COMPUTRONIX®
3900 S. Wadsworth Blvd Suite 510
Lakewood, CO 80235

Response to West Virginia

RFI for One-Stop-Shop Permitting Program
CRFI SEC260000001
August 29, 2025, 1:30 p.m. EST

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Authorized Signature:

David den Otter
President
August 29, 2025

	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**
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BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : Computronix (USA) Inc.

Address : 3900

Street : S. Wadsworth Blvd., Suite 510

City : Lakewood

State : CO **Country :** USA **Zip :** 80235

Principal Contact : Cassandra Tourre

Vendor Contact Phone: Office: 720.962.1608 / Mobile: 301.691.8278 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Tara Lyle
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Vendor Signature X David den Otter, President **FEIN#** 84-1516616 **DATE** 08/28/2025

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

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.

Computronix (USA) Inc.
(Company)

Cassandra Tourre, Business Development Manager
(Representative Name, Title)

Office: 720.962.1608 / Mobile: 301.691.8278 / FAX: N/A
(Contact Phone/Fax Number)

August 2, 2025
(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFI SEC2600000001

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.

Computronix (USA) Inc.
Company

David den Otter, President
Authorized Signature

08/29/2025
Date

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

Table of Contents

3.1 General Information Being Sought

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

Understood.

Computronix (USA) Inc. (Computronix) is pleased to provide this response to the Agency's RFI CRFI SEC260000001. Our end-to-end, integrated solution includes the requested application software, interfaces, and integration services necessary to support the goals and mission of the departments/agencies represented by the RFI. With over 45 years of proven experience in developing and delivering regulatory software solutions, Computronix is uniquely positioned to provide the lowest risk, most cost-effective solution to the Agency.

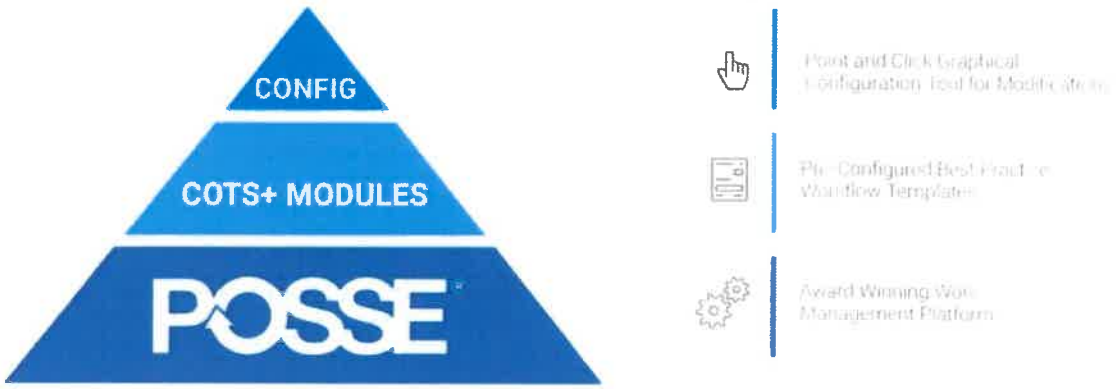
Computronix's response includes details on our POSSE solution that will equip the Agency with the latest technology and tools available.

3.2 Specific Questions

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

Computronix's Public One-Stop Service Engine (POSSE) Enterprise platform is a powerful workflow engine that automates, integrates, monitors, and enforces business process rules, and is ideally suited for managing a wide variety of regulatory and compliance activities.

POSSE offers pre-configured best practice workflows that can be further tailored to support unique Agency functionality requirements. These workflows have been used across multiple business domains and business functions within other jurisdictions.



The POSSE Platform

- **Base Layer** – Contains the base work management platform including but not limited to POSSE Workflow, POSSE Staff Portal, and POSSE Customer Portal.
- **Mid Layer** – Contains the pre-configured POSSE COTS+ modules that leverages the POSSE platform to support the unique needs of agencies.
- **Top Layer** – Contains system configurations that allow each state agency to tailor workflows to suite each of their unique business rules, security process and terminology.

A SELF-SERVICE CUSTOMER PORTAL

The POSSE Customer Portal provides extensive self-service functions to applicants/licensees, removing the data entry burden from the state agency staff. As POSSE includes a fully integrated Licensing and Enforcement module, users have information access without the need for manual data duplication between siloed systems. Workflow steps can be automated by configuring business rules, further streamlining the application process.

For more detailed overview of the POSSE platform and its capabilities please refer to section 3.3.3.

CX WAY – A PROVEN METHODOLOGY

One of the defining traits of Computronix is the 100% project success rate we have maintained over our 40+ years of government software implementations. Instrumental to this achievement is our focus on people, process and product.

CX Way is our proven project delivery process, a codified implementation methodology and service philosophy based on the Project Management Book of Knowledge (PMBOK) principles.

Utilizing a phased approach to project implementation to gain user acceptance and build project momentum, this robust project delivery model encourages agencies to facilitate citizen participation to enhance user experiences for optimal engagement and usability.

For more detailed overview of the CX Way implementation methodology please refer to section 3.3.3.

