ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFI SEC26*01

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

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

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

_____Delasoft, Inc_____
Company

_Jay West_____
Authorized Signature

_____8/29/2025_____
Date

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

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Information
Info Technology

Proc Folder:	1739093		**Reason for Modification:**
Doc Description:	One-Stop-Shop Permitting		

Proc Type:	Request for Information		

Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2025-07-11	2025-08-11 13:30	CRFI 0201 SEC2600000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

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

Principal Contact :

Vendor Contact Phone: **Extension:**

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

Vendor
Signature X   FEIN#   DATE

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

ADDITIONAL INFORMATION

REQUEST FOR INFORMATION

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

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

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

Comm Code	Manufacturer	Specification	Model #
43232408			

Extended Description:
One-Stop-Shop Permitting Program

SCHEDULE OF EVENTS

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

Request for Information
CRFI SEC260000001 – One-Stop Shot Permitting Program

TABLE OF CONTENTS

BACKGROUND

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

SECTION 1: GENERAL INFORMATION

1.1. Introduction:

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

1.2. Schedule of Events:

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

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION

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

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

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

Submit Questions to:

Tara Lyle, Buyer Supervisor

Email: Tara.L.Lyle@wv.gov

Submission Deadline: 07/24/2025

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

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

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

SECTION 3: INFORMATION BEING SOUGHT

3.1. General Information Being Sought

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

3.2. Specific Questions

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

3.2.2. Provide examples of previous similar work products.

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

3.2.4. Describe how your solution would address adding additional permits and licenses for the participating agencies, when necessary, as well as adding additional agencies and their permitting requirements that may come online after the fact.

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

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

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

3.3. Information Being Sought

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

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

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

SECTION 4: VENDOR RESPONSE

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

4.2. Proposal Format: Vendors should provide responses in the format listed below:
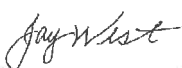
4.2.1. **Title Page:** State the RFI subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, email address, and Vendor signature and date.

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.

Delasoft, Inc
_____
(Company)

Jay West, Executive Vice President _____
(Representative Name, Title)

386-214-5164/302-266-7116
_____
(Contact Phone/Fax Number)

8/28/2025
_____
(Date)

SECTION 3: INFORMATION BEING SOUGHT

3.1. General Information Being Sought

3.1.1. We are seeking information for vendors to describe their ability to provide a "one-stop-shop" for obtaining and renewing permits, licenses and business registrations as described WV Code §5A-13-1 et seq. and legislative rule 148CSR25. <u>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.</u>

Delasoft Inc. has been a leader in **state government permitting solutions since 2002**, with over **22 years of continuous experience** modernizing permitting, licensing, and compliance systems across the United States. We are an **S-Corporation headquartered in New Castle, Delaware**, with additional offices in **Chicago and Daytona Beach**, and are certified as a **minority-owned business** by the State of Delaware. With over **200 employees**, Delasoft has both the technical expertise and resource depth to ensure successful delivery of West Virginia's **One-Stop-Shop Permitting Program**.

Proven Capacity and Experience

- Delivered online, web-based permitting systems for over **11 years** of our corporate history.
- Active deployments across **twelve states** including Delaware, New Mexico, South Carolina, Oregon, Wisconsin, Arizona, Virginia, Louisiana, California, New York, Oklahoma, and Nevada.
- Built systems for **Departments of Transportation, Public Health, and Administration**, supporting diverse permitting processes ranging from construction to environmental compliance.
- Owns and maintains all **source code and intellectual property**, ensuring configurability, flexibility, and independence from third-party licensing constraints.

