



Aithent/Advanced GRC

RFI Response

State of West Virginia – One Stop Shop Permitting

RFI Number: CR #SEC2600000001

Submitted by:

Advanced GRC, Inc.

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WEST VIRGINIA

3.1 Introduction to Advanced GRC

Advanced GRC (AGRC) has been a trusted partner to state agencies for more than 30 years, delivering regulatory solutions that strengthen oversight, improve efficiency, and enhance public service delivery. From our first customer—still supported today—to our most recent statewide deployments, our mission remains the same: to help regulators modernize the full lifecycle of licensing, permitting, inspections, complaints, and enforcement.

AGRC's flagship platform, ALiS (Automated Licensing Solution), is a configurable, low-code system that accelerates deployment, enables agencies to adapt quickly to evolving regulations, and fosters cross-departmental collaboration within a single platform. By design, ALiS reduces implementation timelines, lowers the need for costly change orders, and ensures long-term sustainability of modernization goals.

Our solutions span a wide range of regulatory sectors, including:

- Public Health: health facility licensing, inspections, complaints, disease surveillance.
- Labor & Industry: worker protections, permitting, enforcement, case tracking.
- Financial Services: market conduct, licensing, examinations, reporting.
- Judiciary: licensing and certification of interpreters, forensic specialists, case management.

We are recognized for:

- Regulatory Domain Expertise – Supporting over 20 state regulatory agencies with constituent dashboards/portals, licensing, permitting, inspections, and case management.
- Low-Code Configurability – Allowing agency staff to update forms, fees, workflows, and rules without vendor code changes.
- Security by Design – Incorporating FedRAMP-authorized hosting, Zero-Trust architecture, field-level encryption, and HIPAA/PCI compliance.
- Proven Integrations – With state and federal systems such as ASPEN, IQIES, SIPA payment portal, AWS S3, and Tableau.
- Agile Delivery – Using a SAFe-aligned Scrum framework with bi-weekly demos, CI/CD pipelines, and continuous stakeholder feedback.

For more than three decades, AGRC has empowered state governments to modernize oversight, streamline operations, and deliver better service to citizens.

Regulatory-Domain Expertise with Proven permitting and licensing Modernization

- **Feature:** Our purpose-built permitting, licensing, inspection, and case-management platform (ALiS) supports over 20 state regulatory agencies.

- **Benefit:** Accelerates deployment of core licensing and survey modules by up to 40%, facilitating the timely retirement of legacy systems and ensuring compliance with CMS and state regulations.
- **Proof:** Our first customer, a large state regulator, has relied on us for 25+ years, with multiple state public health departments successfully using ALiS for disease surveillance and health-facility inspections.

Low-Code Configurability Empowers West Virginia Staff

- **Feature:** A no-code/low-code rules engine enabling program staff to modify license types, forms, fees, inspection checklists, and workflows without requiring vendor code changes.
- **Benefit:** Anticipates a 30% reduction in future change orders, facilitating rapid policy updates (e.g., new infection-control rules) within hours rather than weeks.
- **Proof:** Some of our customers revealed a 32% reduction in IT change-order expenditures within the first year of ALiS adoption.

Secure-by-Design & FedRAMP Trailblazer

- **Feature:** Integrated Zero-Trust architecture, a FedRAMP-authorized hosting partner, inherent multi-factor authentication, field-level encryption, and comprehensive audit logging.
- **Benefit:** Complies with HIPAA regulations, Colorado 8-CCR 1501-5, and 90-day password policies without additional configuration, reducing security accreditation timelines by up to six months.
- **Proof:** Achieved FedRAMP Moderate ATO for a federal financial oversight agency in 2024, successfully passing external penetration tests with no critical findings.