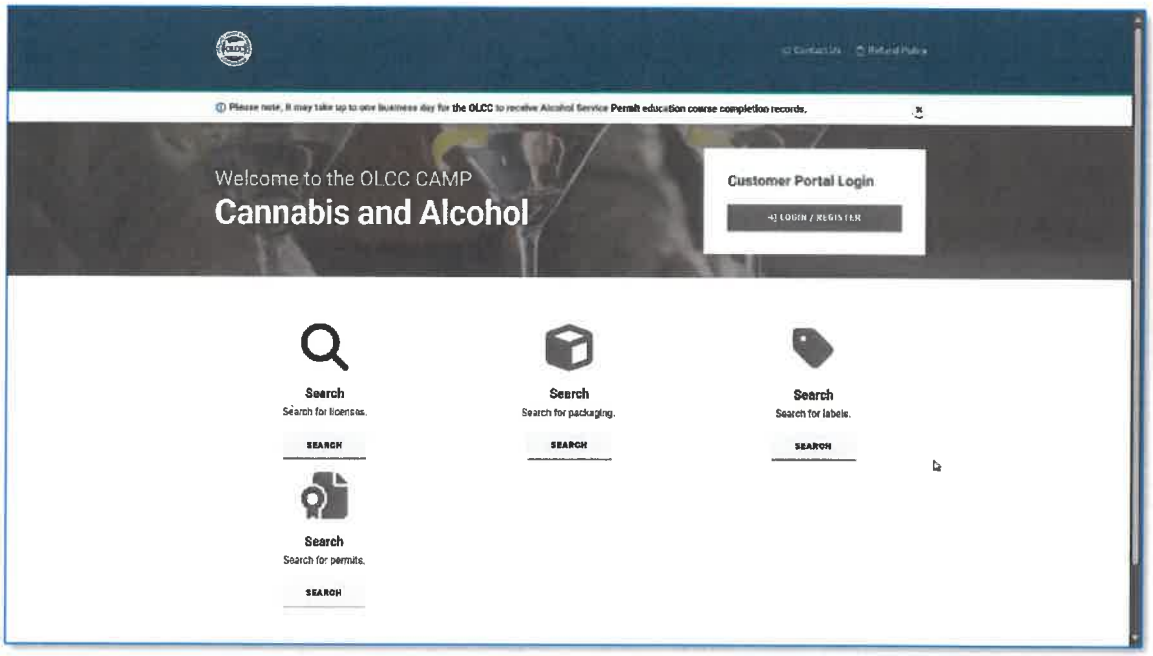
3.2.2. Provide examples of previous similar work products.

Computronix has provided project overviews for two clients that demonstrate the versatility of the POSSE platform's ability to provide an excellent solution to meet the Agency's requirements.

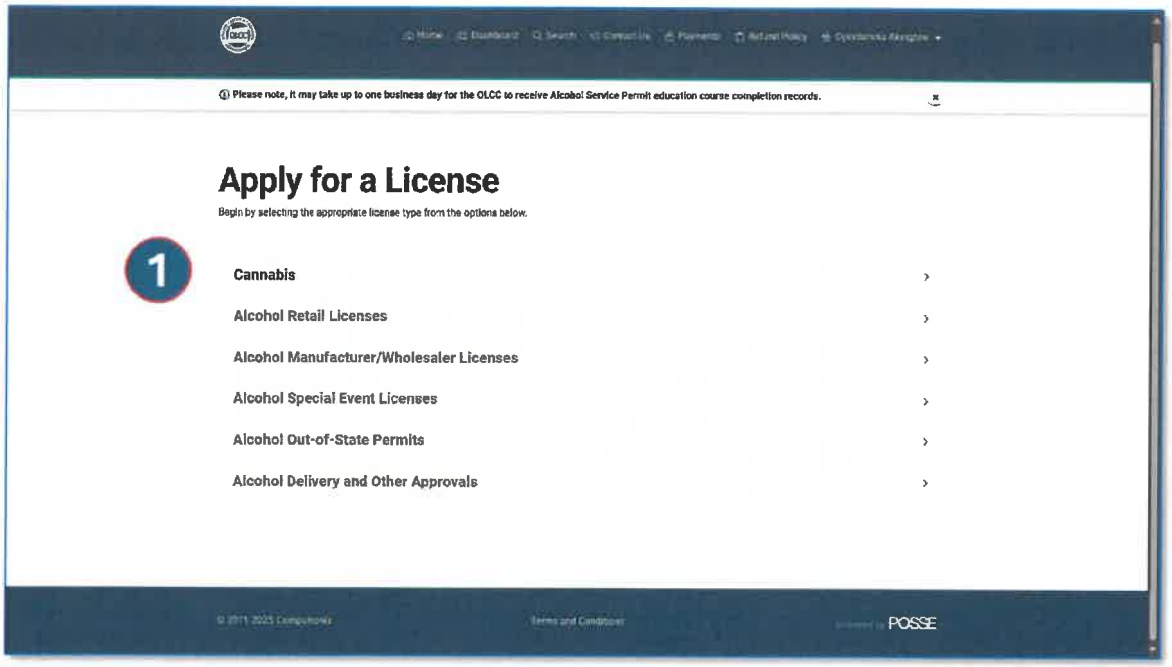
OREGON LIQUOR AND CANNABIS COMMISSION (OLCC)

OLCC manages both Liquor and Marijuana licensing and enforcement. Oregon (Population: 4,272,371) is a fellow control state, like West Virginia, where the state sells liquor through a separate inventory and distribution system.