Relevant Systems Delivered

Delasoft's track record includes enterprise systems directly relevant to West Virginia's goals:

- **Encroachment/Driveway Permitting Systems (EPS)** – Automating approvals for roadway and infrastructure access.
- **Outdoor Advertising Control Systems (OACS)** – Managing lifecycle compliance, licensing, and fee collection.
- **Utility Permitting Systems (UPS) & Utility Collaboration Manager** – Coordinating with utility providers to prevent conflicts during construction projects.
- **Wildlife Reporting Systems (WRS)** – Geospatially tracking car-killed wildlife and disposal requests.
- **Highway Access & Performance Systems (HPMS)** – Automated FHWA reporting on roadway assets and compliance.
- **GIS-Based Project Management Platforms** – Used for transportation planning, scoping, and screening in multiple DOTs (e.g., ATLAS for NCDOT).
- **Airport Management (RevJet360) and Law Enforcement Systems** – Demonstrating versatility across multiple domains.

Ability to Meet West Virginia's Vision

- **Centralized Portal:** Delasoft will create an **ADA-compliant One-Stop dashboard** for applicants to obtain, renew, and track permits and licenses across all seven agencies in scope.
- **Seamless Integrations:** Our platform supports **API-first integration** with existing permitting systems (ESS, ERIS, Hyland OnBase, OEHS eGov/ePay, SmartTerm, GL Solutions, legacy DBs) and introduces **new modules where systems are paper-based or outdated**.
- **Unified Experience:** Applicants benefit from a **single sign-on (SSO)**, one account, and one payment process through the **WV Treasurer's system**, while agencies gain configurable workflows that support inspections, renewals, and public notice processes.
- **Scalability:** Built on a **rules-driven, microservices architecture** deployed in **AWS GovCloud**, the system is scalable to support **hundreds of thousands of permits annually** and flexible enough to onboard additional agencies or permit types in the future.
- **Transparency & Analytics:** Includes **real-time dashboards, GIS integration, and AI-powered reporting**, empowering state leaders to track KPIs for economic development, infrastructure, and natural resource management.

In summary, Delasoft has the **scale, resources, and track record** to deliver a **revolutionary One-Stop permitting solution** that fulfills the statutory mandate of WV Code §5A-13-1 and legislative rule 148CSR25. Our platform will not only unify agencies but also create a **transparent, efficient, and future-ready permitting ecosystem** that drives economic growth while safeguarding compliance.

3.2. Specific Questions

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

Delasoft has over 20 years of experience designing and implementing statewide permitting and licensing platforms that unify multiple agencies under a single, citizen-facing system. Our methodology for establishing the West Virginia One-Stop-Shop permitting solution will focus on **accessibility, interoperability, and scalability**, while meeting the statutory go-live requirement of **January 1, 2027**.

At the core, we will produce an **ADA-compliant web portal** that provides a **single point of entry** for all permit applicants. This portal will:

- **List all seven permitting agencies** in scope, with intuitive navigation and a **search function** for users who know their permit type.
- Allow applicants to quickly find permit categories by agency or through keyword-driven search.
- Present permit options in a structured, user-friendly manner (with descriptions, requirements, and fees).
  Once a permit is selected, the system will leverage **API-driven integration** to seamlessly direct the applicant to the appropriate process:
- **Existing portals** will remain connected via **real-time API calls**, preserving prior investments while unifying access.
- **New portals or modules** will be built where none exist today (e.g., paper-based or fragmented systems such as OEHS).
- For legacy forms, the portal can provide access to **fillable PDFs or guided application wizards**, reducing incomplete submissions.
  This integration-first approach ensures:
- A consistent **applicant experience across agencies**.
- Support for **single sign-on (SSO)** so applicants and staff can use one set of

credentials statewide.

- Compliance with state requirements for **payment integration (via the WV Treasurer's system), reporting (EPA, FEMA, NPDES), and GIS-enabled validation**.

  Behind the scenes, Delasoft's **rules-based configuration engine** allows us to continuously add new permit types or onboard additional agencies without system disruption. This no-code flexibility empowers West Virginia to **scale and adapt** as permitting needs evolve.

