security-first posture for our company's resources, services, and products. System security will be tailored to meet the compatibility requirements of the Agency's existing policies and best practices for cloud-based development and hosting. Our data policy is compliant for information in transit and at rest, as confirmed by our NIST 800-53 certification, which meets FedRamp/StateRamp

standards. Furthermore, ReFrame's cloud vendor Azure supports FIPS 140-2 validated cryptographic modules for its services, making it FedRAMP compliant for transit and at rest data.

ReFrame complies with security policies with controls based on the standards set by frameworks, such as NIST and SOC 2:

- Penetration testing
- Risk analysis
- Regular backups and routine testing of those backups
- Continuous staff training relative to current cyber threats and security best practices, such as how to avoid phishing attempts in email
- Vulnerability assessment and patching
- Code review with an emphasis on security
- Software Supply Chain Assessment
- Encryption of application data in transit and at rest
- Log review and assessment
- Network and application segmentation
- Incident response
- A Business Continuity Plan which will be modified to fit the business needs of the Agency

Regular data backups will be performed to ensure data availability as part of a disaster recovery, but we also utilize geo-redundant instances in Azure to ensure rapid RTO/RPO. We maintain a Business Continuity and Disaster Recovery Plan approved by management. ReFrame can provide our confidential security and disaster recovery testing plans and results upon award or during negotiations. The plan includes procedures for backup and recovery of critical data, failover to alternate systems, and restoration of services. It also identifies the roles and responsibilities of different teams and individuals involved in the recovery process. ReFrame will lead the process with appropriate communication with the Agency.

Achieving On-Time Implementation

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

Ensuring the solution is operational by the statutory and legislative deadline of January 1, 2027, requires a disciplined, transparent, and agile approach to project delivery. ReFrame would guarantee timely implementation through rigorous project planning, an established governance model, agile development, parallel workstreams, clear communication with the executive leadership team, and the power of our configurable platform. Our references for any forthcoming RFP response would be happy to reinforce our proven ability to deliver complex government technology projects on time and within scope, even under aggressive timelines and evolving requirements

Project planning and milestone tracking are essential in meeting the deadline indicated by the Agency. ReFrame will work backwards from the required go-live date to ensure the solution is implemented on time and efficiently. Given the deadline, the solution must be in acceptance testing by October 1, 2026, which is only 12 months from the start date. ReFrame will also gather additional information such as solutions for complete re-platforming and front-end integrations in wave one. These details will be shared with the executive leadership for buy-in.

Establishing a governance model for collaboration with the seven participating agencies is essential. Even more so, it is crucial to have leadership and decision-making oversight from the governor's office to ensure seamless interaction with the involved state agencies. ReFrame will work alongside the executive steering committee and agency liaisons with decision-making authority to ensure a smooth implementation and on time go-live.

ReFrame will also use agile development methodology with regular demos and stakeholder reviews to maintain alignment and catch gaps early. Parallel workstreams will be employed to expedite the timeline in areas such as: UI/UX, API integrations, payment and revenue reconciliation process, reporting and dashboard requirements, consistent correspondence templates, and training and onboarding plans. Contingency planning, supported by clear reporting to the executive leadership team, will strengthen project oversight. Tools such as a risk register will be used to communicate effectively and ensure proactive issue management.

3.3. Information Being Sought

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

ReFrame brings both technology and domain expertise to every project. Our team has supported many Secretaries of State offices and their duties, including business one stop and corporate registry systems. We are currently implementing the DC CorpOnline system scheduled to go live in Q1 2026. Additionally, we have implemented **ReFrame Business Services** for the Vermont Secretary of State in 2024, UCC Filing System for Wisconsin Department of Financial Institutions in March 2025, and the Arizona Corporation Commission scheduled to go-live Q4 2025. This recent and relevant experience demonstrates the capabilities of ReFrame Solution, as well as the strength of our teams.

Please refer to the Previous Projects heading for more detailed information on our Vermont Secretary of State – Business Filing System Implementation and our State of Wisconsin - UCC project.

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

Cost Component	Description	Estimated Range
Implementation Fee	One-time setup and configuration	$3,800,000 – $4,900,000
Annual License Fee	Recurring software licensing, includes:	$1,100,000 – $1,700,000
• *Hosting and Maintenance*	Infrastructure and ongoing system upkeep	Included
• *Unlimited Users*	No limit on number of system users	Included
Tier-1 Customer Support	Dedicated support services, includes:	$750,000 – $900,000
• *Centralized Call Center*	Streamlined customer service across agencies for a seamless experience	Included

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

Please see marketing material for **ReFrame's Business Services** offerings on the following pages.

