TECHNICAL VOLUME

Response to the State of West Virginia's Department of Administration, Purchasing Division in support of: West Virginia Department of Environmental Protection (WV DEP)'s

Request for Proposal for an AML Construction Management System, Sol # CRFQ 0313 DEP2600000001

PREPARED FOR
Joseph (Josh) E. Hager III
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SUBMISSION DEADLINE
September 4, 2025

PREPARED BY
Joe O'Neill
Account Executive, SLED
(240) 893-8853
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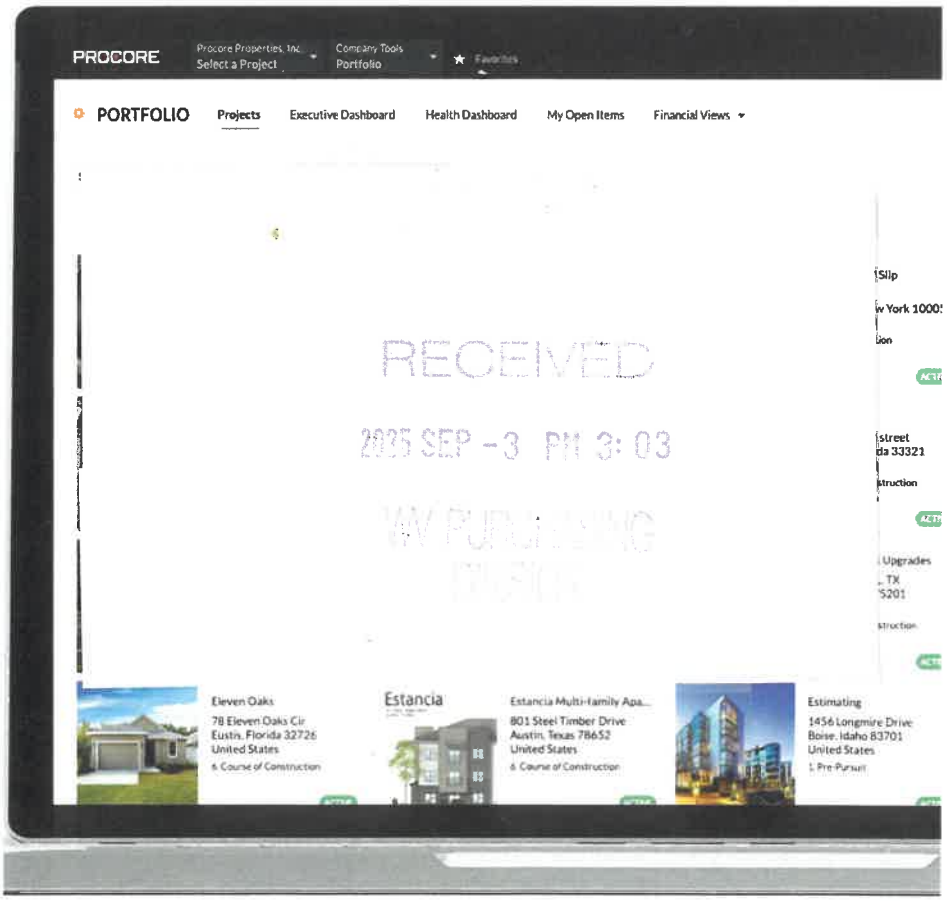
Procore Technologies, Inc.
6309 Carpinteria Avenue
Carpinteria, CA 93013



RECEIVED
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WV PURCHASING DIVISION

Note: Please see mandatory signed title page on the page that follows.

Docusign Envelope ID: ED993EC1-B66C-45DC-A6B0-13EE8DD9607B

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Pamela Euring, SLED Legal Counsel

(Address) 6309 Carpinteria Ave. Carpinteria, CA 93013

(Phone Number) / (Fax Number) (866) 477 - 6267 (main office)/na (fax)

(email address) Pamela.Euring@procore.com - please use for all contact items.

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Procore Technologies, Inc.
(Company)

Signed by:
Bill Fleming
A46439B0A075485...
(Signature of Authorized Representative)

Bill Fleming, SVP & Corporate Controller, August 28, 2025
(Printed Name and Title of Authorized Representative) (Date)

(866) 477 - 6267 (main office)/na (fax)
(Phone Number) (Fax Number)

bill.fleming@procore.com
(Email Address)

Docusign Envelope ID: E811E6ED-9432-40C1-8487-319543086489

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP DEP26*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
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Procore Technologies, Inc.

Company

Signed by:
Bill Fleming
A46439B0A075485...

Authorized Signature

Date 8/27/2025

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

Revised 6/8/2012

Standard Terms and Exceptions

Procore provides the following exceptions and clarifications for negotiation for mutually agreeable terms at the time of the contract award and has provided the commentary here after the title page certification for clarity of review. As per question #5 of the Q&A, Addendum 3, we are providing our exceptions and standard terms here.

General Terms and Conditions

1. Section 18 - Funding – Per Procore's standard policy, funding once provided to Procore is non-refundable. It is not Procore's policy to provide claw-backs or refunds.
2. Section 36. Indemnification – Procore respectfully requests the opportunity to limit indemnification to third party claims.

SaaS Addendum

1. Procore looks forward to the opportunity to negotiate any exceptions and clarifications in good faith with the State to obtain mutually agreeable terms. For ease of review, we have provided the following standard Procore terms documents, which would like to propose in lieu of the SaaS Addendum provided by the State:
   - https://www.procore.com/legal/subscription-agreements/public-sector (Procore SSA)
   - https://www.procore.com/legal/dpa (Procore Data Processing Addendum)

2. Procore respectfully requests WVDEP to review and consider the following pages in association with our Procore for Government product, if selected by the State.

PROCORE

PROCORE FOR GOVERNMENT ADDENDUM

FedRAMP Moderate Equivalency

This Procore for Government Addendum ("**Addendum**") takes effect as of the date the Procore Subscription and Services Agreement, including any Orders and SOWs, ("**Agreement**") that incorporates this Addendum becomes binding ("**Effective Date**"). If this Addendum is incorporated into an existing Procore Subscription and Services Agreement or other agreement between the Parties by an Order, SOW, or other agreement, the Effective Date will be the date the Order, SOW, or other agreement that incorporates this Addendum takes effect. This Addendum supplements and amends the Agreement and Customer Data Processing Addendum ("**DPA**"), as applicable, between Customer and Procore Technologies, Inc. (**"Procore"**) governing Customer's use of the Subscription Services. All capitalized terms not otherwise defined in this Addendum will have the meanings ascribed to such terms in the Agreement or DPA. By entering into the Agreement that incorporates this Addendum, you represent to Procore that you have the legal authority to bind Customer to this Addendum.

1. **SCOPE.** This Addendum applies to Customer's use of and access to the Subscription Services when hosted in the Procore for Government Platform.