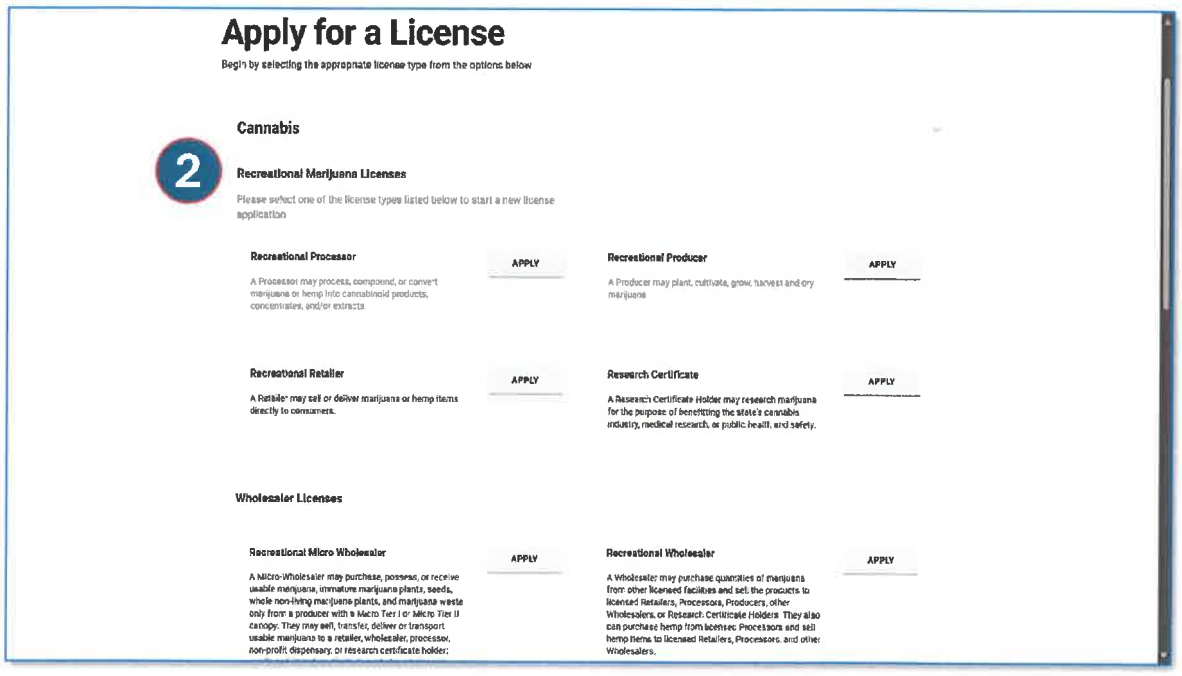
Below are screen captures of OLCC's CAMP Customer Portal implementation, powered by POSSE.



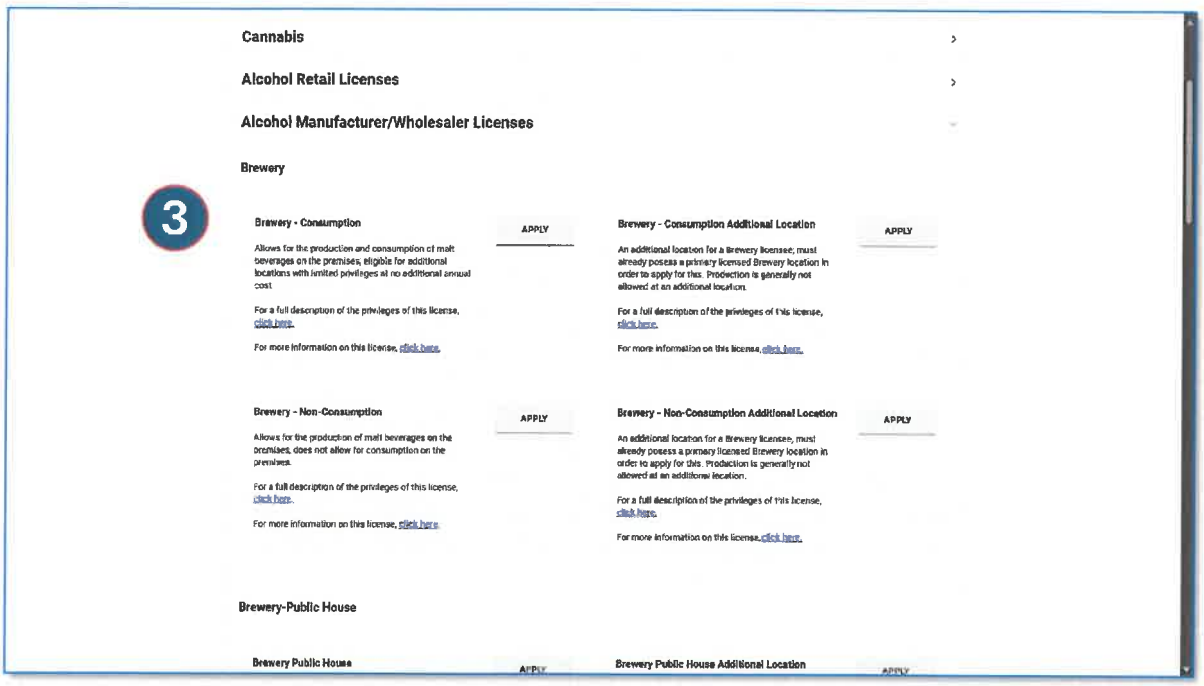
POSSE Customer Portal – Home Page



POSSE Customer Portal – License Application Groups (collapsed view)



POSSE Customer Portal – License Application Group (expanded view)



POSSE Customer Portal – License Application Group (expanded view)

The images above display the application landing page within the Customer Portal. The layout features free-flowing style element containers that dynamically scale to fit various screen sizes. Content is organized into accordion-style expandable groupings, each capable of containing multiple sections for streamlined navigation and accessibility.

ALCOHOL AND GAMING COMMISSION OF ONTARIO (AGCO)

AGCO serves the Province of Ontario, Canada (Population: 14.57 million). The scope of business regulated by the AGCO includes liquor, recreational cannabis, gaming/gambling, and horse racing. Beginning in 2015 and concluding in October 2020, AGCO undertook a sweeping enterprise-wide business transformation and modernization program, called its Regulatory Assurance Solution" (RAS) initiative, to update and migrate the corporation's operating model to a consolidated, risk-based/risk-centric program and new streamlined go-forward licensing and enforcement business processes.