Seamless Federal & State System Integration

- **Feature:** Pre-built APIs/connectors for systems such as ASPEN, IQIES, SIPA payment portal, AWS S3 for archival, and Tableau for reporting.
- **Benefit:** Eliminates manual data entry, saving surveyors approximately 3,000 hours annually, and provides real-time CMS deficiency reporting.
- **Proof:** During the implementation with New York's Department of Health, Advanced GRC reduced duplicate data entry in ASPEN by 85% within 90 days of going live.

Agile Delivery

- **Feature:** Utilization of a SAFe-aligned Agile/Scrum framework, with a product owner, scrum masters, and a DevSecOps pipeline located within the U.S.
- **Benefit:** Facilitates bi-weekly demonstrations for early feedback, ensuring user acceptance and adherence to the aggressive 18-month replacement schedule.
- **Proof:** Delivered a statewide labor-licensing rewrite within 16 months using a similar model, achieving a 97% sprint-goal attainment rate.

Having worked with numerous programs, boards, agencies, and departments, we recognize the need for the system to meet the specialized needs of each organization that we work with. To address this critical requirement, we have invested heavily in building a highly flexible and configurable licensing, permitting, and regulatory process management system. Due to its high degree of regulator-driven setup and No-Code business rule configurations, ALiS has one of the shortest lead times to production. With the wide variety of domain implementations for the same solution across our customer base, we are confident that our highly configurable and flexible design approach provides for ALiS being the One-Stop-Shop for all the requirements of the state related to licensing & permitting, Inspection/enforcement, complaints and case management operations.

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

ALiS is in production in many states across multiple programs and addresses numerous lines of business. Offered as a SaaS solution, it is “enterprise -proven” and extremely cost effective; ***is currently deployed across multiple states and programs, supporting a wide range of licensing, permitting, inspection, and enforcement activities. Offered as a SaaS solution, ALiS is enterprise-proven, cloud-based, and designed for rapid scalability.*** For example, one of our customers is a department that has over 10 agencies/programs each with their unique licensing, permitting and inspection requirements and uses ALiS in the cloud ***consolidates over 10 agencies, each with unique permitting requirements, into a single enterprise deployment using ALiS.*** This customer in 2024 performed over 7,000 inspections, issued over 25,000 licenses/permits, managed over 40,000 licensees, and supported 500+ internal users.

Building on the experiences gained from numerous software development projects for regulatory entities, ALiS was designed from the ground up to support the entire regulatory life cycle.

Key features include the ability to:

- Configure and set up a self-service portal for entities to apply for licenses or permits,
- Invoice and collect payments,
- Schedule and manage all aspects of inspections,
- Capture and maintain all relevant documents and files,
- Define specialized workflows and business rules to streamline processes,
- Generate correspondence through configurable templates,
- Provide comprehensive reporting and dashboards with integration capabilities.

Our implementation methodology is rooted in Agile delivery, combining configuration workshops, sandbox environments, and bi-weekly demonstrations. This ensures rapid deployment, early validation of requirements, and continuous alignment with West Virginia’s statutory deadlines.

3.2.2 Provide examples of previous similar work products.

Examples of enterprise-wide deployments include:

- **State of Nevada** – health facilities, laboratories, childcare, environmental health, radiation control, SAPTA programs.
- **State of Washington, Department of Labor & Industries** – permitting, conveyance management, crane permitting, worker rights, transport network companies, adult entertainment, retaliation cases.
- **New Jersey Department of Health** – medical laboratories, hospitals, blood banks, human milk bank.
- **Texas Judicial Branch Certification Commission (JBCC)** – licensing of court reporters, interpreters, process servers, forensic scientists.
- **Washington OIC & New York DFS** – financial services licensing, examinations, and market conduct oversight.

These implementations illustrate ALiS's proven ability to unify multi-agency permitting programs into a configurable enterprise platform—directly aligning with West Virginia's vision of a One-Stop-Shop solution

3.2.3 Describe how your solution would address adding additional permits and licenses for the participating agencies

ALiS product is an enterprise solution that leverages No -Code Low- Code approach to scale and expand ***leverages a no-code/low-code framework to easily extend permitting and licensing across agencies.*** New license types, forms, and rules can be added directly by state administrators using built-in configuration tools, minimizing dependence on vendor intervention.