2. **NEW DEFINED TERMS**. The following new defined terms are added to the Agreement:
   - **2.1.** "**Availability Objective**" means Procore's availability objective set forth in Section 3 of Exhibit A to the Procore Subscription and Services Agreement.
   - **2.2.** "**Body of Evidence**" means Procore's FedRAMP System Security Plan, Security Assessment Plan, Security Assessment Report, and Plan of Action and Milestones (PO&M) documentation as set forth in the U.S. Department of Defense Memorandum "Federal Risk and Authorization Management Program Moderate Equivalency for Cloud Service Provider's Cloud Service Offerings," dated December 21, 2023.
   - **2.3.** "**Classified Data**" means data that has been classified by the U.S. government as "Confidential," "Secret," or "Top Secret" as defined in Executive Order 13526, Section 1.2a, or as otherwise deemed by the U.S. government to require special clearance for use, access, or maintenance.
   - **2.4.** **"CMMC"** means the U.S. Department of Defense's Cybersecurity Maturity Model Certification program as defined in 32 C.F.R. Part 170.
   - **2.5.** "**Covered Account(s)**" means Procore for Government Account(s) that Customer uses or intends to use to process, store, or transmit CDI or CUI.
   - **2.6.** "**Covered Defense Information**" or "**CDI**" has the meaning as defined in DFARS 7012 and includes U.S. Department of Defense Controlled Unclassified Information ("**DoD CUI**"), as that term is used in DoD Instruction 5200.48, *Controlled Unclassified Information (CUI)*.
   - **2.7.** "**Controlled Unclassified Information**" or "**CUI**" has the meaning as defined in 32 C.F.R § 2002.4(h).
   - **2.8.** "**Customer Responsibility Matrix**" means documentation identifying security controls that Procore is responsible for implementing, security controls that Customer is responsible for implementing, security controls where there is a shared responsibility between Procore and Customer, and security controls that are inherited from an underlying cloud computing platform or infrastructure.
   - **2.9.** "**DFARS**" means the Defense Federal Acquisition Regulation Supplement (48 C.F.R. Chapter 2).
   - **2.10.** **"DFARS 7012"** means the version of the DFARS clause at 48 CFR § 252.204-7012 (MAY 2024).
   - **2.11.** "**FedRAMP**" means the Federal Risk and Authorization Management Program.
   - **2.12.** "**FedRAMP Equivalency**" means FedRAMP Moderate equivalency as defined in the U.S. Department of Defense Memorandum "Federal Risk and Authorization Management Program Moderate Equivalency for Cloud Service Provider's Cloud Service Offerings," dated December 21, 2023, through a FedRAMP-recognized Third Party Assessment Organization.
   - **2.13.** "**Procore for Government Account**" means Customer's access to and use of the Subscription Services when hosted in the Procore for Government Platform.
   - **2.14.** "**Procore for Government Platform**" means the components of Procore's information systems within its FedRAMP Authorization Boundary Diagram, as further defined in the audit artifacts prepared by the FedRAMP-recognized Third Party Assessment Organization.
   - **2.15.** "**United States**" means the 50 States and the District of Columbia.

3. **PROVISION OF SUBSCRIPTION SERVICES.** Procore maintains a documented security program for Procore for Government under which Procore has implemented and maintains administrative, physical, and technical safeguards designed to protect the confidentiality, integrity, and availability of the Subscription Services and Customer Data when hosted in the Procore for Government Platform.
   - **3.1.** Procore has obtained FedRAMP Equivalency status for the Procore for Government Platform, based on an assessment conducted by a FedRAMP-recognized Third Party Assessment Organization, and is pursuing FedRAMP Authorization at the FedRAMP Moderate Impact Level.
   - **3.2.** Procore has implemented security controls consistent with the FedRAMP Moderate Baseline designed to safeguard Customer's Procore for Government Account(s) and Customer Data hosted in the Procore for Government Platform.
   - **3.3.** Procore shall use commercially reasonable efforts to maintain Procore for Government's FedRAMP status (or successor or equivalent status, as reasonably determined by Procore) and security control implementation in effect as of the Effective Date.
   - **3.4.** Notwithstanding anything to the contrary in the Agreement or DPA, Customer Data within the Procore for Government Platform is hosted and processed in the United States.

4. **USE OF SUBSCRIPTION SERVICES.**
   - **4.1.** Customer understands and acknowledges that the security and compliance of the Procore for Government Platform is a shared responsibility between Procore and Customer. Customer is responsible for implementing certain security controls necessary to satisfy Customer compliance requirements as set forth in the Customer Responsibility Matrix or similar document between Procore and Customer.
   - **4.2.** Customer may upload or use CDI or CUI in its Procore for Government Account(s) subject to Section 6 of this Addendum. Notwithstanding the foregoing, Customer shall not upload or use any data subject to ITAR ("Regulated Data") in its Procore for Government Account(s) unless and until Procore provides express written authorization to Customer. In the event Procore expressly authorizes Customer to upload and use Regulated Data in its Procore for Government Account(s), Customer represents and warrants that its Procore for Government Account(s) satisfies all legal requirements applicable to the handling of such Regulated Data. If Customer introduces Regulated Data into its Procore for Government Account(s) or uses the Services in connection with Regulated Data without Procore's express written authorization, Customer will be solely responsible for sanitization costs incurred by Procore, its Subprocessors, or Affiliates to remove the unauthorized Regulated Data, regardless of any limitation of liability or damages caps in the Agreement or the DPA.
   - **4.3.** Customer shall not upload or use any Classified Data in its Procore for Government Account(s). If Customer introduces Classified Data into its Procore for Government Account(s) or uses the Subscription Services in connection with Classified Data, Customer shall be solely responsible for sanitization costs incurred by Procore, its Affiliates, and its Subprocessors, regardless of any limitation of liability or damages caps in the Agreement or the DPA.
   - **4.4.** Customer understands and acknowledges that the Procore for Government Platform is separate and distinct from Procore's commercial platforms and that certain features available when using the Subscription Services hosted in Procore's commercial platforms may not be available when Customer uses the Subscription Services hosted in the Procore for Government Platform.
   - **4.5.** Customer may have the ability to turn off certain features when using the Subscription Services hosted in the Procore for Government Platform. Customer understands and acknowledges that disabling or turning off such features may impact the functionality and/or performance of the Subscription Services or the effectiveness of security controls implemented within the Procore for Government Platform.

5. **THIRD-PARTY APPLICATIONS**
   - **5.1.** Customer understands and acknowledges that (i) using the Subscription Services when hosted in the Procore for Government Platform with Third-Party Applications may impact the functionality and/or performance of the Subscription Services or the effectiveness of security controls implemented within the Procore for Government Platform; and (ii) some Third-Party Applications may be unavailable when using the Subscription Services hosted in the Procore for Government Platform. Customer is responsible for ensuring that any Third-Party Applications satisfy Customer compliance requirements.

6. COVERED ACCOUNTS

6.1. This Section 6 applies to the use of Covered Account(s), if any, within the Procore for Government Platform.

6.2. Procore shall provide Customer with a summary of supporting documentation reasonably sufficient to demonstrate the FedRAMP Equivalency status (or successor or equivalent status, as reasonably determined by Procore) of the Procore for Government Platform.

6.3. Procore shall provide Customer with a Customer Responsibility Matrix or similar document that may be used by Customer in support of any Customer CMMC assessment activities.

7. SERVICE AND SUPPORT AVAILABILITY

7.1. Procore is committed to maintaining the Procore for Government Platform as necessary to implement administrative, physical, and technical safeguards designed to secure Customer's Procore for Government Account(s) and Customer Data. Notwithstanding Exhibit A to the Agreement, Customer understands and acknowledges that such maintenance may impact any Scheduled Downtime or Availability Objective (or similar or equivalent support service or service level commitments that may be included in the Agreement) for Subscription Services when hosted in the Procore for Government Platform. Access to support, reporting, and status updates may be impacted and modified.

8. MISCELLANEOUS

8.1. **Term.** This Addendum is effective as of the Effective Date and will remain in effect for so long as Customer is using the Subscription Services in the Procore for Government Platform, unless terminated earlier in accordance with the Agreement. This Addendum or any access to the Procore for Government Platform may be immediately terminated by Procore if Customer ceases to meet applicable eligibility requirements for the Procore for Government Platform.

8.2. **Assignment.** Notwithstanding anything to the contrary in the Agreement or DPA: (i) Customer shall not assign this Addendum without the advance written consent of Procore; (ii) Procore may assign this Addendum without Customer's consent in connection with a merger, reorganization, acquisition, or other transfer of all or substantially all of Procore's assets or voting securities to a successor; and (iii) Procore may assign this Addendum to a Procore Affiliate.

8.3. **Severability; Interpretation.** If a court of competent jurisdiction holds any provision of this Addendum to be unenforceable or invalid, that provision will be limited to the minimum extent necessary so that this Addendum will otherwise remain in effect. Section headings are inserted for convenience only and will not affect the construction of this Addendum.

