



## West Virginia Department of Administration – Purchasing One-Stop-Shop Permitting

CRFI 0201 SEC 2500000001

Date: August 29, 2025

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### Confidentiality Notice

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

**4.2. Proposal Format:** Vendors should provide responses in the format listed below:

- 4.2.1. Title Page:** State the RFI subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, email address, and Vendor signature and date.
- 4.2.2. Table of Contents:** Clearly identify the material by section and page number.
- 4.2.3. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFI request. For example, listing the RFI number and restating the RFI request as a header in the proposal would be considered a clear reference.
- 4.2.4. Responses:** All responses must be submitted to the Purchasing Division prior to the date and time stipulated in the RFI as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Vendors Submitting Information.

By signing below, I certify that I have reviewed this Request for Information in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this information for review and consideration.

SimpliGov

*David O'Connell*

(Company)

David O'Connell      CEO

(Representative Name, Title)

530-214-9056

(Contact Phone/Fax Number)

08/21/2025

(Date)

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## Executive Summary

SimpliGov is excited for the opportunity to respond to the State of West Virginia's Request for Information regarding the development of a centralized One-Stop-Shop Permitting Program. We are a 100% public-sector-focused technology provider with deep expertise in workflow automation, digital permitting, and citizen service portals for state and local governments. Our cloud-native, no-code platform delivers rapid deployment, compliance-ready security, and future-ready configurability. This is key to enabling West Virginia's legislative vision under House Bill 2002 and rule 148CSR25.

Our Government Forms and Workflow Automation Platform is designed based on a comprehensive understanding of the operational requirements, compliance obligations, and budgetary constraints faced by state and local government partners. Combined with the deep expertise of our team, bringing over 30 years of workflow automation technology experience, SimpliGov is uniquely positioned to serve as a long-term strategic partner to the State of West Virginia and the citizens you serve.

From day-one, our mission has been to make government more efficient, without imposing a heavy lift on agencies, and to significantly improve the constituent experience. For nearly a decade, our no-code platform has empowered hundreds of agencies across the United States to accelerate digital transformation, increase agility, and drive meaningful change. SimpliGov delivers digital permitting and licensing workflows through a secure, configurable platform that empowers agencies to:

- Accept and process permit/license applications online
- Automate complex review, approval, and notification workflows
- Generate and track permits digitally
- Provide real-time dashboards for citizens and staff

In addition to being the ideal solution for West Virginia's desired permitting outcome, SimpliGov's platform provides:

- **Security & Compliance:** SimpliGov is SOC 2 Type 2 compliant and built with FedRAMP-aligned controls, ensuring data encryption, access management, and audit logs.
- **Scalability:** Our platform supports unlimited workflows and users, with the ability to scale horizontally to new agencies and permit types.
- **Integration:** Open API framework allows integration with West Virginia's existing systems and future third-party tools.
- **Resilience:** 99.99% uptime SLA, daily backups, and disaster recovery protocols included.

Our solution delivers immediate internal and external improvements and positions the State of West Virginia for long-term success in serving its citizens and agencies. We welcome the opportunity to meet with your team to discuss our platform as well as best practices related to development and strategy.

Sincerely,

*Michael D. Bowman*

Michael D. Bowman, Regional Sales Director

**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.

SimpliGov acknowledges and will adhere to the State’s instruction that all responses must clearly reference the original RFI request language. To ensure clarity and traceability, each response in our proposal will restate the specific RFI section number and its corresponding prompt as a header. This structure allows reviewers to easily navigate and evaluate our responses against the requirements outlined in the solicitation.

For example, each item in Section 3 of the RFI will be addressed in full, using the exact numbering and language provided. Our responses to Section 3 will include high-level explanations, technical details, and examples where appropriate to demonstrate how SimpliGov meets or exceeds the State’s expectations.

## **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.**

SimpliGov will establish the West Virginia One-Stop-Shop Permitting solution using our no-code, cloud-based automation platform purpose-built for government. Our approach ensures each of the 17 participating agencies can digitize, streamline, and modernize their permitting processes in a way that is flexible, scalable, and fast to deploy—without writing a single line of code.