This allows West Virginia to onboard new agencies, introduce new license categories, and adjust rules or fees in response to legislation—without waiting for custom code development.

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

ALiS provides in-built permitting portal for new applicants and existing permit holders. The online portal is seamlessly connected to the state permitting solution via workflows and ***includes an integrated permitting portal for new applicants and existing permit holders, with workflows that connect seamlessly to the state system.*** Portals provide dashboards, alerts, renewal reminders, processing status, and license history.

Recognizing that West Virginia agencies may already operate portals, ALiS supports API-based integration, single sign-on, and data exchange with existing state-hosted portals. This allows the state to preserve prior investments while still offering constituents a unified One-Stop-Shop experience.

1. **Standard portal features include, and are not limited to, the following:**

2. New applicant registration
3. Home page with dashboards
4. Apply new licenses / permits
5. Renew license / permit
6. Pay Invoices
7. My Profile / Documents
8. My Licenses/Permits
9. My applications
10. My Receipts

11. The online portal is integrated with State's website. Additional abilities include feeding data to any state -hosted portals to receive information.

3.2.5 Describe how you handle security and privacy/cybersecurity as well as backups and disaster recovery within your solution?

ALiS S is a secure solution. For internal users, it supports a variety of security standards to enable SSO. For external users, we will configure the system to work with Secure Access Washington standards. The Advanced GRC hosted solution meets the strictest security requirements that are consistent with the industry leading standards. Advanced GRC and our data center partner have documented controls and undergo independent SSAE assessments on an annual basis. We are also HIPAA and PCI-DSS compliant. We conduct regular vulnerability and penetration system tests on our solutions and address all issues identified to ensure that our customers' data is protected. All actions performed in ALiS are logged and available for review.

ALiS is designed with security and compliance as core principles. For internal users, the platform supports SSO and MFA aligned with state identity management standards. For external users, ALiS integrates with state-secured access frameworks, enabling consistent constituent authentication. Advanced GRC partners with a FedRAMP-authorized hosting provider and adheres to NIST 800-53 controls, ensuring compliance with HIPAA, PCI-DSS, and state cybersecurity policies. Our solution incorporates a Zero-Trust architecture, field-level encryption, and immutable audit logs to protect sensitive data. We perform regular vulnerability scanning and third-party penetration testing, remediating all findings in line with industry SLAs. Disaster Recovery is built into the hosting model with defined RPO/RTO targets (≤ 4 hours RPO, ≤ 24 hours RTO), with annual failover testing. All activities within ALiS are logged, monitored, and made available for compliance review and litigation hold requirements.

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

Advanced GRC's implementation process is structured, transparent, and rigorously managed to ensure the product is delivered on time and aligned with agency priorities ***is built around statutory compliance and deadline-driven delivery***. Our approach begins with a jointly developed project plan that defines key milestones, deliverables, and dependencies. Agile delivery cycles, early sandbox testing, and iterative configuration workshops ensure steady progress.

We have successfully delivered state-level permitting systems under aggressive timelines: e.g., a statewide labor-licensing rewrite in 16 months (WA L&I) and a financial services implementation in under 18 months (NY DFS). This track record demonstrates our ability to meet West Virginia's legislative schedule while ensuring quality and stakeholder satisfaction.

3.2.7 Please describe pricing strategy options available to address the cost of build out and maintenance of the program, including user fee options.