8.4. **Entire Agreement; Order of Precedence.** This Addendum, together with the Agreement and DPA (as each may be amended in accordance with their terms), are the complete and exclusive statement of the mutual understanding of the Parties and supersede and cancel all previous written and oral agreements and communications relating to the subject matter of this Addendum. Except as specifically set forth in this Addendum, all terms and conditions of the Agreement and DPA remain in full force and effect. In the event of any conflict or inconsistency between or among the following documents, the order of precedence will be: (1) this Addendum, (2) the DPA, (3) the Order, (4) SOW, (5) this Agreement, and (6) any links provided in the Agreement or DPA. Any amendment will take precedence over the document it amends.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 7/19/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Woodruff-Sawyer & Co.
2 Park Plaza, Suite 500
Irvine CA 92614

CONTACT NAME: WS Certificates
PHONE (A/C, No, Ext): 844-972-6326 **FAX (A/C, No):**
E-MAIL ADDRESS: certificates@woodruffsawyer.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Lloyds of London	
INSURER B : Federal Insurance Company	20281
INSURER C : Chubb National Insurance Company	10052
INSURER D : Vigilant Insurance Company	20397
INSURER E : Pacific Employers Insurance Company	22748
INSURER F : QBE Specialty Insurance Company	11515

INSURED PROCORE-01
Procore Technologies, Inc.
Procore UK Ltd.
6309 Carpinteria Ave.
Carpinteria, CA 93013

COVERAGES **CERTIFICATE NUMBER:** 1731391745 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY [ ] PRO-JECT [ ] LOC OTHER:			36085196	7/14/2024	7/14/2025	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG $	$ 1,000,000 $ 1,000,000 $ 15,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY			73643846	7/14/2024	7/14/2025	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) Comp Ded / Coll Ded	$ 1,000,000 $ $ $ $ $1,000
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $			56723213	7/14/2024	7/14/2025	EACH OCCURRENCE AGGREGATE $	$ 10,000,000 $ 10,000,000 $
C D E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [ ] N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			71840303 - AOS 71840304 - FL 71840305 - NJ NY WI	7/14/2024 7/14/2024 7/14/2024	7/14/2025 7/14/2025 7/14/2025	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
A F E	Primary Cyber/E&O 1st Excess Cyber/E&O 2nd Excess Cyber/E&O			01MRCT000015002 130007614 NPL006696503	7/14/2024 7/14/2024 7/14/2024	7/14/2025 7/14/2025 7/14/2025	Limit Deductible	$5,000,000 $250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Coverage Continued:

E&O - Insurance Agents
Policy number: #7GA7PL000130302
Policy Period: 7/14/2024 to 7/14/2025
Insurance company: Bridgeway Insurance Company
Per Claim/Aggregate: $3,000,000
Deductible: $25,000
See Attached...

CERTIFICATE HOLDER

Evidence of Insurance
Procore Technologies, Inc.
Procore UK Ltd.
6309 Carpinteria Ave.
Carpinteria, CA 93013

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Zoe Overbay

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AGENCY CUSTOMER ID: PROCORE-01

LOC #:

ADDITIONAL REMARKS SCHEDULE

AGENCY	NAMED INSURED
Woodruff-Sawyer & Co.	Procore Technologies, Inc. Procore UK Ltd. 6309 Carpinteria Ave. Carpinteria, CA 93013
POLICY NUMBER	
CARRIER / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

1st Excess E&O - Insurance Agents:
Policy number: #INX90688500724
Policy Period: 7/14/2024 to 7/14/2025
Insurance company: Nautilus Insurance Company
Limit: $2M xs $3M

2nd Excess E&O - Insurance Agents:
Policy number: #BFLXMLTCA01130002051702
Policy Period: 7/14/2024 to 7/14/2025
Insurance company: Texas Insurance Company
Limit: $2.5M xs $5M

3rd Excess E&O - Insurance Agents:
Policy number: HE887DMLA231
Policy Period: 7/14/2024 to 7/14/2025
Insurance company: Professional Solutions Insurance Company
Limit: $2.5M xs $7.5M

Crime:
Policy number: P00100121662402
Policy Period: 7/14/2024 to 7/14/2025
Insurance company: Axis Insurance Company
Limit: $5,000,000
Retention: $100,000

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Company Overview

Background

About Procore

When Procore started in 2002, it was with one simple goal – to positively impact the construction industry. Today, Procore is the world's most widely used construction management solution with more than 3,600 employees across eighteen (18) global offices. We serve over 17,000 customers and have upwards of 2M+ users across over 160 countries. In addition, more than 3M projects have been created in the Procore platform, representing over $1T in construction volume. Procore is a Delaware registered corporation and publicly traded (NYSE: PCOR). We provide the experience, stability, and proven solution that the Division seeks.

Qualifications and Experience

Overview

Procore Technologies, Inc. (hereinafter "Procore") is pleased to submit a response to the State of West Virginia's Department of Administration, Purchasing Division ("Division") Request for Proposal for an AML Construction Management System (Sol # CRFQ 0313 DEP2600000001). In the sections that follow, we shall provide information and documentation regarding our qualifications and experience in providing services or solving problems like RFP.

Information includes:

- About Procore - General Company History and experience
- Staff Experience and Staffing Plans
- Past Projects/Case Studies/References
- General Benefits and Differentiators

Please note, Procore will put forth for the State's consideration both our traditional "commercial" offering, as well as our Procore for Government offering. Each offer provides benefits to the State's DEP in achieving their goals for a modern, efficient, risk averse, time and cost-saving Construction Management System.

Staff Experience and Staffing Plans

Staff Experience: The Procore Customer Success team provides an efficient and successful rollout of Procore's project management platform across our client's organization. All support staff go through a rigorous training program on Procore's platform and software functionality before supporting clients.

Please see the table below for roles and typical experience for each role.

Staffing Plan: In a typical plan, Procore clients are provided with a Procore Account Team. Core members of your account team include an Account Executive, Project Manager, and Customer Success Engineer.

Company Overview

During implementation, your Project Manager will pull in other technical resources. These roles may include but are not limited to: Strategic Product Consultant, Solutions Architect, Analytics Integration Specialist, and Integration Implementation Specialist.

A brief overview of each role:

Key Project Roles

Project Manager (PM), Professional Services The Procore Project Manager will guide the above implementation process and help you create the foundation on which to build long-term adoption. They will work with your team to develop detailed implementation plans tied to organization objectives, drive efficiency in the onboarding process, and manage all internal Procore resources. Manages the project, including timeline, budget, and risk associated with delivery.	**Experience** 5+ years' experience with SaaS or large scale, global project management Bachelor's degree preferred
Senior Customer Success Manager (CSM) Post-implementation, Procore will assign one Customer Success Manager (CSM) as part of the annual subscription services. As the client's main point of contact for any account-specific questions, the CSM conducts quarterly reviews focused on continued success, adoption of new features, and strategic planning initiatives to establish the City is meeting Key Performance Indicators. You will identify in-house Procore administrators who will have direct access to the designated CSM.	**Experience** 8+ years of Customer Success, Professional Services, Technical Pre-Sales experience. 8+ years of Construction industry expertise preferred. Bachelor's degree in construction management, Civil Engineering, Mechanical Engineering, Information Systems, or CS preferred
Analytics Implementation Specialist Assists with implementing the Procore Analytics product and provides guidance on report and dashboard customizations.	**Experience** 5+ years technical experience Bachelor's degree or equivalent experience, certifications and trainings
Strategic Project Consultant (SPC) Industry and product experts who will provide consultation and training to the Client in partnership with Client's Project Manager and Customer Success Manager.	**Experience** 5+ years' experience Bachelor's degree preferred
Solution Architect (SA) Technical resources who can speak to Procore's open API and its endpoints. SAs provide guidance on integration best practices and training on webhooks, authentication, REST web services, or other specific needs.	**Experience** 5+ years technical experience Bachelor's degree or equivalent experience, certifications and trainings

Company Overview

Post Implementation

Customer Success Engineer

As part of the annual subscription services, Procore will assign one (1) named Customer Success Engineer (CSE). Post-implementation, the CSE conducts quarterly reviews for leadership, focusing on continued success and adoption of new features, and strategic planning initiatives to establish that your organization is meeting Key Performance Indicators and serves as the main point of contact for any account-specific questions. You will select/identify lead Procore administrators within our organization that will have direct access to the designated CSE.

Procore Support is ongoing and fully available after training and implementation. Standard support is included in the cost of your subscription and is available to all, including non-customers. All support is provided by Procore employees and is available via phone, email, or Live Chat.

Procore cannot guarantee or warrant that specific named personnel will be available for this project at the time of contract signing. Below are representative resumes for each role.

Company Overview

Every product you need to plan and prep, build, and operate construction on one platform.
www.procore.com

Project Manager

Professional Experience

Procore Technologies Inc.
Project Manager | June 2021 – Present

This position involves transforming new customers into experts on Procore's software. The responsibilities include conducting training, providing support, creating roll-out plans, and managing relationships with customers to achieve their business goals. Collaborate with key contacts, execute custom onboarding strategies, produce status reports, and provide mentorship to team members. Diligent and proactive communication is essential to provide the highest level of service to Procore's largest clients.