At the core of our platform is an intuitive Form Builder that can be used to configure any type of intake form required for permitting—whether collecting standard applicant data or

complex, multi-part submissions with dynamic fields, attachments, or GIS coordinates. Fields can be configured with advanced data validation, pre-populated values, and hover-over help text to guide users, ensuring both accuracy and usability. Our system also includes features specifically tailored for grant and permit applications, such as required field logic, section-based navigation, and dynamic document uploads.

Our Workflow Builder allows each department to automate its unique review, routing, approval, and notification processes—entirely through drag-and-drop configuration. Agencies can define decision paths, inter-agency approvals, SLA timers, escalations, and status tracking—all with no-code control. Notifications and tasks can be sent by email or SMS, with full audit tracking.

To accelerate deployment and reduce risk, SimpliGov follows an agile implementation methodology. We collaborate directly with each department to scope the exact data elements and process steps for each permit type. We then configure these in-platform using existing permitting workflow templates drawn from our library of over 1,400 public sector workflows. These templates allow for faster configuration while still being tailored to each agency's specific statutory and operational needs.

In addition to core platform capabilities, SimpliGov supports integration of AI-driven automation tools into both intake and workflow processes. For example, data captured through forms or uploaded documents can trigger AI-driven classification, routing, or risk scoring. SimpliGov also includes a configurable AI-powered chatbot that can assist applicants and internal users in real-time with permit status inquiries, application instructions, or FAQs, reducing support burden and improving constituent experience.

### **SimpliGov Form Builder**

SimpliGov's form design is done via a point and click interface and no coding is required for utilizing SimpliGov's pre-configured fields. There are many form field options available to form designers. Each form field type has a set of respective properties. These properties can define form field size and appearance, set required fields, add placeholder text, hover tips, prepopulate the form field, and add validations for fields such as email addresses, phone numbers, and social security numbers. For fields in which free-form text is used, an editor is available to design the text or information to be displayed. There is no restriction on the type or number of fields used by the designer as they create forms. User interface is not limited to fixed print-like forms and supports multiple types of features related to e-forms. SimpliGov forms can be:

- Embedded directly into customer portals or customer-facing websites.



- Initiated as standalone online forms by clicking on links contained in customer portals.
- Initiated via API calls from external platforms.

**Language Access Services:** The language access service improves the service delivery for Limited English Proficient (LEP) constituents by translating any form into the constituent's preferred language. Designers are able to create a single form using the SimpliGov platform and using our language access services, auto-translate the form into any language.

SimpliGov supports the ability to upload a PDF form and incorporate it into a workflow. Specifically, the platform allows users to “import an existing PDF form” into the Form Builder to generate digital form fields that can be used in conjunction with SimpliGov workflows. Once imported, the PDF can be configured with field mapping and validation rules, and then attached to a workflow process, enabling routing, approvals, and automated processing steps. This functionality enables rapid digitization of existing government forms, maintaining layout fidelity while embedding them into automated case management processes.

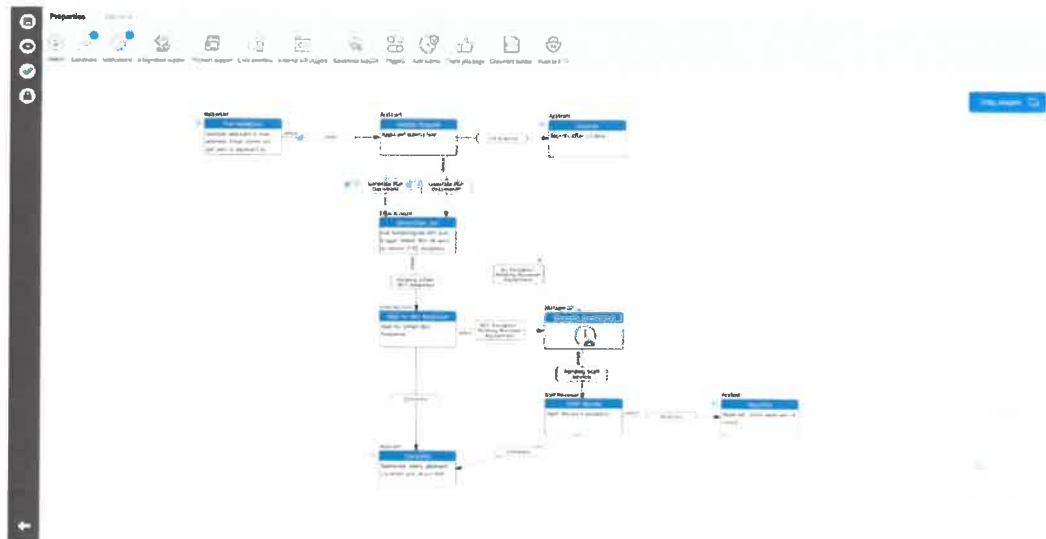
The screenshot shows the SimpliGov Form Builder interface. On the left is a sidebar with a 'Form Fields' menu containing various field types: Heading, Custom Text, Custom HTML, Text, Area, Drop Down, Multi Select, Radio Button, Check Box, Boolean Check Box, File Upload, Multi Upload, Datepicker, Address, Workflow Records, Table, Spreadsheet, and Salesforce Records. The main workspace displays a form titled 'Requester Information'. It includes fields for 'Name' (with a red asterisk), 'Requester Name', 'Email' (with a red asterisk), and a 'Select Manager' dropdown. Below these is a 'Counterparty Information' section. The top navigation bar includes links for Portal, Other Section, Requested (selected), Manager, Collaboration, Legal, Legal Redline, and Case.