  Our methodology begins with:

1. **Discovery & Design:** Engage each agency to map workflows, data sources, and system touchpoints (leveraging Attachment B workflow diagrams).
2. **Public-Facing Portal Development:** Deploy the ADA-compliant entry portal as the first milestone, ensuring applicants have one dashboard to begin applications.
3. **Integration Buildout:** Connect existing permitting portals through APIs while developing new modules for agencies still using manual or outdated systems.
4. **Testing & Phased Rollout:** Pilot with high-volume permits (e.g., DOT hauling, DEP environmental), gather feedback, then scale across agencies.
5. **Statewide Launch:** Full integration of all ~285 permit types with **mobile support** for field inspectors and real-time tracking for applicants.

   By combining **a unified web experience, deep integration expertise, and scalable architecture**, Delasoft will deliver a transparent, efficient, and secure permitting hub that streamlines compliance for citizens, businesses, and regulators alike.

3.2.2. Provide examples of previous similar work products.

Delasoft has successfully delivered numerous permitting and compliance platforms across multiple state Departments of Transportation and related agencies. These systems are designed for **statewide deployment**, ensuring scalability, security, and integration with enterprise tools such as GIS, payment systems, and reporting frameworks. Below are examples of similar work products that demonstrate our ability to deliver robust, configurable, and interoperable permitting solutions:

- **Outdoor Advertising Control System (OACS) – Louisiana DOTD**
  Statewide solution managing the full lifecycle of **outdoor advertising permits**, relocation credits, business licenses, and compliance reporting. Integrated with **Bank of America payment systems**, ensuring secure financial processing and audit-ready reporting.
- **Access Management System (AMES) – Oregon DOT**
  A **GIS-based permitting platform** to manage **highway access and driveway construction permits**. Features **dynamic forms, automated alerts, workflow-driven approvals, and advanced mapping tools** to streamline agency reviews and applicant submissions.
- **Utility Permit System & Utility Collaboration Manager – Delaware DOT (DelDOT)**
  Comprehensive solution for managing utility permits and coordinating with utility companies. Integrates **ESRI ArcGIS** for spatial analysis and **Primavera** for conflict checks, ensuring construction projects avoid utility clashes and costly delays.
- **Roadside Control System & Mobile App – DelDOT**
  Manages **outdoor advertising, junkyards, and violations**. Includes a **mobile inspection app** with GIS mapping for field inspectors and administrative staff, enabling real-time data collection and enforcement.
- **Highway Performance Monitoring System (HPMS) – DelDOT**
  GIS-based automation tool supporting **FHWA reporting** on highway performance, asset conditions, and federal compliance. Demonstrates Delasoft's ability to support **federal reporting mandates** similar to West Virginia's requirements (EPA, FEMA, NPDES).
- **Wildlife Reporting System (WRS) – Wisconsin DOT**
  Centralized platform for tracking **car-killed wildlife and disposal requests**. Leverages **geospatial mapping and automated reporting**, showing our ability to manage specialized,

high-volume reporting systems.

- **ATLAS Project – North Carolina DOT**
  GIS-based system for **project scoping, screening, and spatial data management.**
  Streamlines transportation project delivery by integrating geospatial data into early planning
  and permitting workflows.
- **Encroachment Permitting System (AEPS) – Arizona DOT**
  Highly configurable permitting solution for **special events, highway adoptions, and
  encroachments.** Built with **advanced GIS tools and dynamic form builders,** ensuring
  flexibility across a wide range of permit types.
- **Map Entry Application for Projects (MEAP) – DelDOT**
  Integrated with **Primavera,** this platform allows DOT staff to create, edit, and manage **geo-
  located project data** across transportation assets, reinforcing Delasoft's expertise in
  geospatially-enabled project management systems.

Relevance to West Virginia's RFI:
Each of these solutions showcases Delasoft's ability to:
- Deliver **enterprise-grade permitting platforms** that support **multiple agencies and
  permit types.**
- Leverage **GIS (ArcGIS), payment integrations, and mobile inspection tools** to enhance
  usability and compliance.
- Provide **configurable workflows and scalable architectures** that can adapt to West
  Virginia's 285+ permits across seven agencies.
- Ensure **federal and state-level compliance reporting** through automated dashboards and
  integrations.