REFRAME **APPROACH**

..."Re-Thinking" the Business Portal Project Experience

Phase 1: **Discovery & Planning**	**Phase 2:** **Core Delivery**	**Phase 3:** **Enhance**	**Phase 4:** **Ongoing Maintenance**

✓ *Project Planning*
✓ *Multi-Agency Onboarding & Interviews*
✓ *Assess and Document Lessons Learned/Pain Points*
✓ *Technical Barrier (i.e., integration) Identification and Strategy*
✓ *Business Checklist/ Reflexive Questionnaire Development*
✓ *Joint Application Design*
✓ *Prototyping*
✓ *Initial Core Business and Functional Design Documentation*
	✓ *Focus on a Prioritized Core Group of Initial Agencies*
	✓ *Continue Business and Functional Design Documentation*
	✓ *Agile, Sprint-based Development:*
	  ○ *Core Features and UI*
	  ○ *Filings/Applications*
	  ○ *Integrations*
	✓ *Sprint Progress Demonstrations*
	✓ *System, User Acceptance, and Security testing*
	✓ *State-Staff Training*
	✓ *Release 1 (R1) Go-Live*
		✓ *Concurrent with Phase 4 - Maintenance*
		✓ *Assess and Onboard Additional Agency Integrations*
		✓ *Ongoing Discovery and Prioritization of New Filing/Application Types*
		✓ *Assess and Deliver Key Municipal/Town Permit and Licensing Integrations (if applicable)*
		✓ *Continue Enhancing the Core Experience with User-Centric Feature Additions*
		✓ *AI Expansion*
			✓ *SLA-Based Maintenance and Support Plan*
			✓ *Level 2 and 3 Help Desk for State Staff (Level 1 – External User Helpdesk – Available as an Add-on)*
			✓ *All Defects and Data Issues Covered*
			✓ *Cross-Browser Support and Upgrades*
			✓ *Security/Software Patches*
			✓ *Managed Hosting Support (if selected)*
			✓ *Enhancement Requests and SOW Support*
			✓ *Ongoing Training*

ReFrame SOLUTIONS

KEY **FEATURES**

...Inspired by Customers... Perfected by Experience

Business Features

- **Purpose-Built for Business Domain**
- **Ultra-Modern User Experience**
- **Dynamic Dashboards**
- **AI-Powered Help and Assistance**
- **Checklists for Intuitive Guidance**
- **"Know Your Customer" Protection**
- **Shopping Cart and Digital Wallet**
- **Real-Time Notifications**
- **Save and Continue Later Processing**

Technical Features

- **Unrivaled Security Controls**
- **Secure Cloud Deployment**
- **ADA Compliant Portal**
- **Highly Administrator-Configurable for All Daily Needs**
- **Robust Document Management**
- **Seamless API Integration Points**
- **Mobile Responsive**

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3

CORE **FEATURES**

Easy Access and Customer-Centric Landing Page

ReFrame SOLUTIONS
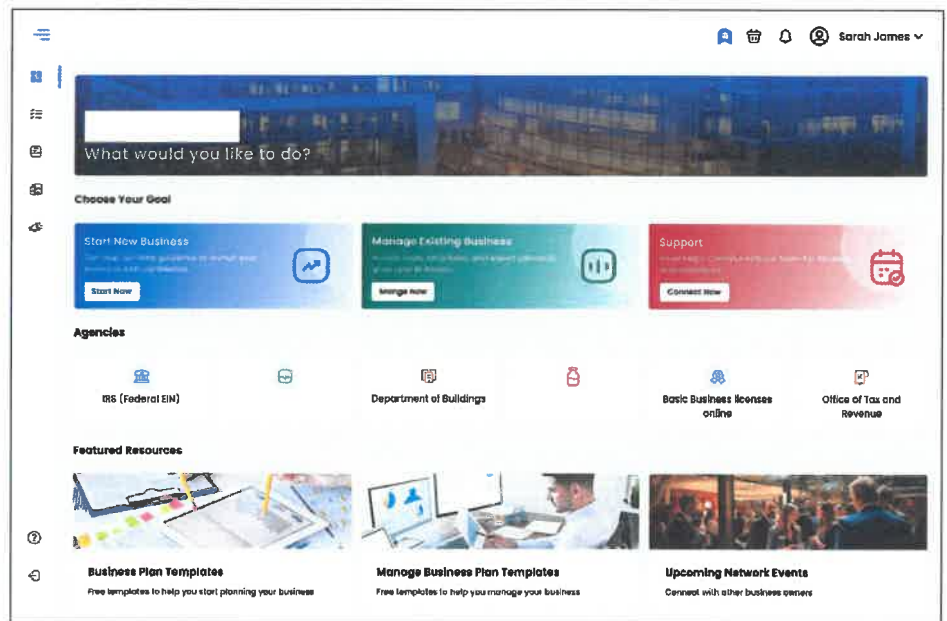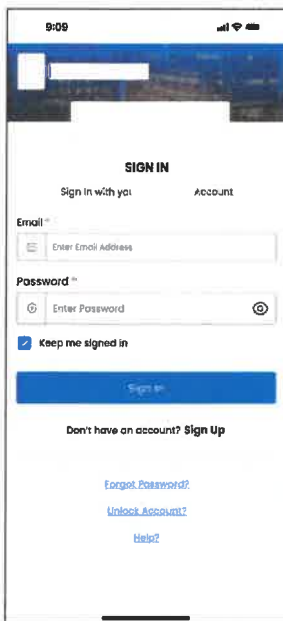
CORE **FEATURES**