## SimpliGov Workflow Builder

SimpliGov offers robust business process automation capabilities that empower our clients to rapidly develop and implement digital workflows. SimpliGov's no-code functionality empowers lines of business to build and maintain their own e-forms and workflows. Clients



have full control over their business processes and can modify them using the drag and drop designer. This allows business process design to be as fluid and flexible as your business needs require. It is very common for business analysts or line of business users with no technical background to design their own e-forms and workflows from start to finish.

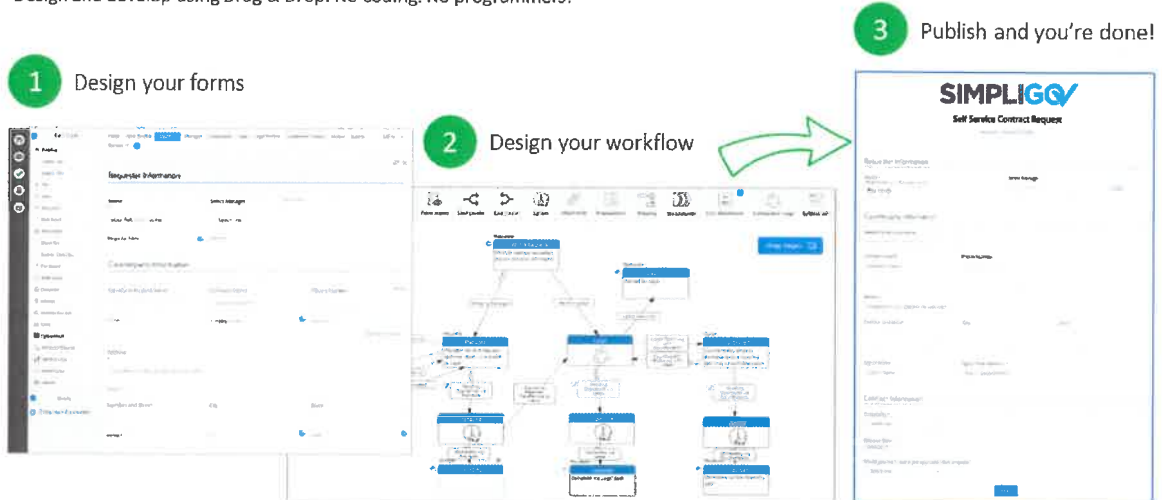


Workflow notifications can be set up by SimpliGov or the customer admin when building a workflow, and they are delivered via email or SMS text. Next action notifications and informational reminder notifications are also configurable within the workflow. Logos, subject lines, and body of text can all be customized in HTML and CSS to provide users with an easy-to-read and understandable notification that prompts action.

Data can be dynamically pulled into the notifications, attachments can be included, and approvals can be managed directly from the user's email, if necessary. The approver can click the link provided in the email to begin their stage of the workflow. SMS notifications can be sent from SimpliGov forms (US numbers only). SimpliGov provides non-technical users with the ability to design, build and customize forms. Our intuitive drag-and-drop Forms Designer makes it simple to quickly design and publish simple to complex, highly interactive forms. Internal and external users have 24/7 access to Department forms once they are moved into production. Online forms can be designed to offer a guided experience for users with contextual information to help reduce errors before the forms are submitted. SimpliGov provides a rich user interface and multiple ways to initiate and interact with e-forms.