By combining this proven track record with our configurable permitting framework, Delasoft is
uniquely positioned to implement West Virginia's **One-Stop-Shop Permitting Program** on
time and at scale.

3.2.3. Identify your company name, primary contact person, phone and email.
Delasoft, Inc, Chris Ohm, 608-628-1617, chris.ohm@delasoft.com

**3.2.4. Describe how your solution would address adding additional permits and licenses
for the participating agencies, when necessary, as well as adding additional
agencies and their permitting requirements that may come online after the fact.**

Delasoft's permitting platform is built on a **rules-based, highly configurable architecture,**
preferably deployed on **AWS GovCloud** for scalability, security, and compliance.
This foundation enables the system to **continuously expand—without limit—to
accommodate new permits, licenses, and agencies** as they are introduced.
Our approach includes:
- **Configurable Rules Engine:**
  Each permit is modeled as a set of configurable rules, workflows, and data fields. This
  allows new permit types to be created quickly without the need for heavy custom coding.
  Whether adding one permit type or dozens, the system can be extended with minimal
  disruption.
- **No-Code Workflow Builder:**
  Agency administrators (with proper authorization) can design, modify, or replicate
  workflows using a **drag-and-drop builder.** This ensures agencies maintain flexibility to
  adapt permitting processes without relying on vendor intervention for every change.
- **Process for Adding New Permits:**
  1. Engage with the requesting agency to gather **permit requirements, workflow
     diagrams, and form templates.**
  2. Configure the permit in the system using **existing modules for intake, validation,
     workflow routing, inspections, renewals, and reporting.**

3. Test the permit process internally and in a pilot group to validate accuracy and compliance.
4. Deploy the new permit into production with full support for **reporting, GIS mapping, and payment integration**.

- **Process for Onboarding New Agencies:**
  o For agencies with **existing permit portals**, Delasoft integrates via **API connections** into the unified One-Stop portal.
  o If an agency lacks an online permitting platform, Delasoft can **rapidly build a new module or portal**, integrate it into the One-Stop solution, and ensure it is ADA-compliant and mobile-friendly.
  o New agencies will also inherit the platform's **security framework (FedRAMP, NIST, FIPS 199)** and shared services such as **SSO, payment processing, and reporting tools**.
- **Scalability:**
  Because the platform is built on **microservices architecture**, new components (permits or agencies) can be added incrementally without impacting system stability or performance. This modular approach allows West Virginia to **scale over time** while maintaining system integrity.
- **Long-Term Flexibility:**
  If West Virginia introduces entirely new regulatory programs in the future, Delasoft can **develop new permitting portals from scratch and attach them into the system**, ensuring the One-Stop-Shop evolves with state needs.
  In summary, Delasoft's platform is designed to **grow with West Virginia's permitting landscape**, giving the state the flexibility to continuously add new permits and agencies, while maintaining a consistent, secure, and user-friendly applicant experience.

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

Delasoft recognizes that several West Virginia agencies already operate **existing permitting portals**. Our approach is to **leverage and enhance these investments** rather than disrupt them, while ensuring applicants still experience a unified, consistent entry point through the One-Stop-Shop portal.
Our methodology includes:

- **Unified Public Portal:**
  Applicants will begin at the **ADA-compliant One-Stop portal**, where they can search by agency or permit type. From there, they will be seamlessly directed—via secure API integrations—to the appropriate existing agency portal. This ensures a consistent **single point of access** for all users, regardless of which agency owns the backend system.
- **Single Sign-On (SSO):**
  To reduce applicant and staff burden, Delasoft will implement **statewide SSO authentication**. This allows users to log in once and access multiple agency portals without needing separate credentials. By integrating SSO at the portal level, we ensure a **frictionless user experience** while maintaining compliance with **state cybersecurity standards (NIST, FIPS 199, FedRAMP)**.
- **Agency System Assessment & Optimization:**
  In partnership with each agency, Delasoft will:
  o **Evaluate existing permitting portals** to identify missing features, workflow inefficiencies, or performance gaps.
  o Provide options to **fix or enhance functionality**—such as adding mobile support, GIS integration, payment processing, or reporting modules.
  o Where existing portals are no longer viable, we can **build new configurable modules** within the Delasoft framework and connect them to the One-Stop portal.

- **Integration Strategy:**
  Delasoft's solution uses a **service-oriented, API-first integration model**. This approach allows us to connect to legacy permitting portals without requiring full replacement, while still delivering **real-time data exchange** and **centralized reporting** across agencies.
- **Long-Term Roadmap:**
  Over time, as agencies modernize, existing portals can be **phased into the unified permitting framework**. This incremental approach ensures continuity of service while moving West Virginia toward a fully standardized permitting environment.
  In summary, Delasoft will **integrate existing permitting portals** into the One-Stop-Shop, enhance them as needed, and implement SSO for a consistent applicant experience. Our approach balances **modernization with continuity,** ensuring West Virginia achieves a unified permitting hub while preserving agency investments.

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

Delasoft's permitting platform is designed with **security and resilience at its core,** ensuring compliance with both **federal and state cybersecurity standards.** Our solution addresses confidentiality, integrity, and availability through a **multi-layered security framework,** robust data protection, and comprehensive backup and disaster recovery strategies.

- **Hosting & Compliance:**
  - The solution is deployed on **AWS GovCloud (U.S.),** a FedRAMP High-authorized environment that also meets **DoD SRG, ITAR, IRS 1075, and CJIS requirements.**
  - Compliance with **NIST 800-53** and **FIPS 199** ensures risk categorization and security controls align with federal standards.
  - Delasoft maintains **SOC 2 Type II compliance,** reinforcing our commitment to data privacy and internal control effectiveness.
- **Data Protection:**
  - All data is encrypted **at rest (AES-256)** and **in transit (TLS 1.2 or higher).**
  - **Role-based access control (RBAC)** ensures users only see the data relevant to their role.
  - **Audit logs** are captured for all user activity, system changes, and administrative functions, supporting transparency and compliance.
- **Privacy & Confidentiality:**
  - Sensitive applicant information, including **financial and proprietary data,** is protected with strict access controls.
  - The system supports **data residency requirements,** ensuring that all data is stored exclusively in **U.S.-based data centers.**
- **Backup & Disaster Recovery:**
  - AWS GovCloud provides built-in **redundancy, high availability, and fault tolerance** across multiple availability zones.
  - Delasoft implements automated **daily backups** with retention policies customizable to agency requirements.
  - **Disaster recovery (DR) plans** include replication to a geographically distinct AWS GovCloud region, with recovery point objectives (RPO) of minutes and recovery time objectives (RTO) of hours.
  - Annual **DR drills and tabletop exercises** validate recovery

processes and staff readiness.
- **Cybersecurity Monitoring & Incident Response:**
  - o **24/7 monitoring** with automated alerts for anomalous activity.
  - o Intrusion detection and prevention systems (IDPS) integrated into the hosting environment.
  - o Documented **incident response plan (IRP)** ensures coordinated response to threats, including containment, eradication, and post-incident review.
- **Business Continuity:**
  - o The platform is built on a **microservices architecture**, meaning that a localized failure in one service does not compromise the availability of the entire system.
  - o Load balancing and auto-scaling features allow the system to adapt during peak demand, minimizing downtime.