Computronix used its POSSE software system to provide the corporation with its new iAGCO Customer Portal (https://www.iagco.agco.ca/prod/pub/#), a new Staff Portal (back-office system), an integrated, iPhone-based Mobile Enforcement component, and extensive, integrated ad-hoc reporting, real-time dashboarding, and business intelligence services. Computronix provided all software, implementation and training services, including project management, business analysis, system configuration, system integration, training, data conversion, knowledge transfer and support. The system includes interfaces to on-line payment and address validation systems. Over 600 AGCO internal staff users are supported.

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

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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.

POSSE has been proven to meet large scale enterprise requirements for many other state, provincial, county, and municipal jurisdictions and can easily be configured to accommodate future legislative changes without diminishing function or performance of the System.

Many POSSE customers have added new license types and made applications available via the Customer Portal when new legislation is passed without requiring assistance from Computronix. Many Computronix customers have also leveraged their POSSE platform into new business areas and functional scope over time. The configurability and extensibility of the system is a hallmark of the platform and Computronix welcomes the opportunity to partner with the Agency to continue to expand the service offerings of the system after the initial implementation.

A PHASED IMPLEMENTATION APPROACH

Computronix believes that a multi-phase implementation project for the Agency's requirements with separate Go Lives would position the Agency well for success. Computronix considers phased implementations with some overlap between the phases the most effective and risk averse approach for an enterprise-wide deployment. This will also allow the Agency to prioritize those permits key to facilitating critical infrastructure projects and projects delivering significant economic development, meeting the Agency's overall goal. Computronix will review and discuss the breakdown and scope within each phase with the Agency to make sure that the resulting phases are acceptable to the Agency.

The Agency has indicated the scope includes licensing and permits for the following agencies and divisions as part of the initial implementation:

- **The Department of Commerce (Commerce):**
  - Division of Natural Resources Office of Land & Stream
  - Division of Natural Resources Division of Labor
  - Division of Natural Resources Division of Forestry
  - Division of Natural Resources Division of Miners' Health, Safety and Training

- **The Department of Environmental Protection (DEP):**
  - Division of Mining and Reclamation (DMR)
  - Division of Water and Waste Management
  - Division of Air Quality
  - The Office of Oil and Gas (OOG)
- **The Department of Health**
  - Bureau of Public Health
  - The Office of Environmental Health Services ("OEHS")
- **The Department of Revenue (Revenue)**
  - Alcohol Beverage Control Administration (ABCA)
  - Tax Division
- **The Department of Tourism (Tourism)**
  - State Historic Preservation Office
- **The Department of Transportation (DOT)**
  - Division of Highways
  - Division of Multimodal Transportation Facilities (DMTF)
- **The Secretary of State (SOS)**

Computronix welcomes discussion with the Agency to further discuss a phased approach that would best suit the Agency's goals.

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

COMPUTRONIX'S RECOMMENDED APPROACH

As Computronix understands the RFI, this initiative represents more than just modernizing West Virginia's permitting systems. It is a strategic effort to accelerate critical infrastructure projects and drive statewide economic development. The goal of the One-Stop-Shop is to create more jobs and opportunities for West Virginians by improving efficiency, transparency, and accessibility across state agencies. Achieving this vision requires replacing outdated, fragmented systems with a unified, user-friendly platform that simplifies the application process for users and empowers agencies to manage, track, and respond to permit requests more effectively.

Computronix recommends the Agency replace the legacy back-office systems and front-end portals currently in use by state agencies to avoid the expenditure of interface development between fragmented and disparate state agency systems.

POSSE comes with a fully integrated and configurable Customer Portal with mobile-friendly design, accessibility compliance, and native multi-lingual capabilities. POSSE workflows, validation, and automation are all designed to function through this portal.

Computronix believes this solution best addresses the Agency's desire for one-stop service capability, while maximizing the value of the POSSE platform for future success. With this approach Computronix POSSE solution will enable the Agency to improve upon its current state in the following ways:

- **Adopt a Modern Approach** – The quality and efficient service of state agencies demands the use of high-grade, modern technology that supports Staff and requires less maintenance. This can be achieved by taking advantage of innovation in Computronix's cloud hosting and web development to deliver a reliable, consistent, and sustainable public-facing presence.
- **Remain Future Ready** – Many of the state agencies have executed on much of their vision through in-house solutions and received significant return value from these applications. However, there is often increasing cost and risk associated with in-house solutions that can create roadblocks to further development. These agencies can better deliver on their project promises by leveraging market-tested external solutions with modern technology stacks and reliable support infrastructure.
- **Address pain points across state agencies and fill gaps in current system functionality** – Adoption of the POSSE solution will address many of the pain point and gaps in functionality highlighted by the Agency in Addendum 4 of the RFI. Some of those include:
    - Document Upload capabilities
    - Mobile App for Inspectors
    - Responsive and mobile friendly Customer Portal website
    - Email Notifications
    - GIS Integration
    - Reporting
- **Provide citizens with a unified experience** – Minimize confusion and make it easier for businesses to follow the rules and stay in compliance. POSSE unifies the experience of users and provides consistency as they apply for various permits and licenses. POSSE users will be able to create their own online profiles, update contact information, submit applications, request inspections, receive notifications, make payments, view history and project status- all from their own dashboard. Interactions with the Agency will be easier, faster, more convenient and will improve the cost effectiveness and accuracy of your operations.
- **Improve Operational Consistency** – POSSE's Staff Portal allows each state agency to improve operational consistency through Workflow Management. Workflow is core to the POSSE platform for managing business process automation. Each workflow is made up of a series of tasks or work steps that are required to accomplish the end result.