## How SimpliGov works

Design and develop using Drag & Drop. No coding. No programmers!



The SimpliSign dashboard enables the viewing and managing of e-signature transactions, allowing documents and their audit trail (certificate) to be viewed, signed, delegated, or cancelled from a central dashboard that is linked to corresponding workflow records (without requiring individual user licenses to access).

## SimpliSign

SimpliSign is SimpliGov's integrated electronic and digital signature solution, designed specifically for the needs of government agencies. It is built directly into the SimpliGov platform, allowing agencies to incorporate secure, auditable signature steps into any workflow without relying on third-party applications or custom development.

SimpliSign supports multiple types of signatures, including typed names, hand-drawn signatures using a mouse or touchscreen, and uploaded signature images. For higher-trust use cases, SimpliSign offers AATL-compliant digital signatures backed by GlobalSign certificates. These signatures include long-term validation to ensure the document's integrity remains verifiable over time. Each signing event produces a complete audit trail, including signer identity, timestamps, and cryptographic proof, supporting compliance and public record requirements.

Signatures can be configured to occur at any point in a workflow and support both linear and parallel routing paths. Signature steps can include automated triggers for notifications, status updates, or additional workflow tasks. SimpliSign can be accessed through the SimpliGov citizen portal or by secure email link, and optional authentication can be enabled for enhanced signer verification.

Documents signed in SimpliSign are stored within the platform's secure document repository with version control, PDF/A archival, and optional watermarking. The entire platform, including SimpliSign, is hosted in Microsoft Azure Government Cloud and complies with SOC 2 Type II, HIPAA, PCI-DSS, and NIST 800-53 standards. All data is encrypted in transit and at rest to maintain strict confidentiality and security.

SimpliSign is used across a variety of government workflows such as permitting approvals, grant applications, interagency agreements, compliance attestations, and contract execution. It provides a streamlined experience for both agency staff and constituents. Signers can complete documents using any device, and the interface is compliant with ADA and WCAG 2.1 accessibility guidelines. Features such as auto-filled signer information, thank-you confirmation pages, and automated reminders help ensure documents are completed accurately and efficiently.

SimpliSign gives agencies full control over their document signing needs within the same no-code platform used to build their forms and workflows. It simplifies the approval process while ensuring legal, regulatory, and security standards are met at every step.

### **3.2.2. Provide examples of previous similar work products.**

SimpliGov serves 100+ clients exclusively in the public sector, with a primary focus on state, county, and municipal governments. SimpliGov brings deep experience delivering digital workflow automation solutions to public-sector agencies with high-volume, complex, and multi-stakeholder permitting needs.

We have successfully partnered with local and state governments across the U.S. to implement digital solutions that manage a wide range of application types including permitting, licensing, compliance, and public event coordination.

## 1. Los Angeles City Planning – Development Permit Application Automation

**Engagement Title:** Planning Application Modernization

**With SimpliGov, the City implemented a robust permitting solution that modernized intake, routing, GIS validation, and digital signatures.**

- **Public-facing DCP 7771 application with conditional logic**
- **Integration with GIS and mapping tools**
- **Automated PDF generation and SimpliSign e-signature support**
- **Role-based dashboards for staff processing**

- Applicants no longer required to visit City offices
- Faster approvals with improved case tracking and collaboration
- Seamless integration with the City's internal Planning Case Tracking System (PCTS)



**Project Duration:** 2021-2022

**Contact:** SimpliGov will supply reference contact information at a later stage in the procurement process. For more information see the following case study and testimonial from our client.

<https://simpligov.com/case-studies/la-city-planning-modernizes-development-application-process/>

*"When the Los Angeles Department of City Planning faced the realization that it must immediately transform its technology model to meet the demands of the 'new normal' for conducting business during an unprecedented global pandemic, it engaged with SimpliGov and Novinzio to implement an all-encompassing online application filing platform and payment solution as city staff and the public followed California's 'Safer at Home' orders."*



**David Terukina**

Senior Systems Analyst, Los Angeles Department of City Planning

## 2. New Castle County, DE – Contractor License Permitting

**Client Name:** New Castle County – Department of Land Use

**Engagement Title:** Contractor License Renewal Automation

**Description:** Facing an end-of-year surge and pandemic-related office closures, New Castle County modernized its contractor licensing process using SimpliGov. The County implemented a digital application and automated workflow for contractors to submit renewal forms, upload documentation, and complete payment—all without requiring manual staff intervention.