Our pricing is delivered under a standard SaaS model. ***AGRC offers flexible pricing options under a SaaS model tailored to state needs.*** This includes:

- One-time implementation services (requirements, configuration, migration, integrations).
- Annual subscription covering hosting, upgrades, and support.
- ***Optional user-fee recovery models (e.g., small surcharge per permit/license transaction, agency-funded subscription tiers, or blended cost-sharing across agencies).***

This flexibility allows West Virginia to choose whether program costs are absorbed centrally, offset by participating agencies, or recovered directly through user fees. The optional user-fee recovery model also provides a mechanism to reduce the overall cost burden on the state budget by shifting a portion of program funding to regulated entities that directly benefit from the permitting services. As a vendor, AGRC would also be open to reducing the upfront implementation cost in exchange for the ability to collect and retain a modest surcharge fee under a multi-year agreement structure. This approach aligns incentives, minimizes initial capital outlay by the State, and ensures sustainability of the program over the long term.

Prepaid Hour Blocks: Discounted blocks of 200, 500, or 1,000 hours can be purchased in advance and drawn down for changes, enhancements, or configurations as needed.

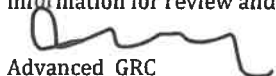
This approach ensures CDPHE receives both **predictable support for ongoing operations** and the **flexibility to adapt to new requirements** quickly and cost-effectively.

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

*****Please see the following pages for the ALiS Automated Licensing Solution Information sheet.***

We can also send customer case studies upon request

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; and that I am submitting this information for review and consideration.



Advanced GRC

John Redfern, Enterprise State Representative

8/27/2025



ALiS – A Modern Licensing and Regulatory Platform

Streamline operations, empower staff, and deliver transparent, citizen-friendly services.

ALiS (Advanced Licensing Information System) is a modern, low-code/no-code, highly configurable platform purpose-built for regulatory agencies. It unifies licensing, inspections, complaints, case management, enforcement, and revenue management into a single system. With best-practice workflows, intelligent rules, and digital self-service tools, ALiS enables agencies to operate more efficiently, maintain compliance, and enhance constituent experiences. Proven across diverse regulatory domains, it delivers a comprehensive, flexible solution that adapts seamlessly to each agency's unique needs.

Why Agencies Choose ALiS

- » **Adapt Quickly:** Easily adjust to changing regulations with a flexible, configurable rules engine.
- » **Engage Digitally:** Offer staff and citizens a secure, self-service portal and mobile tools.
- » **Accelerate Approvals:** Proven workflows speed up licensing and reduce manual errors.
- » **Scale Confidently:** Cloud-native design supports agency growth at the city, state, or enterprise level.
- » **Unify Operations:** Centralized data spans licensing, inspections, enforcement, and revenue.

Key Capabilities



Licensing & Compliance

Streamline application intake, renewals, and continuing education in a single system.

- *Online Applications & Renewals*
- *Continuing Education Management*
- *Digital Credentials & Secure Mailbox*



Inspection & Enforcement

Support field operations with mobile tools and intelligent case workflows.

- *Field Inspection Scheduling & Results Capture*
- *Complaint Intake & Enforcement Case Management*
- *Batch Scheduling for Field Work*



Dashboards & Reporting

Gain real-time insight and track performance across all regulatory functions.

- *Executive Dashboards with EZ View*
- *Ad Hoc & Scheduled Reports*
- *Performance Metrics & Compliance Tracking*



Communication & Documentation

Ensure full auditability and improve constituent engagement.

- *Workflow-Driven Correspondence*
- *Document Management & Audit Trail*
- *Relationship Management with Regulated Entities*

Internal Roles

Processor: Reviews applications and manages workflow steps

Field Examiner/Investigator: Conducts inspections using mobile access

Manager: Monitors team KPIs and oversees staff activity

User Roles & Portals



External Portals



Constituent/Business Portal: Self-service forms, renewals, FAQs, chat support

Executive Portal: Dashboards and analytics for agency leadership



Want to see ALiS in action?