Certona
Implementation Project Manager | Mar 2015 – June 2021

Managed multiple implementation projects for Fortune 500 companies, ensuring success criteria were met within timeline and budget. Guided decisions to deliver measurable results. Led internal and external resources, problem-solved and maintained communication with clients. Managed deliverables and priorities, established client relationships and mentored new project managers. Analyzed post-launch reporting for accuracy and trained customers on using our platform and reporting options. Prepared the Account Management team for ongoing client support by reviewing transition status and advising on project deliverables.

Tangoe
Client Services Analyst | Jan 2012 – Mar 2015

Managed fixed and wireless carrier invoices worth over $140 million annually for Tangoe's largest client. Communicated with the client daily, provided weekly reporting figures, identified opportunities for process improvement, and developed and enforced clear processes and procedures. Supported the executive management team with presentations, analysis, and strategic initiatives.

Education

University of San Diego
B.A., Communication Studies | May 2004

NOTE: This is a **SAMPLE RESUME** only.

Company Overview

Every product you need to plan and prep, build, and operate construction on one platform.
www.procore.com

Senior Strategic Product Consultant

Professional Experience

Procore Technologies Inc.
Solutions Architect| 2022 – Present

Construction industry experts who specialize in specific Procore product lines. Work with clients to determine best practices and standard operating procedures to optimize the use of the Procore Platform within their business. Establish and implement plans that will address client needs and concerns throughout the implementation process. Provide implementation training and consultations for end users of the product.

Kolter Urban
Development Manager | 2021 - 2022

Managed real estate development processes including due diligence, project design, and construction management. Acted as owner representative for condo buyers through the construction process. Managed project costs, schedule, and quality through the life cycle of the project.

John Moriarty & Associates
Project Manager | 2018 - 2021

Built and maintained project budget and schedule. Created full-scope cost estimates for projects. Reconciled cost disputes between owners and subcontractors.

HITT Contracting
Assistant Project Manager | 2016 - 2017

Managed multiple subcontracts on active projects. Reviewed subcontractor RFIs and submittals. Managed closeout of projects.

Education

Virginia Tech
Minor, Real Estate & Development | 2009 - 2010

NOTE: This is a **SAMPLE RESUME** only.

Company Overview

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www.procore.com

Solutions Architect

Professional Experience

Procore Technologies Inc.
Solutions Architect | 2019 – Present

Conducts Integration Consulting , shares best practices, designs, and Q&A for technical teams to build their own integrations. Collaborates with customers and prospects to detail requirements and design integrations based on business requirements. Translates customer requirements and design into actionable tasks and workflows to be built by engineering team. Manage internal and external engineers to deliver integration projects and refine, document, and lead presentations detailing our technical services process.

Hoffman Construction
IT Specialist | 2010 - 2019

Was responsible for addressing field construction needs with software solutions. Led the evaluation of enterprise software for project management, which involved gathering requirements, evaluating potential solutions, and implementing the chosen software. Designed integration workflows to meet cross-functional business needs and provided guidance and best practices for software use based on employees' requirements. Administered and supported Prolog construction management software for over 1000 internal and external users. This included planning, testing, and implementing upgrades for Prolog across multiple virtual servers, as well as providing formal and informal training on construction management and document management software. Troubleshot basic issues with the J.D. Edwards accounting system.

Education

Willamette University
2009 - 2010

Oregon State University
B.S. Business | 2005 - 2009

NOTE: This is a **SAMPLE RESUME** only.

Company Overview

Every product you need to plan and prep, build, and operate construction on one platform.
www.procore.com

Analytics Implementation Specialist

Professional Experience

Procore Technologies Inc.
Analytics Implementation Specialist | Jan 2021 – Present

Assists with implementing Procore Analytics in Power BI, custom report scoping, development, and requirements gathering. As your BI consultant, helps determine your Data Strategy and advance in Data Maturity. Supports Sales Engineers with report scoping and development of POCs. Works with BI developers to present a satisfactory solution to reporting needs and educate internal teams on the Procore Analytics platform.

Help Desk Technology
Senior ServicePRO Consultant | Sept 2014 – Sept 2020

Developed custom reports using Stimulsoft, Crystal Reports, and SQL queries to meet clients' requirements. Performed software demos and acted as a technical resource for sales teams. Also responsible for gathering and documenting requirements for custom software development and liaising with the development team to deliver solutions to satisfy customers. Obtained ITIL certification to implement workflows for clients.

Help Desk Technology
Senior ServicePRO Consultant | Sept 2014 – Sept 2020

Developed custom reports using Stimulsoft, Crystal Reports, and SQL queries to meet clients' requirements. Performed software demos and acted as a technical resource for sales teams. Also responsible for gathering and documenting requirements for custom software development and liaising with the development team to deliver solutions to satisfy customers. Obtained ITIL certification to implement workflows for clients.

Education

University of Michigan (via Coursera)
Python 3 Programming (online) | Jan 2019 – Sep 2019

Johns Hopkins University (via Coursera)
Data Science Specialization (online) | Sep 2017 - July 2018

McMaster University (ON, Canada)
Masters of Science – Physics | Sep 2010 - May 2013

McMaster University (ON, Canada)
B.S. – Honors Physics, Biophysics Specialization | Sep 2006 - April 2010

NOTE: This is a **SAMPLE RESUME** only.

Company Overview

Past Projects/Case Studies/References

References

Procore works with thousands of similar cities, public departments, and agencies throughout the United States and globally with similar needs and expectations. We have listed three references here, as well as several case studies, and are available to provide more information upon request. We are proud of our customer base, and excited to share it with WVDEP.

Reference	Point of Contact & Title	Contact Information	Project Description
Tennessee Valley Authority	Carla Frizzel, Project Controls Manager	cdfrizzell@tva.gov 423-430-2466	The Tennessee Valley Authority (TVA), the nation's largest public power provider, has adopted Procore at scale to support its vast capital programs. TVA employs Project Management Pro, Quality & Safety, and Procore Analytics to unify data, enhance decision-making, and maintain accountability across one of the most complex utility portfolios in the country.
City of New Orleans	Carson Rapose, Innovation Manager	carson.rapose@nola.gov 504-202-0153	The City of New Orleans selected Procore as its end-to-end construction management platform. By implementing Training Center, Quality & Safety, Project Management Pro, Invoice Management, Project Financials, Bid Management, and Procore Analytics, the city has increased visibility into projects, strengthened contractor accountability, and advanced transparency in public infrastructure delivery.
Loudoun Water	Nick Fugaro, Program Manager	nfugaro@loudounwater.org 571-291-7786	Loudoun Water, a public water utility serving one of the fastest-growing regions in Virginia, uses Procore to deliver critical infrastructure projects with greater consistency and control. Their teams apply Training Center, Quality & Safety, Project Financials, Project Management Pro, and Invoice Management to strengthen workforce readiness, improve safety outcomes, and ensure financial transparency.

Company Overview

Case Studies

Please see the pages that follow for two case studies – the City of Memphis and the California Department of General Services.

PROCORE

CUSTOMER STORY

Procore Accelerates the City of Memphis

Overcoming complex operational and reporting processes through improved collaboration and project insights

City of Memphis

The City of Memphis, Tennessee is dedicated to reinvigorating their community. Accelerate Memphis, a $200 million capital investment project under Mayor Jim Strickland, is dedicated to revitalizing citywide assets, improving parks, streetscapes, pedestrian access and investing in community anchors.

LOCATION

Memphis, TN

FIRM TYPE

Public Agency

PRIMARY INDUSTRY

Renewable Energy

Start growing with Procore today.

With tools to make every part of your process more human and a support team excited to help you, getting started with any project has never been easier.

Request a demo

The Challenge

The City of Memphis, Tennessee, was on the brink of major change. In 2020, a $200 million capital investment plan designed by Mayor Jim Strickland was approved by city council. This plan, called **Accelerate Memphis**, included significant improvements to parks, streets and other city-wide assets—all within two years. To pull this off, the City needed the right software to manage all these projects.

The Solution

The City was bogged down by complicated internal processes, lack of collaboration and visibility, and more importantly, difficulty reporting across projects to leaders, taxpayers and other stakeholders. The City required an intuitive solution that could provide the analytics and insights needed to pull off Accelerate Memphis—and projects beyond. They found **Procore**.