  POSSE supports manual and automated workflow, multiple related (parent-child, child-child) workflows, and parallel tasks (e.g., multiple parallel reviews at various stages of a development application). The relational nature of POSSE gives the Agency a holistic picture of all interconnections between the people and properties across the state agencies.

INTERFACING WITH STATE AGENCY LEGACY SYSTEMS

If the Agency prefers integration over replacement of its legacy systems, Computronix envisions two possible approaches:

Simple

The first and recommended approach, and the simpler of the two, allows the Agency to maintain the current permitting systems for each state agency. Computronix would implement the POSSE Customer Portal for public user transactions, serving as the "front-end" of the One-Stop-Shop.

Users performing actions within the system (e.g., applying for a permit/license) will be redirected to the appropriate state agency portal page for that permit type. This redirection approach is similar to what has been implemented for some of the participating agencies on the Maryland OneStop Portal (https://onestop.md.gov/). This would allow the Agency to accomplish the goal of the One-Stop-Shop Permitting Program while selectively onboarding different departments and divisions onto the full POSSE platform and off of the current non-digital or legacy permitting systems in use today.

For those systems for which the simple redirect option is implemented, POSSE would not be able to provide any updated information to users regarding status updates or follow-up requests. Users would need to navigate to the relevant state agency portal to view this information.

For agencies that currently do not have a digital solution, the POSSE Customer Portal would serve as the permit portal, and the POSSE Staff Portal as the back-office system.

Complex

A more complex approach involves Integrating POSSE with each of the state agency systems so users can apply for permits and licenses through the POSSE Customer Portal and receive updates (e.g., applications/licenses status) from the other systems and integrate the data into POSSE. This is dependent on APIs for the existing state agency systems.

Computronix welcomes discussion with the Agency to further discuss an approach that would best suit the Agency's goals.

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

SECURITY

Computronix relies on Microsoft Azure data centers and infrastructure for delivery of a cloud hosted solution for the Agency. The Microsoft Azure Cloud solution is fully compliant with government hosting standards and offers the broadest portfolio of certifications in the industry. Azure has received ISO 27001 certification and is audited under the SSAE 16/ISAE 3402 SOC 1 and SOC 2 standards. Azure Cloud services adopted the uniform international code of practice for cloud privacy and data protection, ISO/IEC 27018, which provides guidelines for protection of personally identifiable information.

Computronix conducts a yearly internal assessment against NIST SP 800-53 rev 5 MODERATE using FedRAMP Moderate guidance. In addition, Computronix has engaged with an external third-party auditor to conduct a security assessment against NIST SP 800-53 rev.5 MODERATE. Computronix is currently implementing a Governance, Risk Management, and Compliance system (GRC) to optimize information capture and reporting. Following implementation of the GRC, Computronix will work with the third-party auditor to conduct a formal NIST SP 800-53 rev 5 audit annually.

REDUNDANCY

POSSE Cloud environments are designed with redundancy for data and servers. This is further supplemented by running client systems on Highly Available virtual clusters where loads can be dynamically moved to different hosts within the cluster with no impact on active client activities. Further, each cluster is built with enough excess capacity so that any host can be down, and the remaining hosts have sufficient reserve to continue operating without client impact.

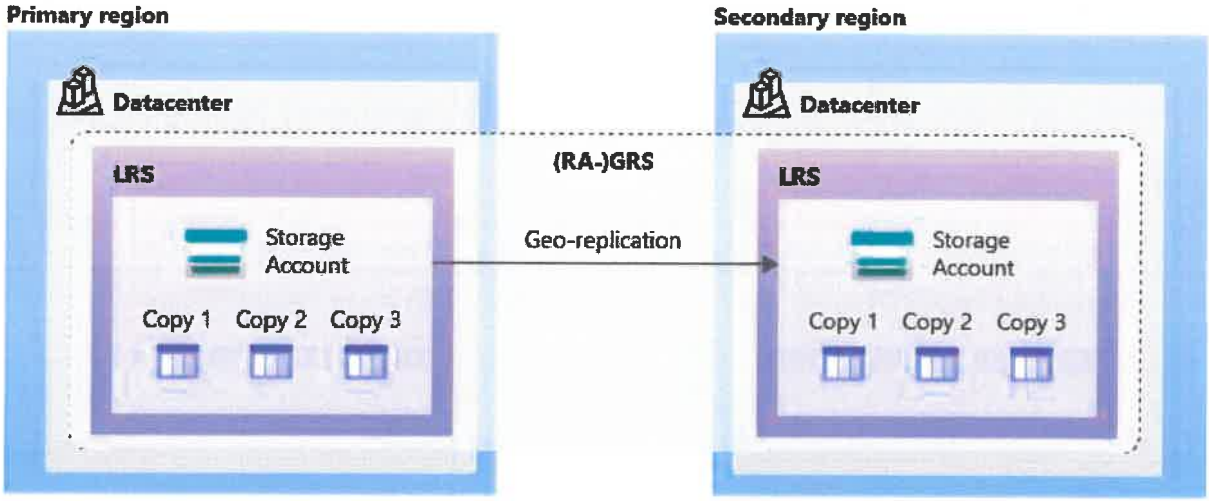
DATA BACKUP

Data stored as part of POSSE Cloud agreements belongs to the client, and its safekeeping is of the utmost importance to Computronix. Computronix has architected a backup solution that meets industry best practices using Microsoft Azure.