Schedule a demo or contact us to learn
how ALiS can support your agency's mission.

 www.advancedgrc.com or  info@advancedgrc.com



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3.2.1 Specific Questions

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

ALiS is in production in many states across multiple programs and addresses numerous lines of business. Offered as a SaaS solution, it is “enterprise-proven” and extremely cost effective; for example, one of our customers is a department that has over 10 agencies/programs each with their unique licensing, permitting and inspection requirements and uses ALiS in the cloud to protect the interests of the citizens of that state. This customer in 2021 performed over 7,000 inspections, issued over 25,000 licenses/permits, managed over 40,000 licensees, and has 500+ internal users.

Building on the experiences gained from numerous software development projects for regulatory entities, ALiS was designed from the ground up to support the entire regulatory life cycle. Key features include the ability to:

- Configure and set up a self-service portal to enable entities to apply for a license or permit,
- Invoice and collect payments,
- Schedule and manage all aspects of inspections,
- Capture and maintain all relevant documents and files along with customer information,
- Allow specialized workflows to be defined,
- Define business rules that can be used to streamline workflows,
- Specify letter, email and notification boilerplates that are used to generate correspondence, and
- Provide comprehensive reporting and dashboards with integration capabilities to aggregate data from various sources and display on a centralized portal

Having worked with numerous programs, boards, agencies, and departments, we recognize the need for the system to meet the specialized needs of each organization that we work with. To address this critical requirement, we have invested heavily in building a highly flexible and configurable licensing, permitting, and regulatory process management system. Due to its high degree of regulator-driven setup and No-Code business rule configurations, ALiS has one of the shortest lead times to production. With the wide variety of domain implementations for the same solution across our customer base, we are confident that our highly configurable and flexible design approach provides for ALiS being the One-

Stop-Shop for all the requirements of the state related to licensing & permitting, Inspection/enforcement, complaints and case management operations.

3.2.2 Provide examples of previous similar work products.

Some key examples of previous similar implementations:

Enterprise-wide licensing / permitting, Complaints, Case Management & Inspection solution for The State of Nevada

- Health Facilities
- Medical Laboratories
- Laboratories Personnel
- Dietitians and Music Therapist
- Kitchen Pool & Spa
- Child Care Program
- Environmental Health Section (EHS)
- Radiation Control Program (RCP)
- Substance Abuse Prevention & Treatment Agency Program (SAPTA)

Enterprise-wide licensing / permitting, Complaints, Case Management & Inspection solution for The State of Washington, Department of Labor & Industries (L&I)

- Permitting Solution
- Conveyance Management
- Crane Permitting*
- Complaints, Case Management & Worker's Rights
- Transport Networking Companies (TNC)
- Hospital Labor Standards (HLS)
- Adult Entertainment (AE)
- Workers' Retaliation (WR)

Licensing / Permitting, Complaints, Case Management & Inspection solution for Department of Health, New Jersey

- Medical Laboratories
- Hospitals & Blood Banks
- Human Milk Bank*

Licensing/ Permitting system for The Texas Judicial Branch Certification Commission (JBCC), Texas

- For JBCC
- Court Reporters
- Court Interpreters
- Process Servers
- Forensic Science Commission
- Forensic Lab

Washington Office of Insurance Commissioner (WAOIC)

New York State Department of Financial Services (DFS)

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

Advanced GRC, John Redfern (310) 266-0243 john.redfern@advancedgrc.com

3.2.4 Describe how your solution would address adding additional permits and licenses for the participating agencies...

ALiS product is an enterprise solution that leverages No-Code Low-Code approach to scale and expand licensing & permitting solution across the state agencies. This provides a highly configurable system to scale and expand through the self-service administrative functions available to State's solution administration team. New permits & licenses can be added and rules & requirements can be modified through the administrative functions, with minimal or no technical intervention. Similarly, new agencies can be added and configured to the enterprise setup self-service administrative functions to leverage available functionality. Any changes or upgrades required on top of the COTS solution are managed through the Advanced GRC team.