In summary, Delasoft's solution combines the security of **AWS GovCloud**, compliance with **federal cybersecurity frameworks**, and robust **backup/disaster recovery protocols** to deliver a platform that is **secure, resilient, and always available.**

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

Delasoft has a proven record of delivering statewide permitting systems **on time and at scale.** To ensure the West Virginia One-Stop-Shop Permitting Program is operational by the legislative mandated **January 1, 2027 deadline,** we will follow a structured, phased implementation strategy that prioritizes **early wins, risk mitigation, and parallel work streams.**

- **Early Engagement & Approvals (Months 1–2):**
  - o Meet with the State IT groups and the existing project team to confirm technical standards, security requirements, and governance processes.
  - o Establish a **joint project management office (PMO)** for oversight, reporting, and decision-making.
  - o Finalize **detailed work plans, agency engagement schedules, and communication protocols.**
- **Public Website Interface (First 5 Months):**
  - o Deliver the **ADA-compliant, citizen-facing One-Stop portal** as the initial milestone.
  - o Provide search capabilities and agency-based navigation so applicants can immediately benefit from a **unified entry point.**
  - o Connect the portal to existing permitting systems using **API integrations,** enabling applicants to initiate permits across all seven agencies early in the project timeline.
- **Parallel Agency System Assessments (Months 2–5):**
  - o While the portal is being built, Delasoft will conduct a **parallel assessment of each agency's permitting systems** to identify:
    - ▪ Permits that require new modules to be built.
    - ▪ Forms and workflows that need to be digitized or modified.
    - ▪ Reporting, GIS, or payment integrations required for compliance.
  - o This ensures that gaps are identified early, preventing last-minute delays.
- **Phased Development & Rollout (Months 3-8):**
  - o Prioritize **high-volume permits** (e.g., DOT hauling, DEP environmental) for early integration and testing.
  - o Build new permitting modules for agencies currently lacking modern systems

(e.g., OEHS).
- o Implement **reporting tools, payment integrations, and mobile functionality**.
- **Statewide Pilot & UAT (Months 8-go live):**
  - o Conduct statewide **user acceptance testing (UAT)** with agency staff, inspectors, and a pilot group of applicants.
  - o Incorporate feedback and fine-tune workflows to ensure usability and compliance.
- **Full Go-Live (By January 1, 2027):**
  - o Launch the **complete One-Stop-Shop permitting solution** across all agencies and ~285 permit types.
  - o Ensure full integration with **SSO, GIS, EDMS, reporting systems, and the WV Treasurer's payment system**.
- **Exclusivity Milestone (By July 1, 2027):**
  - o Transition all permitting activity exclusively into the One-Stop platform, retiring redundant systems and closing parallel processes.
- **Ongoing Support:**
  - o Dedicated **cutover support teams** to ensure a smooth transition.
  - o Continuous monitoring and optimization to maintain performance, security, and user satisfaction.

In summary, by focusing on **early delivery of the unified portal**, leveraging **API integrations for immediate connectivity**, and conducting **parallel assessments and phased rollouts**, Delasoft will ensure the West Virginia One-Stop-Shop Permitting Program is fully operational by the statutory deadlines, while minimizing risk and maximizing adoption.

3.3. Information Being Sought

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

Delasoft has successfully delivered multiple statewide permitting platforms of comparable size and complexity to the proposed West Virginia One-Stop-Shop program. These solutions demonstrate our ability to manage **large permit volumes, multi-agency coordination, GIS integration, and enterprise-grade security**, all of which are directly relevant to West Virginia's requirements.

- **Wisconsin Department of Transportation (WisDOT):**
  - o Delivered enterprise solutions for **outdoor advertising, driveway access, encroachments, right-of-way work, and wildlife reporting**.
  - o The **Wildlife Reporting System (WRS)** centralized thousands of animal strike and disposal requests with geospatial mapping and automated reporting.
  - o These systems handle **high transaction volumes**, integrate with GIS, and support both administrative and field inspection staff.
  - o Currently providing ongoing customer routing and workflow enhancements at WisDOT's request, showing our ability to **evolve solutions post-implementation**.
- **Louisiana DOTD – Outdoor Advertising Control System (OACS):**
  - o Statewide permitting platform to manage **outdoor advertising permits, relocation credits, business licenses, and compliance reporting**.
  - o Integrated with **Bank of America payment systems**, ensuring secure financial processing.
  - o Comparable in scope to WV's requirement for integrating with the WV Treasurer's system.
- **Oregon DOT – Access Management System (AMES):**