As it is critical that backups are tested regularly, Computronix provides, as a minimum, yearly disaster recovery tests in the disaster recovery environment to confirm the integrity of backup data and recovery processes.

In recognition of the potential for system failure, Computronix has two independent groups (Infrastructure and DBA Services) complete a daily review of backups to provide critical early detection and remediation of any backup issues.

DISASTER RECOVERY



Geographic redundancy is implemented for disaster recovery.

Computronix has developed the disaster recovery plan in compliance with NIST SP 800-53 MODERATE Security Control Family CP. This includes "near real time" replication of data to a geographically disparate site. Further, for each client there is a yearly internal test of the recovery process. The standard disaster recovery service for POSSE Cloud clients hosted in Microsoft Azure is based on a RPO of four (4) hours and an RTO (similar to MTD) of two (2) business days.

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

Implementation schedules can vary widely - impacted by many variables and project drivers. Based on the information available in this RFI, we anticipate an initial engagement of 10 to 14 months for the simple approach mentioned in response to question 3.2.5.

Following contract execution, we typically allow six weeks for planning purposes, resource assignments, orientation, and a review of project-related information by Computronix and the Agency, before the initial Project Kickoff Meeting. To provide the Agency with a more informed schedule, Computronix welcomes discussions with the Agency regarding the systems currently in place, including each department and division within the scope of this project, and how to transition these systems into the new system best.

3.3 Information Being Sought

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

Please refer to section 3.2.2 above for an overview 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.

The components that make up the pricing structure for a POSSE solution include:

1. **POSSE Software as a Service (SaaS)**. An annually recurring charge that includes:
    - *Software Licensing* – includes the base enterprise system, any required business or add-on modules, and any named user licenses for POSSE and Mobile.
    - *POSSE Software Annual Support and Maintenance* – calculated as a percentage of all software licensing selected.
    - *Cloud Hosted Services* – fully compliant with government hosting standards, Cloud hosting includes all Operating System(s) with included utilities and options, Oracle Database Software, Performance Monitoring Software, Backup Software, anti-Virus Software, and software updates. Multiple environments are established as a dedicated single tenant system provided by Computronix through Microsoft Azure.
2. **Implementation Services**. Provided on a pay-as-you-go one-time basis with milestone payments tied to measurable progress or deliverables. Implementation pricing can be provided as fixed firm pricing once the full scope of work has been determined. Implementation activities can vary based on different Agency requirements such as:
    - Number of Departments and Divisions transitioning to the new system (not just simple redirects from the POSSE Customer Portal to existing systems)
    - Number, type, and complexity of workflows
    - Number of interfaces required to third-party systems/services
    - Type and number of data sources for Data Conversion/Migration
    - Reporting Requirements – type and quantity provided by Computronix vs. Agency staff
    - Training Services: e.g., Train-the-Trainer vs. end user, self-enablement training
    - Onsite vs. Remote services

- Project Duration: phased implementations by module (same single project team) with some overlap between the phases is considered the most cost-effective and risk averse approach for an enterprise-wide deployment.
- Additional Services: e.g., Organizational Change Management

POSSE– ANNUALLY RECURRING SAAS COSTS (BUDGETARY)

Pending final confirmation of the desired modules, number and type of final user licenses required, a firm-fixed price estimate can be provided for POSSE SaaS.

Our budgetary estimate for an Annual SaaS fee of $450K to $550K assumes an Enterprise POSSE system shared across multiple departments for 450 internal users.

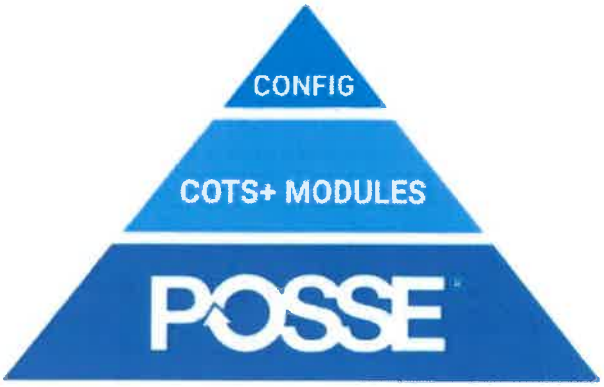
IMPLEMENTATION SERVICES ONE-TIME COSTS (BUDGETARY)

Confirmation of the variables listed in the Implementation Services section will help to define the expected final scope of the project and allow for a firm, fixed price estimate. For budgetary purposes—dependent on the number of legacy systems being replaced, the scope of the data conversion from those legacy systems, Agency involvement with interface development, and any on-site travel requirements—Computronix anticipates an initial implementation cost range of $2M to $5M.

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

SOLUTION OVERVIEW

The Computronix Public One-Stop Service Engine (POSSE) Enterprise platform is a powerful workflow engine that automates, integrates, monitors, and enforces business process rules, and is ideally suited for managing a wide variety of regulatory and compliance activities. POSSE allows for additional configuration capabilities, meeting State objectives with pre-configured best practice workflows that can be further tailored through configuration to support unique functionality requirements. The pre-configured best practice workflows have been used across multiple business domains including alcohol, cannabis, gaming, racing, and other business functions within other jurisdictions.



The POSSE Platform

The base layer of the pyramid contains the base work management platform including but not limited to:

- **POSSE Workflow.** Users are guided through business process workflow from initiation to completion. This ensures that each work step is completed correctly and consistently based on the client's business rules and requirements.
- **POSSE Staff Portal.** The POSSE Staff Portal provides several tools for managing a user's workload and improving staff and process efficiencies including To Do Lists, Proactive Renewal Processes, Streamlined Action, and Reporting Capabilities.
- **POSSE Customer Portal (unlimited users).** This online, native customer portal allows for unlimited users and offers the most advanced, user-friendly wizard-style interface, incorporating responsive design to support access from desktop and mobile devices.
- **POSSE XtraReports.** All POSSE users can share the same data (security privileges permitting) in a 100% browser-based, point-and-click report design environment.
- **POSSE System Configuration.** Allows authorized internal business users and IT-centric users to extend and customize POSSE base functionality.