Intuitive Checklists and Guided Workflows

Screen 1

General Business License

Help With This Page (Click Here)

Please select your business activity, license categories, and provide answers to all Pre-Application Questions. Based upon your responses, the system will generate a checklist of the information and documents you will need to complete and submit your application

Steps In Progress: Pre-Application 2 3

Pre-Application Questions
Pre-Application Questions

Primary Business Activity

- ● Auctions, Pawn Shops & Secondhand Dealer
- ○ Automobile Repair/Sales, Parking & Towing
- ○ Beauty, Grooming & Self-care Services
- ○ Charity
- ○ Construction, Home Improvement & Security
- ○ Electronic Repair
- ○ Employment Services

EXIT   NEXT →

Screen 2

General Business License

Help With This Page (Click Here)

Please select your business activity, license categories, and provide answers to all Pre-Application Questions. Based upon your responses, the system will generate a checklist of the information and documents you will need to complete and submit your application

Steps In Progress Application Checklist 3

Pre-ApplicationQuestions
Completed

Application Checklist
Application Checklists

Enter Information about your Business

- ☑ Certificate of Occupancy
- ☐ Business Premises Address (No PO Box)
- ☐ Corporate Information
- ☐ Business Headquarters Address
- ☐ Registered or Resident Agent Information

← BACK   EXIT   NEXT →

Screen 3

9:09

Application Checklist

Steps In-Progress: Tax ID Number
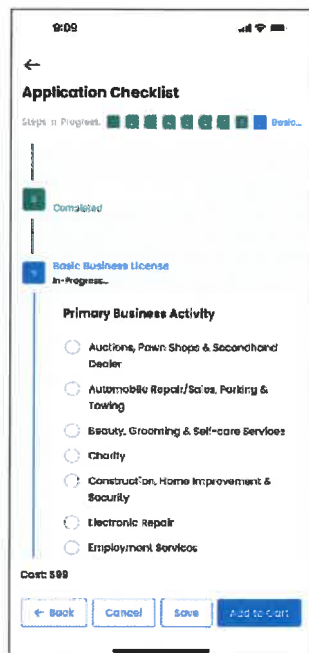
Find a Location for your Business
Completed

Register
Completed

Trade Name Registration
Completed

Employer Identification Number
Completed

Business Tax ID Number
In-Progress...

Cost: $0

← Back   Cancel   Save   Next →

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CORE **FEATURES**

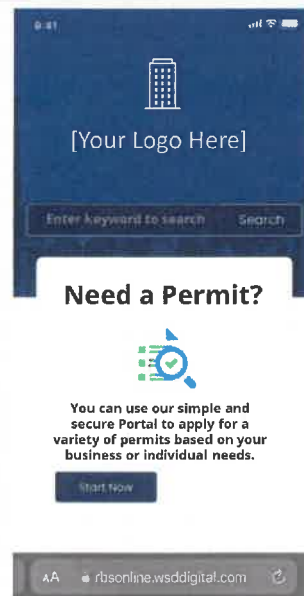*Safe and Convenient Payment Processing*

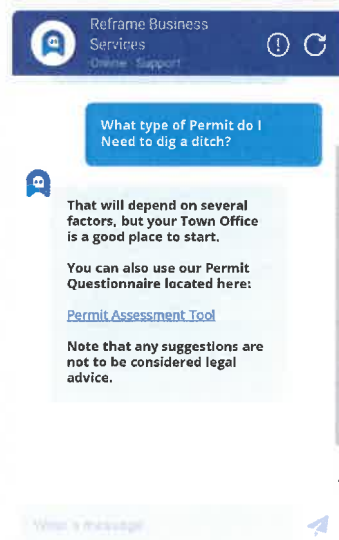# NEXT-GEN **FEATURES**

...With ReFrame, the Future is Now

Know Your Customer

Let's get you verified!