**Key Solution Features:**

- Online application mirroring existing license forms
- Logic-based document collection and automated reminders
- Secure routing for staff verification and digital acceptance letters
- Payment link integration with County financial systems

**Results:**

- Deployed in just 5 days
- 761 applications processed in one month
- 50% reduction in turnaround time, 70% fewer applicant status inquiries

**Project Duration:** 2023

**Contact:** SimpliGov will supply reference contact information at a later stage in the procurement process. For more information see the following case study and testimonial from our client.

<https://simpligov.com/case-studies/new-castle-county-vets-contractor-license-renewals-in-half-the-time/>

*"Simply put, SimpliGov provided the fastest, easiest, and most efficient way to transform our business to the benefit our employees, contractors, and the county as a whole. By delivering modern digital government services, we're able to make it easier for contractors to do business in New Castle County."*



**David Holston**

Licensing Manager, New Castle County

### 3. City of San José, CA – FEMA 213RR Emergency Resource Requests

**Client:** City of San José – Emergency Operations / IT

**Engagement Title:** Emergency Resource Request and Routing Workflow

**Description:** During the COVID-19 pandemic, the City of San José needed a digital platform to manage FEMA 213RR emergency resource requests. These included personnel, equipment, and services across various city departments. SimpliGov implemented a structured, rules-based workflow that closely resembled a permitting process in both structure and complexity—requiring multi-step approvals, documentation, and departmental coordination.

**Key Solution Features:**

- Online intake form dynamically tailored by request type
- Workflow routing based on role and department
- Fulfillment coordination with internal logistics teams
- PDF document generation for FEMA reimbursement
- End-to-end digital audit trail for compliance and visibility

**Results:**

- Fully launched within days
- Hundreds of critical resource requests processed
- Enhanced coordination across multiple departments
- Strong documentation and oversight for federal audit purposes

**Project Duration: 2021-2022**

**Contact:** SimpliGov will supply reference contact information at a later stage in the procurement process. For more information and testimonials from our clients visit: <https://simpligov.com/government-resources-workflow-forms-esignature/government-workflow-forms-and-esignature-automation-case-studies/>

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

SimpliGov LLC, Mike Bowman, 530-214-9056, mbowman@simpligov.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.**

SimpliGov makes it easy to add new permits, licenses, or entire agencies without any coding or custom development. Because the platform is fully no-code, additional forms and workflows can be configured directly within the system using our intuitive Form Builder and Workflow Builder tools. Agencies can quickly create new permit intake forms, define approval paths, set up notifications, and launch new processes using point-and-click configuration. The platform also supports cloning and modifying existing workflows, which speeds up the onboarding of similar permit types. Adding new agencies is just as straightforward. Roles, permissions, forms, and workflows can be configured for each new department without affecting existing processes. Whether expanding within the original 17 agencies or bringing new agencies online later, SimpliGov provides a scalable and efficient way to grow the permitting platform using tools already built into the system.

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

For the WV One-Stop-Shop Permitting Program, we can integrate with the wide range of existing systems identified across the 17 agencies, including but not limited to:

- DEP systems such as ERIS, RBDMS, and internal electronic submission portals
- DOT's OnBase system, which currently lacks mobile access
- OEHS systems like ePay/eGov, HS Cloud, CertTracker, and Access databases
- Commerce and ABCA systems including GL Solutions, DoForms, SmartTerm, LONIE, Gentax, QuickBooks, and Excel-based workflows
- SHPO's GOapply, along with multiple State Treasurer-managed ePay portals



SimpliGov supports real-time API integrations where available, and can also accommodate asynchronous data exchange via SFTP, JSON, XML, or CSV formats when direct integration is not feasible. Our Integration Framework allows the configuration of secure connections for pulling or pushing data, triggering workflow events, or synchronizing application statuses across systems. API calls are authenticated via OAuth2 and all activity is logged and auditable.