The Results

- Procore's unlimited user model allows the City to securely include all stakeholders with custom permissions, enhancing collaboration without extra costs.
- Heightened visibility in Procore reduces the need for status meetings, enabling stakeholders to view all Accelerate Memphis projects in one portfolio.
- Procore helps the City monitor project schedules and responsibilities, ensuring accountability across numerous tasks within Accelerate Memphis.

> "The imperative we had was, 'Here's $200 million. Complete all these projects in the next two years.' That would not have been possible to even get off the ground without the use of a management platform like Procore."

Craig Hodge
PROJECT MANAGER
CITY OF MEMPHIS

A legendary city and an unprecedented CIP

"Home of the blues & birthplace of rock 'n' roll," **Memphis, Tennessee** is known for some of the best music and barbecue on the Mississippi—and for Elvis Presley. With approximately 650,000 residents, the City of Memphis has sought in recent years to improve the lives of its citizens and the historic streets, parks and public assets they use every day.

In 2020, Major Strickland pitched and received approval from the city council for a $200 capital improvement plan (CIP). This CIP allocates $75 million to "**Activating Memphis 3.0**," which is the city's first comprehensive plan in two decades, funding the improvement of signage, light pole banners, bus shelters, crosswalks, streetlights and more. Another $75 million is dedicated to improving Memphis parks, and the final $50 million goes towards revitalizing city-wide assets, such as the Liberty Park youth sports complex and the Historic Melrose mixed use/library/housing development.

However, there was a significant caveat—the projects that made up this CIP had to be completed in two years. Craig Hodge, a project manager for the City, remembers the pressure—and the relief of finding a solution to manage it all on: "We were asked to do five times our annual CIP budget, given to us at one time, and we were supposed to complete all these projects in two years. The only way that was going to be possible was if we had much higher visibility into the projects. With Procore, you can create a project in a day, you can add everyone to the project, add the deadlines and you can have much greater portfolio visibility than what we previously had."

From siloed to a successful, single source

As a municipal government, the City had difficulty sharing project statuses with stakeholders due to heightened security and permissions. "Previously, we did not have a way to share document repositories with outside organizations to report across project portfolios to division or city leadership, to track meeting, agenda or task items across divisions—anything that could have been in a silo was in a silo," recalls Hodge. Without everyone able to be on the same page, it was challenging to make plans that could be shared across the board.

"One thing that the City had struggled with prior to having Procore was keeping a large number of projects on track, especially when they involve permissions to outside government agencies, whether it's our state transportation department or our city utility," says Hodge. "[We didn't] have a way to see all projects and the steps required for each project in a single source—they lived in a folder on each project manager's computer."

When the City implemented Procore, they realized the benefits of providing access to all required stakeholders on each project. Whether a specialty contractor or a city official needed insight into a project or plan, Procore's **Project Management** tool could readily provide it. "Shifting to Procore has allowed us to get everyone on a project team—internal, external, leadership and people in the field—working out of the same platform. It's allowed us to view project schedules across entire portfolios and deadlines," reports Hodge.

Unlimited users, unlimited potential

Among all the silos that the City was experiencing was a lack of interaction among stakeholders. In many instances, this was due to lack of licenses and the use of point solutions. With Procore's unlimited user model, the City is able to add anyone to any project with the right permission levels so information can be both accessible and secure—and best of all, at no additional cost.

"One of the main benefits of Procore is the ability to add members of external organizations to the project teams in Procore," says Hodge. "In city government, our internal Microsoft Office 365, Excel and everything is pretty locked down, and

makes it hard to share documents across teams and organizations. Just being able to add all the project members to the interface at a single location has been very valuable."

Getting teams connected in a single solution has improved quality of life across the board. This visibility has made an impact on day-to-day operations for everyone involved in Accelerate Memphis, from trade partners and contractors to city leadership and project managers like Hodge.

"As an owner, we want to know if a project's on track, if a project is on budget, what a contractor needs from us and what we are asking of the contractor. We can do all of that within Procore," says Hodge. "We have a lot of complicated internal processes that we force on ourselves. Being able to document that in Procore and create workflows in Procore can really simplify that, and makes it a lot easier when people shift in and out of projects. Everyone's already on the same page and knows what steps are needed to get a contract signed or to get a permit—so I think it's fantastic for owners."

Improving operations with analytics and financials

The City leans on Procore's analytic tools to facilitate monthly performance reviews with pre-built dashboards. The team can configure tools to work for their business processes without needing to hire a technical consultant to customize. "Procore allows people such as myself, with no coding experience, to build your own correspondence type and customize pretty easily," shares Hodge. Procore provides the City with actionable insights and data in one convenient location. Procore has also made an impact on how the City manages their budget. With a CIP of unprecedented size, it was necessary to carefully steward and track every dollar. "With Procore Financials, you can make a change to the project budget in two seconds," says Hodge. "You can also document who made the change, why the change was made and who approved the change—everything is immediate and available. It's been very helpful to be able to highlight key milestones from project schedules. As Accelerate Memphis continues, it's important for the City to inform citizens about project updates, and with project information at their fingertips, the City can do just that.

Providing insights for success, Procore continues to help Accelerate Memphis today and beyond.

ROI Report

Why the right tech is more crucial than ever.

Customer Success Stories

See the power of Procore put to work by real teams around the world.

Ready to see it in action?

Stop jumping between apps to get a clear view of your project's status.

Request a demo

★★★★½ (2,779) ★★★★½ (3,521)

★★★★½ (39K) ★★★★½ (3,010)

PROCORE

CUSTOMER STORY

Transforming project oversight and communication for success

With Procore, CIMB tackled data accessibility challenges, streamlining processes and achieving improved outcomes

DGS
GENERAL SERVICES

DGS serves the public by providing a variety of services to state agencies through procurement and acquisition solutions; real estate management and design; environmentally friendly transportation; professional printing, design and web services; administrative hearings; legal services; building standards; oversight of structural safety, fire/life safety and accessibility for the design and construction of

K-12 public schools and community colleges; funding for school construction; and disability access.

LOCATION

Sacramento, CA

FIRM TYPE

Public Agency

PRIMARY INDUSTRY

Education

Start growing with Procore today.

With tools to make every part of your process more human and a support team excited to help you, getting started with any project has never been easier.

Request a demo

The Challenge

With so many agencies and programs to monitor at any given time, the Construction Inspection and Management Branch (CIMB) for the State of CA's Department of General Services struggled with persistent challenges around communication and data accessibility. Driven in large part by manual data entry across disconnected systems, even routine tasks like daily logs were a complex, multi-step process. These types of inefficiencies created delays in communication and impacted the accuracy of project data. For CIMB this made oversight a time-consuming and painstaking process.

The Solution

CIMB brought on Procore to help streamline their processes, minimize delays, and dramatically improve communication across stakeholders. After successfully implementing Procore in 2018, the agency hit the ground running, quickly gaining adoption across teams and stakeholders. This gave Brenning increased visibility and accountability across state agencies and allowed him to effectively manage and monitor multiple teams and projects across the state.

The Results

- Achieved significant time savings by eliminating redundant manual processes, leading to an immediate return on investment
- Enhanced issue resolution by streamlining communication, enabling teams to quickly identify and address potential challenges
- Increased project oversight with real-time data access, empowering executives to ensure high-quality delivery from anywhere in the state

> "Implementing Procore was phenomenal. We gained visibility and access to crucial information, empowering area supervisors to better control projects and monitor staff. Truly transformational."

Doug Brenning
CHIEF, CONSTRUCTION INSPECTION AND MANAGEMENT BRANCH
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

CIMB struggled to find project information which led to delays

Efficiency is a challenge when project data is scattered among various spreadsheets, emails, and file cabinets. When something goes wrong, getting answers can grind progress to a halt.

"Before Procore, it was not not unusual where an issue would get escalated, and it would take me a day or day and a half to try and find the information," says Brenning.

By routing everything through Procore, CIMB now has a single source of truth across projects, increased visibility into the health of their projects, and more confidence in the quality of their data.

With Procore, CIMB finds the the right tools for the job

Completing the inspection process is one of the most critical elements of CIMB's work. For this essential task, CIMB uses Procore's Quality and Safety module which allows Brenning to address issues in real time and help mitigate risks that could impact his schedule and budget.