✓ Holistic Fraud Prevention Techniques
✓ State SSO and/or OTP Authentication for Portal Access
✓ User Identity Verification Through Q&A Knowledge Checks (*optional*)
✓ Control Membership & Key Changes to Your Business (PIN - *optional*)
✓ Text Alerts to Members for Applications or Changes
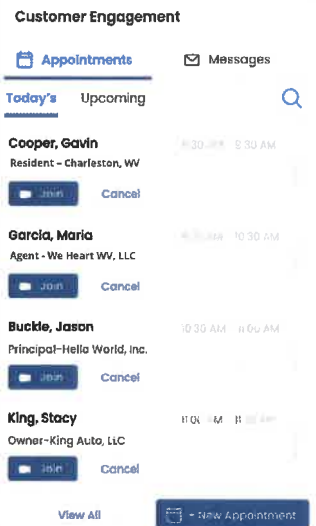✓ Cloud-Native and AI-based Monitoring & Control

Mobile-Responsive Design

[Your Logo Here]

Enter keyword to search   Search

Need a Permit?

You can use our simple and secure Portal to apply for a variety of permits based on your business or individual needs.

Start Now

AA   rbsonline.wsddigital.com

AI Chatbot Support

Reframe Business Services
Online Support

What type of Permit do I Need to dig a ditch?

That will depend on several factors, but your Town Office is a good place to start.

You can also use our Permit Questionnaire located here:

Permit Assessment Tool

Note that any suggestions are not to be considered legal advice.

ReFrame Engage© Customer Collaboration

Customer Engagement

📅 Appointments   ☑ Messages

Today's Upcoming   Q

Cooper, Gavin
Resident – Charleston, WV
Join   Cancel

Garcia, Maria
Agent - We Heart WV, LLC
Join   Cancel

Buckle, Jason
Principal-Hello World, Inc.
Join   Cancel

King, Stacy
Owner-King Auto, LLC
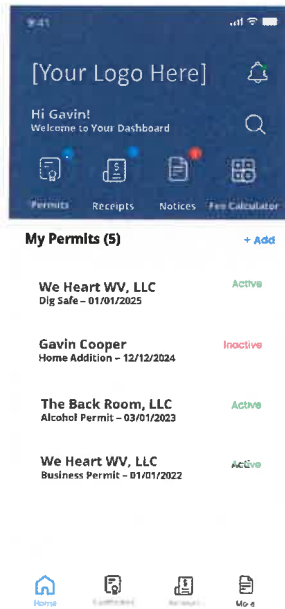Join   Cancel

View All   + New Appointment

7

NEXT-GEN **FEATURES (Cont.)**

...With ReFrame, the Future is Now

Digital Wallet	Mobile-Agnostic Progressive Web Apps (PWA)	SMS Notifications	Email Alerts w/ Verifications
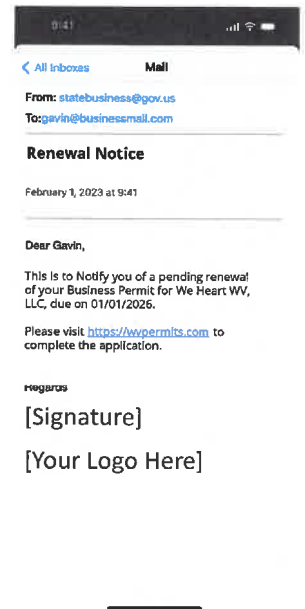
R ReFrame
SOLUTIONS

Signature Certification

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.

WSD Digital, LLC dba ReFrame Solutions
_____
(Company)

Anand Balasubramanian, CEO
_____
(Representative Name, Title)

860-833-7445
_____
(Contact Phone/Fax Number)

August 1, 2025
_____
(Date)

Revised 1/24/2022

Addenda Acknowledgement

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.

WSD Digital, LLC dba ReFrame Solutions
_____
Company

_____
Authorized Signature

August 29, 2025
_____
Date

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