- o GIS-enabled permitting system for **highway access and driveway construction permits**.
  - o Includes **dynamic forms, automated workflows, and mapping capabilities**.
  - o Highly configurable to accommodate evolving regulatory requirements—similar to WV's need to manage ~285 permit types across agencies.
- **Delaware DOT – Utility Permit System & Utility Collaboration Manager:**
  - o Statewide system to manage **utility permits and coordination with utility companies**.
  - o Integrated with **ESRI ArcGIS** for spatial analysis and **Primavera** for construction conflict checks.
  - o Demonstrates Delasoft's ability to manage **multi-stakeholder workflows** at scale.
- **Delaware DOT – Roadside Control System & Mobile App:**
  - o Manages **outdoor advertising, junkyards, and violations** across the state.
  - o Delivered with a **mobile inspection app** and GIS-based mapping for field and administrative users.
  - o Aligns with WV's requirement for **mobile access for 300–400 inspectors**.
- **Arizona DOT – Encroachment Permitting System (AEPS):**
  - o Configurable, GIS-based permitting solution for **special events, highway adoptions, and encroachments**.
  - o Built with **advanced GIS tools and dynamic form builders** to handle varied permit types—demonstrating flexibility at scale.
  - **Relevance to West Virginia:**
    These projects, particularly Wisconsin DOT and Oregon DOT, illustrate Delasoft's ability to:
- **Manage large-scale, multi-agency permitting processes** across thousands of permits annually.
- Deliver **GIS-integrated, configurable workflows** adaptable to hundreds of permit types.
- Provide **mobile support for inspectors**, centralized reporting, and secure integrations with payment and identity systems.
- Continuously expand solutions to onboard new permit types and evolve with agency needs.
  In summary, Delasoft's history of delivering statewide permitting platforms of similar size and scope provides a proven foundation for successfully implementing West Virginia's One-Stop-Shop Permitting Program.

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

Delasoft offers several pricing strategies designed to balance **speed of implementation, cost predictability, and long-term sustainability** for the West Virginia One-Stop-Shop Permitting Program.

- **CDW-G Fixed-Price Option (Recommended for Speed):**
  - o The fastest and most cost-effective way to begin is through **CDW-G**, a government-authorized reseller.
  - o This approach allows the State to **mobilize in as little as 30 days**, avoiding lengthy procurement delays.
  - o Provides a **fixed price unless scope changes**, ensuring budget predictability.
  - o By contrast, pursuing a traditional RFP would likely push contracting beyond **February 1st**, given the required steps of drafting, review, industry comment, Q&A, demos, evaluation, contest periods, and negotiations.

- **Scoping-Based Pricing:**
  - To provide an accurate buildout cost, Delasoft will need clarity on **which of the seven agencies and approximately 285 permit types** will require new systems versus enhancements to existing ones.
  - Some agencies are currently paper-based, while others rely on legacy technologies that may require **modernization, mobile enablement, or heavy maintenance**.
  - Costs will be tailored accordingly, based on whether a system must be built from scratch, modernized, or simply integrated.
- **Per-Permit Fee Model (User-Funded Approach):**
  - If the State elects to leverage **CDW-G contracting**, Delasoft can also offer a **per-permit transaction fee model.**
  - In this model:
    - A fee is collected by the State during each permit application.
    - Delasoft invoices the State monthly, based on system-generated reports.
    - If we collect the permitting fees, payments are made only by credit card or debit card. Then we issue a payment back to the State monthly.
  - This structure enables West Virginia to continue building out additional permitting systems **at no direct cost to taxpayers**, with costs covered by **end users of the permitting services**.