"That one Procore module has transformed my whole organization. Now I can triage a project remotely. We had a roofing project where the contractor lost control in terms of rain events and leaking, and it was really drastic. I was immediately able to see in the Photos tool what was happening and what it was like before, see the daily logs, and really get a real quick grasp on what was happening with that project."

This would not be possible without Procore's mobile app which allows his team to easily document field information and supports all activities that need to be done on the job or remotely, including the ability to create punch list items, view and mark-up drawings, download documents, take photos, and more.

"With Procore's mobile tools, our observations and inspections are documented better. Teams can verbally transcribe their comments in the mobile tool, and we aren't losing information.

Not only is the data available to my staff, it's available to the other users in the projects, as well."

This makes it easier for Brenning to remotely oversee projects across the state and across multiple sites. "If I need to find something going on with a project, I can go to the mobile app tool and see what's happening. More importantly, our customers really like it, and they have access to information. It's transparent and it's visible to them. They can see what's going on in real- time. It doesn't require you to be on a jobsite," says Brenning.

Offline capabilities ensure data is captured even without connectivity, helping reduce delayed, duplicative data entry and offering field teams even greater flexibility. "My staff are often working in locations where there isn't any communication, and that doesn't inhibit the mobile tool at all. They're able to do all of their work, and then as soon as they get in communication range, it updates it automatically."

Los Angeles County saves countless hours (and a lot of paper)

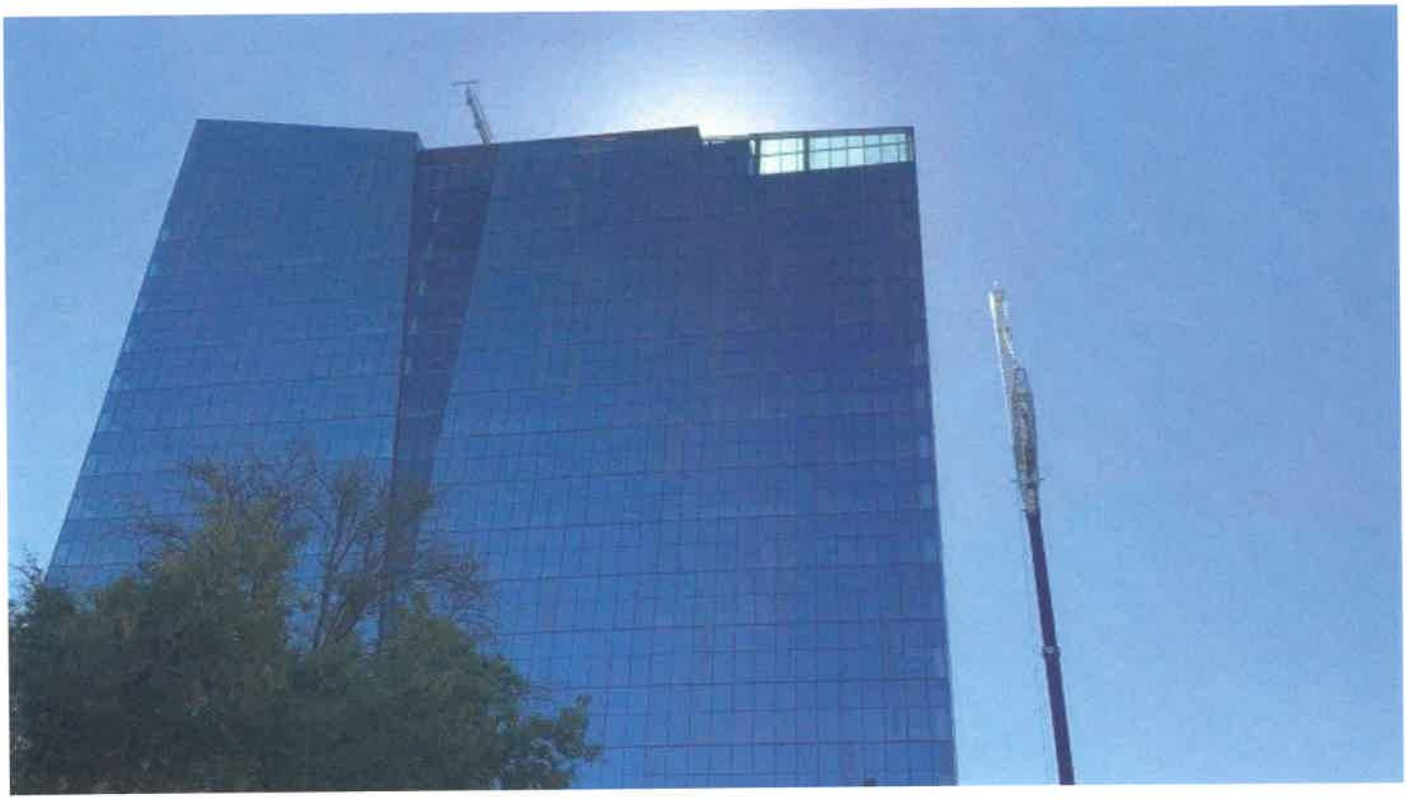
Procore's flexibility and ability to unify project data came in particularly handy during a unique request from Los Angeles County. During the pandemic, the state leased 32 hotel properties to provide housing for homeless people. As they were phasing occupants to other living arrangements, CIMB was tasked with assisting LA County in returning the property to the owner in pre-pandemic condition.

The project involved thousands of surveys to determine the extent of the damage in each and every room, which typically would involve countless hours of manual entry and a nightmarish mess of paper documents.

Instead, CIMB proposed they use their Inspections tool in Procore. They created a checklist that emulated the county's survey document that allowed them to quickly indicate the level of damage. After assisting with a couple of the properties, CIMB

trained LA County staff to use the tool themselves so they no longer had to be involved, ultimately completing over 2,100 surveys. The Procore mobile app allowed the surveyors to conduct the surveys with their smartphones, and once saved or completed the data was uploaded to the project in the Procore web application.

"It was phenomenal for LA County. It saved them an immense number of hours and gave them immediate access to data they could analyze to determine what they have to do to restore those properties," said Brenning.



Fast adoption for internal and external teams means quicker time to value

Brenning was able to get everyone up to speed quickly by taking advantage of the Procore Training Center.

"Every user has a different access level and need for information. We were able to customize our use of Procore's Training Center for each user role and make it specific to what they need to know so they didn't get lost in tutorials and manuals and all of these kinds of things, and it works very well," said Brenning.

Brenning says that Procore's unlimited user model helps them establish an environment that fosters an even greater degree of involvement and accountability up and down the value chain.

"I believe that we've got a user environment that just encourages everyone on a project, including external collaborators and stakeholders, to be involved, and that is really very key. The access to information, transparency, and communication is readily there for all of my stakeholders."

CIMB finds a true partner in Procore

Partnerships are built on reciprocity and trust, which includes the way a product is developed and supported. For Brenning, Procore's customer-centered approach has been a gamechanger and truly instrumental in the success of his organization.

"Procore's innovative team continues to provide new capabilities and features beyond initial implementation. They respond to customer and user feedback, and look to other ways they can make the experience better or bring more value to us. The return on investment has increased exponentially for myself and my organization, without asking or expecting it. Bottom line, it's one of the best decisions I have made in my career," says Brenning.

ROI Report

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(2,779) (3,521)

(39K) (3,010)

Company Overview

Why Procore

- **Sole Focus on Construction for the Public Good:** Procore is dedicated exclusively to construction and infrastructure. We understand the unique challenges public agencies face in managing capital programs, balancing regulatory compliance, safety, and fiscal accountability. Our user-focused platform enables agencies to streamline project delivery, strengthen oversight, and improve collaboration across stakeholders. Procore was built by people from the construction industry for those who serve the public interest ensuring taxpayer-funded projects are delivered efficiently, transparently, and safely.

- **Open Platform with Pre-Built APIs for Interoperability:** Public sector agencies often rely on multiple systems and must ensure data integrity, security, and accessibility. Procore's secure, open platform offers extensive pre-built APIs and an integration toolkit, enabling interoperability with existing systems. This approach reduces duplication, improves audit readiness, and ensures that project data is accurate, accessible, and reportable across programs.