The middle layer of the pyramid contains the application modules:

POSSE includes pre-configured POSSE COTS+ modules that leverages the POSSE platform to support the unique needs of agencies involved in the licensing and enforcement activities which have been leveraged to business domains for many other jurisdictions.

Business-specific modules include:

- **Licensing.** Handles all business licensing and permitting needs, including application, amendment, enforcement, and renewal activities.
- **Enforcement.** Handles complaint tracking, order/violation issuance and case file prosecution.
- **Regulatory Reporting.** The State can establish set schedules for specific types of regulatory submissions (e.g., excise tax) using the Regulatory Reporting module of the POSSE solution. The system will automatically manage the required submissions and data submitted by Licensees can be reported on for timeliness, validity, and accuracy.
- **Certification & Education.** This module allows internal or third-party trainers to create course offerings and upload electronic documents to be associated with specific course offerings.
- **POSSE Finance.** Given POSSE's ability to be expanded and configured to reach a broad spectrum of business domains, a native Finance module is included which supports all business areas with industry standard financial tracking and payments. Fee schedules, internal payment tracking, transaction adjustments, and reporting are all included in this module and integrated with all other workflow.

Add-On Modules include:

- **POSSE GIS.** An out-of-the-box, two-way interface with a pre-built connection to the industry leading Esri ArcGIS and an integrated browser-based map viewer for seamlessly viewing GIS data.
- **POSSE Ad Hoc Reporting.** AI Powered Analytics platform that empowers everyone to ask any data questions in natural language, get accurate answers, and take action. Staff can build their own reports and report on specific fields, ranges and categories of data through a number of report displays, including dashboards.
- **POSSE Mobile (supports Android & iOS).** Seamlessly manages background network connections while the inspector works in the field.
- **POSSE Archival Document Datastore (PADD).** The POSSE Archival Document Database (PADD) provides your organization an efficient, cost-effective way to archive older, static documents to external Azure Blob storage in order to preserve peak performance of your POSSE production environment while still maintaining easy access to the documents via the user interface.
- **Inspection Manager.** This module provides map-based management of scheduled inspections and inspector assignments including the ability to identify routes, monitor progress, and manage workload in real-time.

The top layer of the pyramid represents system configuration:

POSSE's core strength and primary differentiator is its inherent point-and-click configuration subsystem to conceptualize, design, and configure browser-based and mobile end-user applications. POSSE is fully configurable: all business rules, processes, objects, security, data integration, and interfacing data are configured and stored in POSSE as metadata. End-user workflows are quickly created and maintained based on the client's business rules, security, processes, and terminology. Once a business process has been configured, it can be modified as requirements and processes change.

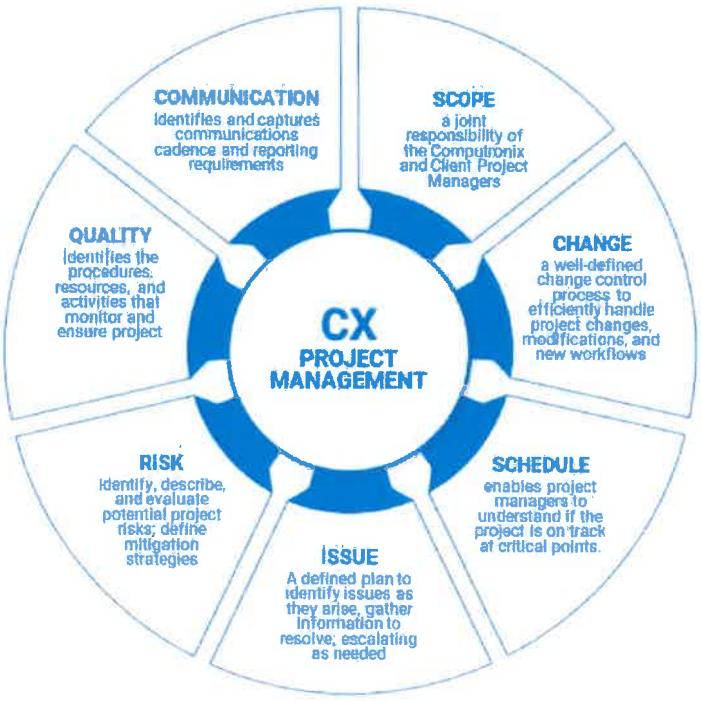
POSSE is a 100% configurable solution and provides tools to perform configuration. There are two levels of configurability:

- The POSSE web-based Administration Portal
- The POSSE Stage configuration tool

The POSSE Administration Portal is primarily used for updating business rules and system metadata. Administrative users can perform a number of activities using the Administration Portal, including updating workflows to require specific document types, configuring rules for license types, and updating default task assignments. Most configuration is accomplished through the two user interfaces. Coding—using POSSE APIs—may be required for some business rule automation or for extending the capabilities of the POSSE system.