In addition to integrations, SimpliGov performs full data migrations from legacy systems. Our team will work closely with each agency to extract and validate legacy permitting records, transform them into structured formats, and cleanly import them into the new platform. Historical forms, attachments, metadata, and approval logs can all be preserved and made accessible within the new permitting workflows. This ensures business continuity, compliance with records retention policies, and full traceability.

All integration points and migrated data are subject to validation testing in a dedicated staging environment prior to go-live, ensuring that the solution functions as expected and all legacy data is properly reconciled and accessible.

SimpliGov's integration and migration capabilities ensure a smooth transition from paper-based or siloed digital systems into a unified, modern platform without disrupting ongoing operations.

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

SimpliGov complies fully with the State's expectations around security and privacy, as articulated in the CRFI and Q&A. Our platform is specifically designed for secure deployment in government environments and aligns with all applicable cybersecurity and data protection requirements.

#### ***Security and Privacy***

*SimpliGov enforces strict security protocols across all system layers:*

- **Hosting Environment:** All data is stored exclusively in Microsoft Azure **Government Cloud**, ensuring FISMA, FedRAMP High, and DoD IL5 compliance.
- **Data Encryption:** All data is encrypted in transit using TLS 1.2+ and at rest using AES-256 encryption.

- **Access Control:** Role-Based Access Control (RBAC) governs system and workflow access, ensuring users only access data relevant to their roles. Permission sets are configurable by administrators to meet agency-specific policies.
- **Audit Logging:** The platform maintains comprehensive audit trails for all user actions, including data changes, submissions, access, and administrative configuration.
- **Compliance Standards:** SimpliGov adheres to NIST 800-53 and FIPS 199, as explicitly required in the RFI Q&A. We are also SOC 2 Type II certified, and maintain HIPAA- and PCI-compliant operations where applicable.

### *Cybersecurity*

SimpliGov incorporates multiple safeguards to prevent unauthorized access or exploitation:

- **Multi-Factor Authentication (MFA)** is available via TOTP (e.g., Google Authenticator) for portal logins.
- **Advanced CAPTCHA** protections are embedded to block bot traffic and spam.
- **External API controls** include throttling, response mapping, and security header configurations to prevent misuse.
- **Penetration Testing** and vulnerability scans are conducted regularly.

### *Backups and Disaster Recovery*

- **Automated Backups:** All customer data is automatically backed up daily, with point-in-time recovery available.
- **Geo-Redundant Storage:** Backup data is replicated across physically separate Azure Government regions.
- **Disaster Recovery (DR):** SimpliGov maintains an established DR plan with:
  - **RTO** (Recovery Time Objective): < 4 hours
  - **RPO** (Recovery Point Objective): < 1 hour
- **Failover:** Platform services are resilient through high-availability clustering and auto-scaling infrastructure.

SimpliGov's approach ensures data confidentiality, integrity, and availability across all phases of system use, aligning with public sector cybersecurity best practices and the State of West Virginia's expectations. For more information, visit:

<https://simpligov.com/security-and-trust/>

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

SimpliGov ensures on-time implementation through a proven, structured project methodology tailored for government permitting programs with fixed statutory deadlines. Our approach blends repeatable best practices with agile sprint cycles to accelerate delivery while maintaining accuracy and security.

At a high level, our methodology follows these five phases:

**Discovery & Planning** – Collaborative sessions with each agency to identify workflows, legacy system dependencies, permitting types, form field structures, roles, and SLAs.

**Configuration & Build** – Use of SimpliGov’s no-code Form Builder and Workflow Designer to rapidly configure permitting processes and forms to each agency’s specifications.

**Testing & Review** – Iterative internal testing, agency validation, and stakeholder feedback are captured in successive sprints.

**Training & UAT** – Hands-on training for staff, along with full user acceptance testing (UAT) and refinement of configuration before go-live.

**Go-Live & Support** – Controlled rollout of digital permitting services, with real-time support and a defined transition to maintenance.

To ensure scalability and speed, workflows are grouped by complexity and agency readiness. We parallelize workstreams across multiple agency teams so several workflows can be built and tested concurrently, rather than sequentially.

### Workflow Batching for Concurrent Implementation

The table below outlines a standard implementation schedule that supports simultaneous buildouts of multiple permitting workflows across different departments. These tasks are designed to overlap, enabling delivery across many parallel workstreams, particularly important given the number of participating departments (17), permits (285) and varying complexity of their legacy systems.