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

ALiS provides in-built permitting portal for new applicants and existing permit holders. The online portal is seamlessly connected to the state permitting solution via workflows to process submitted applications and receive payments. Online portals provide various dashboards & alerts for all due responses & upcoming events like renewals, a record of processing status of applications, status of licenses / permits issued, and all on-record information for the permit holder.

1. Standard portal features include, and are not limited to, the following:
2. New applicant registration
3. Home page with dashboards
4. Apply new licenses / permits
5. Renew license / permit
6. Pay Invoices
7. My Profile / Documents
8. My Licenses/Permits
9. My Applications
10. My Receipts
11. The online portal is integrated with State's website. Additional abilities include feeding data to any state-hosted portals to receive information.

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

ALIS is a secure solution. For internal users, it supports a variety of security standards to enable SSO. For external users, we will configure the system to work with Secure Access Washington standards. The Advanced GRC hosted solution meets the strictest security requirements that are consistent with the industry leading standards. Advanced GRC and our data center partner have documented controls and undergo independent SSAE assessments on an annual basis. We are also HIPAA and PCI-DSS compliant. We conduct regular vulnerability and penetration system tests on our solutions and address all issues identified to ensure that our customers' data is protected. All actions performed in ALIS are logged and available for review.

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

Advanced GRC's implementation process is structured, transparent, and rigorously managed to ensure the product is delivered on time and aligned with agency priorities. Our approach begins with a jointly developed project plan that defines key milestones, deliverables, and dependencies. We assign a dedicated project manager to lead implementation and maintain clear lines of communication throughout the engagement. Agile delivery cycles, combined with early configuration workshops and sandbox environments, allow stakeholders to provide iterative feedback and avoid delays during later stages. Our proven methodology, refined through numerous successful state-level deployments—mitigates risk, ensures accountability, and keeps the project on track for timely completion.

3.3 Information Being Sought

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

The pricing strategy includes a one-time Licensing & Implementation fee for each Program and an ongoing annual hosting & maintenance fee. The annual hosting & maintenance fee also includes future product upgrades delivered at no additional cost.


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

Please see the following pages for the ALiS Automated Licensing Solution Information sheet.

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; and that I am submitting this information for review and consideration.

Advanced GRC

John Redfern, Enterprise State Representative


310-266-0243

7/30/2025



ALiS – Automated Licensing Solution

A Modern Regulatory Platform

from Advanced GRC

Streamline Regulatory Operations. Empower Your Agency.

ALiS is a purpose-built solution designed to streamline licensing, inspections, enforcement, and revenue operations for regulatory agencies. With a unified platform powered by configurable workflows and an intelligent rules engine, ALiS empowers agencies to deliver faster, more transparent, and citizen-friendly services—while enhancing operational oversight and compliance.

www.advancedgrc.com

Key Capabilities



Licensing & Compliance

- Online Applications & Renewals
- Continuing Education Management
- Digital Credentials & Secure Mailbox



Inspection & Enforcement

- Field Inspection Scheduling & Results Capture
- Complaint Intake & Enforcement Case Management
- Batch Scheduling for Field Work



Dashboards & Reporting

- Executive Dashboards with EZ View
- Ad Hoc & Scheduled Reports
- Performance Metrics & Compliance Tracking



Communication & Documentation

- Workflow-Driven Correspondence
- Document Management & Audit Trail
- Relationship Management with Regulated

Regulator Roles:

Processor: Case review and workflow management

Field Examiner/Investigator: Mobile access for field inspections

Manager: Oversight of team activities and access to team-level dashboards and KPIs

User Roles & Portals



Portals:

Constituent/Business Portal: Self-service forms, FAQs, digital submission, and integrated chat

Executive Portal: Dashboards for decision-makers



Why Agencies Choose ALiS

- » Configurable Rules Engine adaptable to evolving regulations
- » Best-practice workflows tailored to licensing agencies
- » Unified data model spanning licensing, enforcement, inspections, and revenue
- » Modern digital experience for staff and constituents
- » Scalable architecture to support city, state, or enterprise implementations



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