PROJECT MANAGEMENT

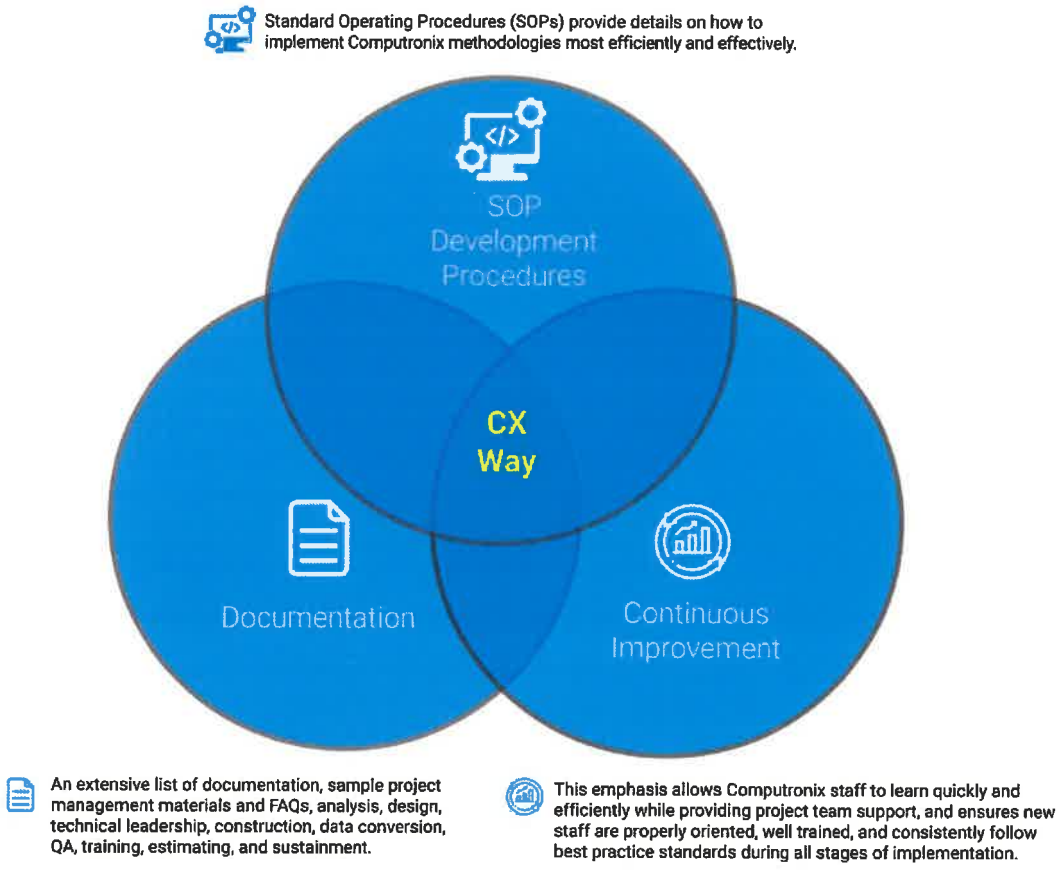
Computronix incorporated standard PMBOK best practices in developing our unique implementation process. Our Project Management Best Practice includes recommended templates for project implementations reflecting past learning and continuous improvement. The core elements are identified in the following graphic, emphasizing best practice focus areas:



CX WAY

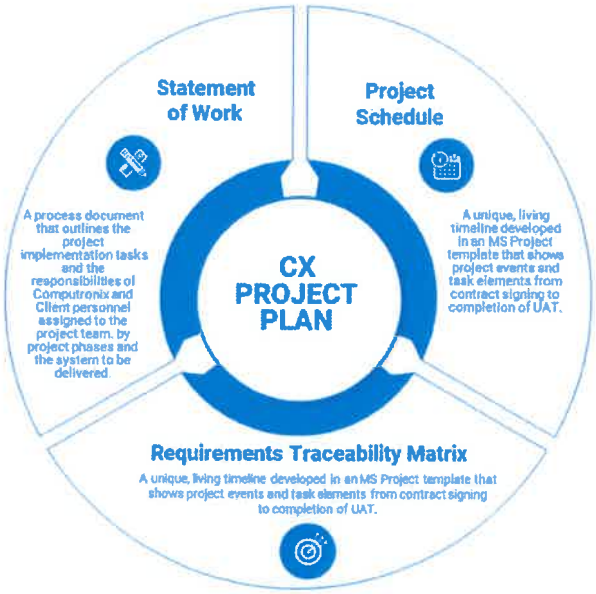
Computronix has further developed our CX Way, a repository of best practice techniques proven to minimize risk, guarantee dependable results, and maximize project quality and the likelihood of project success. The CX Way implementation methodology determines the following:

- **What** must happen as part of a software development or product implementation project
- **Why** various activities must happen, including the intention and purpose behind the activities
- **When** certain activities must take place, and the steps that must be complete before a project may pass certain gates or control points
- **Who** is responsible for the various activities and for ensuring the activities have been completed correctly



CX Way Encapsulates Computronix's Approach to Implementation

PROJECT PLAN



Computronix's Project Plan includes a comprehensive 3-pronged approach that includes

- Statement of Work
- Project Schedule
- Requirements Traceability Matrix

IMPLEMENTATION PROCESS

Computronix has successfully utilized our CX Way best practice methodology to deliver digital transformation projects to many large government clients. We propose a phased or sprint approach, facilitating adjustments and learning as the project progresses. As is illustrated in the graphic to the right, each phase is further divided into five stages that allow all stakeholders to clearly understand project and phase or sprint progress.

CX Way 5-Stage Implementation Methodology provides risk mitigation, effective resource management, flexibility, and improved collaboration, resulting in project success.

STAGE 1
Project Planning & Kick Off

STAGE 2
Requirements and Fit Gap Analysis

STAGE 3
Gap Closure and Configuration

STAGE 4
Pre-UAT Training & UAT

STAGE 5
End User Training and Implementation