  In summary, Delasoft can provide pricing strategies that include:
1. **Rapid fixed-price contracting via CDW-G** for speed and predictability.
2. **Scope-based pricing** tied to agency and permit complexity.
3. **User fee recovery models** that fund ongoing expansion without burdening taxpayers.

   This flexibility ensures West Virginia can choose the funding approach that best aligns with its **budget, timeline, and policy objectives**, while still ensuring the One-Stop-Shop program is delivered by the statutory **January 1, 2027 deadline.**

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

Delasoft's One-Stop-Shop Permitting Platform is not simply a permitting system—it is a **digital transformation framework** built to modernize how states manage economic development, environmental compliance, infrastructure projects, and public services. To help West Virginia envision the strength of our solution, we are providing the following **marketing, technical, and supplemental information**:

Marketing Highlights
- **Proven Nationwide Experience:** Deployed solutions for **10+ state DOTs and agencies** including Wisconsin, Oregon, Delaware, Louisiana, Arizona, and North Carolina.
- **Trusted Technology Partner:** Over **20 years of success** delivering enterprise permitting and licensing solutions across diverse regulatory environments.
- **Citizen-Centered Design:** Focused on **ADA compliance, mobile accessibility, and multilingual support** to ensure equitable access for all applicants.
- **Sustainability & Growth:** Platform designed for **continuous expansion**—able to add new permits, agencies, and integrations without vendor lock-in.

Technical Data
- **Hosting & Security:**
  - Deployed in **AWS GovCloud (U.S.)**, FedRAMP High certified.
  - Compliance with **NIST 800-53, FIPS 199, SOC 2 Type II**, and state cybersecurity

requirements.
- o **Encryption at rest (AES-256) and in transit (TLS 1.2/1.3).**
- o Built-in **disaster recovery with multi-region replication** and automated failover.
- **Architecture & Integration:**
  - o **Microservices architecture** ensures scalability and modular expansion.
  - o **API-first design** for seamless integration with existing WV systems (DEP's ESS & ERIS, DOT's Hyland OnBase, OEHS eGov/ePay, ABCA GL Solutions, Commerce SmartTerm, and legacy DBs).
  - o **GIS integration with ESRI ArcGIS** for environmental, transportation, and health data mapping.
  - o **Mobile app support** for inspectors with offline mode, geo-tagging, voice-to-text reporting, and photo uploads.
- **Core Features:**
  - o **Configurable, rules-based workflows**—easily adaptable to new regulations or agency needs.
  - o **AI-powered analytics & dashboards** for KPI tracking, compliance monitoring, and performance reporting.
  - o **Agentic Report Builder** allowing non-technical staff to generate reports via **natural language queries**.
  - o **Self-service portal for applicants** with status tracking, alerts, and payment integration.
  - o **Document management and EDR support (Bluebeam)** to handle drawings, plans, and regulatory documents.

    Relevant Supplementary Information
- **Performance at Scale:** Proven ability to support **hundreds of thousands of permits annually,** across diverse agencies and workflows.
- **Future-Ready:** Incorporates **AI-assisted form completion, intelligent routing, and proximity-based validations** to minimize errors and accelerate processing times.
- **Proven ROI:** States implementing Delasoft solutions have achieved **30–50% reductions in permit processing times** and improved applicant satisfaction.
- **Resilient Operations:** Built-in monitoring, 24/7 help desk, and continuous system improvement ensure **99.9% uptime SLAs.**

In summary, Delasoft's platform combines **enterprise-grade security, configurable workflows, advanced geospatial intelligence, and citizen-focused design** into a single permitting hub. By leveraging our proven nationwide success and next-generation technologies, West Virginia can confidently deliver a **transparent, efficient, and user-centric One-Stop-Shop permitting system** that meets today's requirements and tomorrow's challenges.

Our website: www.delasoft.com