- **Unified Platform for Transparency and Accountability:** The Procore platform connects every participant in a project, from agency staff to field inspectors and contractors, into a single, easy-to-use system. By consolidating project management, financials, safety, and quality in one place, WVDEP can eliminate silos, reduce errors, and ensure every stakeholder is working with the most current information. This creates a clear, auditable record of project decisions, helping the agency deliver greater accountability to citizens and oversight bodies.

- **Future-Ready Innovation for Government Programs:** Procore is designed to evolve alongside the needs of public agencies. We deliver regular enhancements and security updates to ensure the platform remains reliable and responsive to changing requirements. Through our open ecosystem, agencies can adopt new tools at their own pace without disrupting core operations. This ensures WVDEP has a trusted, future-ready system that can scale as programs and funding expand, while maintaining stability and transparency critical to public service.

Conclusion

In the pages that follow, Procore looks forward to detailing the benefits of our platform specific to WVDEP's needs. To highlight the impact agencies typically see, here are common outcomes our public sector customers experience:

- **Save Time:** Agencies reduce administrative burden and manual data entry, saving an average of 15 days per project by streamlining approvals, reporting, and oversight.
- **Improve Fiscal Oversight:** Customers report fewer disputes and more efficient change order management, helping keep projects on budget and reducing negotiation delays.
- **Strengthen Accountability:** Procore creates a clear, auditable record of project activity, giving public agencies confidence that projects can withstand funding audits and federal oversight.
- **Enhance Collaboration:** Staff, consultants, and contractors all work from the same, most up-to-date project information, reducing miscommunication and ensuring faster, more consistent decisions.

These outcomes demonstrate how Procore supports WVDEP in delivering projects more efficiently, transparently, and responsibly on behalf of the citizens of West Virginia.

Company Overview

4.3.1. Qualification and Experience Information: Vendor shall describe in its proposal how it meets the desirable qualification and experience requirements listed below.

Acknowledged. Please see our response to each section number below.

4.3.1.1. Vendors shall demonstrate successful prior experience providing workflow and project management systems of similar scope and size. It is preferred that vendors have experience working with other government agencies performing similar work.

Procore has demonstrated successful prior experience providing workflow and project management systems of similar scope and size, serving over 17,000 customers and with upwards of 2M+ users across over 160 countries. In addition, more than 3M projects have been created in the Procore platform, representing over $1T in construction volume. Procore is a publicly traded company as well (NYSE: PCOR). Well-established, global, fiscally solid, and experienced in providing enterprise commercial off the shelf (COTS), software as a service solutions, we provide the proven solution that the Division seeks.

Specific examples include our references—Tennessee Valley Authority, City of New Orleans, and Loudon Water--provided on the previous pages.

4.3.1.2. Vendors shall identify key personnel that will be assigned to implementing and training users on the system, including their availability, experience, and Credentials.

As a matter of standard practice, Procore does not name specific individuals in advance of contract award, as team assignments are finalized based on project scope, timing, and agency needs. However, WVDEP can be assured that all assigned personnel will be full-time Procore employees with deep expertise in public sector implementations and training.

Every implementation and training professional is required to complete rigorous internal Procore certification programs, which include product knowledge, project management practices, and client success methodologies. In addition, our personnel bring extensive prior experience implementing Procore software for agencies and utilities of similar size and complexity.

While the exact number of years of experience may vary by individual, the categories of key personnel that would typically be assigned to WVDEP are outlined in the table provided on pages 4–5, which reflects representative experience levels, credentials, and availability.

This model ensures that WVDEP will be supported by a dedicated, highly trained team with proven expertise in guiding public sector organizations through successful system deployment, training, and adoption.

4.3.1.3. Vendors shall demonstrate successful prior experience providing simplified requisition processes for users and automated routing for approval.

Procore has extensive experience delivering workflow and project management systems at a scale comparable to the needs of WVDEP. Our platform serves more than 17,000 organizations worldwide, with over 2 million

active users and more than 3 million projects managed to date, representing over $1 trillion in construction volume.

Importantly, Procore is not just proven globally, but also trusted by public sector agencies managing critical infrastructure and environmental projects. For example:

Tennessee Valley Authority (TVA): one of the nation's largest public utilities, using Procore for project management, safety, and analytics across a multi-billion-dollar capital program.

City of New Orleans: using Procore across multiple functions including financials, bid management, and analytics to increase transparency and accountability in public works projects.

Loudoun Water (VA): leveraging Procore for training, safety, financials, and project management to deliver water infrastructure projects for one of the fastest-growing regions in the country.

These references demonstrate how Procore has successfully partnered with government entities responsible for large-scale, regulated programs like WVDEP's AML reclamation projects.

As a publicly traded company (NYSE: PCOR) with a sole focus on construction, Procore offers the stability, scale, and expertise that WVDEP can rely on to manage projects efficiently, transparently, and in compliance with oversight requirements.

4.3.1.4. Vendors shall demonstrate and provide their experience, certifications and specializations in Microsoft and/or Google Workspaces.

Procore has extensive experience supporting agencies and organizations that operate in both Microsoft and Google Workspace environments. Our platform provides secure, pre-built integrations and open APIs that enable seamless connectivity with tools from both ecosystems, including:

Microsoft 365: Outlook, Teams, OneDrive, and SharePoint integrations are widely used by our customers for communication, file management, and collaboration.

Google Workspace: Gmail, Google Drive, and Google Calendar integrations are supported through our open platform, ensuring compatibility for agencies utilizing Google tools.

Procore's integration framework and open API architecture allow WVDEP to connect Procore to existing Microsoft or Google systems with minimal customization. This flexibility ensures staff can continue to use their preferred productivity suite while maintaining a single source of truth for project data in Procore.

With more than 17,000 customers and 2 million users worldwide, Procore has proven experience supporting these integrations in diverse environments, including public sector agencies, utilities, and municipalities.

Technical Approach

Executive Summary

Statement of Understanding of Scope of Work

Procore is pleased to submit both our Commercial and Government Construction Management Software solutions in response to the State of West Virginia's Department of Administration, Purchasing Division, on behalf of the West Virginia Department of Environmental Protection (WVDEP). We have carefully reviewed Section 4: Project Specifications of the RFP and are confident that Procore not only meets but exceeds the requirements outlined by WVDEP.

After review of Section 4.1: Background and Current Operating Environment, we understand that WVDEP's Division of Land Restoration (DLR) supports four offices and approximately 160 staff, many of whom are field-based, who must replace the legacy DLRNET/AMLNET system that is no longer viable or capable of being updated. We further recognize WVDEP's core challenges, including:

- Limited collaboration across divisions and offices.
- Lack of a standardized, centralized system for data collection and management.
- Risk of information loss and inconsistent document control.
- Inefficient inter-office communications and project budgeting.
- Limited ability to track accountability and approvals.
- The need to coordinate effectively with outside contractors, consultants, funding agencies, federal oversight bodies, and project stakeholders.

We also recognize WVDEP's stated objective: the adoption of a modern workflow and data management system that streamlines operations and enables real-time collaboration across all internal and external stakeholders. Specifically, WVDEP requires a system capable of managing procurement, submittals, change orders, inspections, invoices, billing, payments, permits, and all other project operations while capturing, retaining, and disseminating large volumes of multimedia data in multiple formats. The system must also:

- Function reliably in offline environments and sync automatically when connections are re-established.
- Provide a consistent user experience across desktops and mobile devices.
- Support the assignment and tracking of tasks, with notifications for deadlines and milestones.
- Deliver the transparency and accountability required for federal funding oversight and public trust.

Procore understands these requirements and is uniquely positioned to deliver on them. Our platform is built specifically for construction and capital project management, providing a secure, cloud-based system of record that enables collaboration, transparency, and accountability at every stage of the project lifecycle. By adopting Procore, WVDEP will gain a future-ready solution that supports its mission of reclaiming and restoring land while ensuring responsible stewardship of taxpayers and federal resources.

About Our Solution

Procore's Construction Management System (CMS) solution empowers organizations to own their own data, standardize and optimize project delivery, and mitigate risk while fostering collaboration at every stage of the project lifecycle. The solution is web-based and offered as a cloud computing, multi-tenant, Software as a Service (SaaS). Procore's annual

Technical Approach

subscription provides unlimited user licenses, training, certification, implementation, support, unlimited document/data storage, and more for both office and field employees involved in the project execution process. This includes any external collaborators, such as contractors, consultants, designers, architects, etc., all managed through granular permission access to ensure all parties collaborate in a single source of truth. This allows you to increase accountability and eliminate silos.