The conceptual phases and timeframes presented in the table below include activities that are conducted concurrently. For simplification, the schedule has been flattened from its more complex Gantt detail.

WBS	Task Name	Duration
1	Workflow No.01 – Tailoring Concept	94 days
1.1	Kickoff Meeting	0 days
1.2	Initiation and Planning	10 days
1.3	As-Is Validation	14 days
1.4	Analysis and Design	18 days
1.5	Buildout (3 Iterations)	18 days
1.5.1	Build 1	7 days
1.5.2	Build 2	7.25 days
1.5.3	Build 3	6 days
1.6	Testing	17 days
1.7	Communication and Training	34 days
1.8	User Acceptance Testing	16 days
1.9	Deployment	2 days
1.9.3	Release	<Minimum 1 Day>

<b>West Virginia One-Stop-Shop Permitting Solution</b>	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>	<b>Month 4</b>
Project Initiation				
Detailed Requirements Capture				
Forms, Workflow Build & Integration				
UAT				
Admin Training				
File Conversion				
Go Live Preparation				
Go Live				
Knowledge Transfer				
Project Management & Oversight				

By batching permitting workflows into concurrent workstreams (e.g., all DEP environmental permits in one stream, DOT construction permits in another), SimpliGov dramatically reduces the total calendar time required to stand up the One-Stop-Shop system.

This approach ensures that the permitting portal, workflow logic, forms, and agency-specific processes will be fully operational within the implementation window defined in statute and legislative rule, with appropriate milestones and checkpoints built in, as directed by subsequent CRFP requirements or contracted scope of work. As a no-code platform, SimpliGov allows for the rapid building and configuration of all permit interfaces and workflows rapidly. Furthermore, permit workflows that are similar in steps or configuration can be used as templates to build upon others, significantly reducing implementation time.

### 3.3. Information Being Sought

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

See Response above to Section 3.2.2. as well as Section 3.3.3. below.

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

SimpliGov offers flexible pricing strategies that allow government agencies, such as the 17 participating departments in the WV One-Stop-Shop Permitting initiative, to manage both initial implementation costs and long-term maintenance in a predictable, scalable manner. Our pricing model is designed to reduce upfront risk and align with either direct appropriation or cost recovery through user fees as allowed under W. Va. Code § 22-30-6(d) and related legislative rules.

##### *1. SaaS Subscription-Based Model*

SimpliGov is delivered as a **Software-as-a-Service (SaaS)** platform. Agencies do not purchase or maintain any hardware or infrastructure, and licensing includes:

- Unlimited internal user licenses
- Unlimited workflows and forms
- Hosting, maintenance, security, and upgrades
- Tiered SLA-driven support

This eliminates per-user licensing constraints and supports broad adoption across departments.

##### *2. One-Time Implementation with Bundled Modules*

Implementation is priced based on the number of workflow groups, integrations, and required legacy system migrations. We support batched deployment, which can be priced either:

- As a phased rollout, with milestone-based payments tied to go-live events
- As a modular package, where similar permit types are bundled (e.g., all environmental permits under DEP) to reduce redundancy and cost

Our Expert Advisory Services are included during initial onboarding and can be retained post-go-live for optimization.

### ***3. User Fee Recovery Model (Permissible)***

If the State elects to apply a user fee-based model (per Q&A Addendum No. 4, Question 24), SimpliGov can structure platform costs around expected permitting volumes:

- Flat monthly/annual subscription paid by the State and recouped via a per-permit service fee
- Fee amounts configurable by permit type, agency, or service level
- SimpliGov can provide reporting tools to support audit, reconciliation, and monthly remittance to the Treasurer's Office

This model allows cost recovery directly from permit applicants and aligns with legislative provisions permitting the State to establish fees to fund system operations.



#### 4. Optional Services & Cost Controls

SimpliGov can also provide optional services on an as-needed basis:

- Advanced integrations or custom connectors (e.g., to OnBase, RBDMS, Gentax, DevNet)
- Data migration services for large legacy systems
- Language access translation services (over 140 languages)
- High-volume public portal traffic or document generation (if exceeding base tiers)

However, the State can control costs by limiting these options or scaling modules over time.

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

For additional case studies on SimpliGov's permitting solutions, see:

<https://simpligov.com/solution-set/permits-licensing/>