Procore has one central platform for everything. It connects your team, reports, software, and data, so everyone has access to everything they need. It also gives you the freedom to connect with hundreds of integrations in the Procore App Marketplace.

Utilizing the world's most widely used construction management software, the WVDEP can increase project efficiency and accountability by streamlining and mobilizing project communication and documentation. Procore offers services tailored to the size of your team and the work that you do. Whether you are a state agency, municipality, or public utility with dedicated IT resources or limited internal staff, our team is ready to help you achieve your mission with greater efficiency, transparency, and accountability. Built alongside hundreds of industry leaders— we have learned from their challenges and coded operational best practices into our solution. Together as Team Procore, we can leverage that knowledge to build a customized solution to meet goals and objectives. Our experts operate with one mission: to make the lives of everyone in construction easier. By partnering with us, you will have the critical change management and technical expertise to manage your evolving needs.

We provide an off-the-shelf, Software as a Service (SaaS) solution securely hosted in an Amazon Web Services (AWS) cloud environment. The solution provides design through build through maintenance of WVDEP's projects, and provides increased efficiency, streamlined communications, and improved project visibility the Procore Platform provides will allow you to modernize the systems and processes you use, while realizing the significant benefits of a true construction management platform. Our Scope of Work includes:

Implementation of Procore Construction Project Management Software including the following recommended modules:
Project Management Pro
Quality & Safety
Invoice Management
Analytics (2.0)
Project Financials
BIM Suite
Bid Management
	• Reporting configuration and setup
	• Scoping of the potential integration of Procore with WVDEP systems/applications
	• Scoping Procore configuration, includes:
	  o Planning and Alignment
	  o Discovery Workshops
	  o Consultation
	  o Review of Standard Operation Procedures
	  o Review of Reporting Needs
	  o Rollout Planning
	• Usage Review
	• Training
	• Documentation
	• Post go-live support and customer success representation.
	• Premier Support Silver & Training Center[1]

[1] Not available in Procore for Government offering.

Technical Approach

Two Options, Two Great Choices – One Proven Company and Platform

Option A: Procore is pleased to offer our commercial cloud solution, a robust and proven platform used by more than 17,000 customers worldwide. This version delivers the full breadth of Procore's latest advancements, including Procore Connectability, an open framework that makes it easier than ever to connect with partner Procore accounts and streamline data sharing. While this offering is designed for commercial and public sector organizations alike, it is built to SOC 2 security standards and does not align to FedRAMP Moderate equivalency. Agencies selecting this option gain access to Procore's most current innovations and fastest-developing features, ensuring they can leverage the latest tools to enhance collaboration, transparency, and accountability in project delivery.

Option B: Alternatively, Procore is pleased to offer Procore for Government. Procore acknowledges that West Virginia may have security needs consistent with a FedRAMP Moderate Equivalent product. In response to the product and data security language, policies, and terms outlined in the RFP and in lieu of those language/policies/terms, Procore proposes Procore for Government. Procore has obtained FedRAMP "In Process" status for the Procore for Government platform and is actively pursuing FedRAMP Authorization at the FedRAMP Moderate Impact Level. Procore has also achieved FedRAMP Moderate Equivalency for Procore for Government through 3PAO assessment. Please refer to the Procore for Government Addendum included with Procore's response. This robust secure solution may have more limited functionality to ensure higher security standards. Agencies selecting this option gain access to Procore's FedRAMP Moderate Equivalent solution.

Solution Benefits

With our platform, we have created an open, flexible framework for solving multiple complex construction problems in one central location. It is adaptable enough to meet the needs of every major participant in a construction project. This helps ensure data integrity, complete visibility, and accountability, and reduces risk across the project lifecycle.

Benefits of our solution include:

Native Mobile Apps	Streamlined Communication	Many Functions, One Platform
Real-Time Project Management	Unlimited Licenses and Data	Open Platform with Pre-Built APIs for Integration
Real-Time Reporting	Single Focus on Construction	Secure, Scalable Cloud Technology

Solution to WVDEP Challenges:

Procore offers a unified, cloud-based platform that directly addresses the WV DEP's challenges by centralizing project management, streamlining data capture, enhancing collaboration, and improving accountability and transparency. Please see our point-by-point response to each challenge below.

Technical Approach

Project Management Challenges:

Procore Solution: Centralized Project Operations: Procore handles all project management activities within a single system, replacing disparate, siloed tools. This provides a single source of truth for all project data, eliminating confusion from multiple copies and ensuring everyone works with the most up-to-date information.

Procore is a cloud-based, multi-tenant, Software as a Service (SaaS) solution accessed through the public internet (over a securely encrypted connection) that manages construction projects, resources, and financials from planning to closeout. Procore delivers a single construction platform connecting the entire project team—from the field to the office—across all projects and companies. With an unlimited user model and seamless mobile access, the platform connects agency staff, consultants, contractors, and external stakeholders in one secure system designed specifically for managing public projects.

The Procore solution eliminates application silos and reduces double entry. With one source of up-to-date, accurate data, everyone remains on the same page. The Procore App Marketplace has more than 500 partner solutions that integrate seamlessly with the platform, giving users the freedom to connect with what works best for them.

Data Capture and Data Management Challenges:

Procore Solution: Robust Data Management with Offline Capabilities: Procore captures, retains, and disseminates large volumes of diverse data, including multimedia. Its mobile applications allow in-field access and manipulation of project information even without internet service, automatically synchronizing data once connectivity is re-established. This eliminates manual transfers and limitations on multimedia uploads, ensuring photos are directly embedded in reports with automatic geotagging and date/time stamps, making them easily searchable and connected to specific projects. Procore's search function can search within documents, offering immediate preview capabilities for most file types.

Procore solves for the real-time update and collaboration challenge between office and field devices with robust mobile capability. Designed to be simple and intuitive, Procore's mobile app supports all activities that would traditionally be performed remotely from a desktop.

Mobile tools are fully integrated with the platform's cloud data. Most features operate offline when internet access is unavailable. Once the device regains a connection, all data is synchronized and becomes available to permitted collaborators.

With Procore's single mobile app, users can access important project management information, leveraging real-time insights into project status for quicker, more informed decision-making. Users can add photos in the Daily Log from mobile devices or the web. Photos added to the Daily Log automatically synchronize with the Photos tool. This solves the separate uploading and manual tagging issue that WVDEP experiences today.

All Project level features are available in the Apple iOS and Android mobile apps except the Estimating, Bidding, Budgets, and Reporting tools. The full Procore platform is always accessible through any web browser, including mobile browsers.

The Apple iOS version requires iOS 16.1 or later and is compatible with iPhone, iPad, and iPod touch. The Android app requires Android 11 or later.

Technical Approach

Collaboration and Inter-Agency Operations Challenges:

Procore Solution: Enhanced Collaboration and Communication: Procore centralizes communication and collaboration, allowing internal and external stakeholders to share, edit, and approve documents in real-time within the platform, eliminating fragmented discussions and manual updates. It enables customizable workflows with automated notifications, ensuring all parties are informed of changes and project progression without manual intervention.

Procore's construction management platform connects all personnel, software, and data so users can execute projects with complete visibility in real time throughout the project lifecycle. With Procore's unlimited user model, internal stakeholders and external collaborators—contractors, consultants, architects, and vendors—have access to the same information, schedule, and project status.

The Meetings tool is purpose-built to manage and record all aspects of the various project meetings throughout the project lifecycle — from agenda distribution to post-meeting approval of minutes.

Meeting uses customizable templates and categories that enables users to create and distribute agendas and attachments to attendees by email. Assign and track the status of action items. Display historical meeting minutes during current meetings and carry over outstanding items to the next.

All meeting interactions are memorialized into a project repository with a digital record of detailed minutes in a consistent and easy-to-read format.

Meetings can be run from anywhere with a mobile device with our pre-built, out-of-the-box Zoom and Microsoft Teams integrations.

Accountability & Transparency Challenges:

Procore Solution: Improved Transparency and Accountability: Procore provides comprehensive audit trails and version control, clearly showing who uploaded, deleted, or modified data and when, addressing the current lack of visibility in AMLNET. Customizable dashboards and powerful analytics allow for real-time monitoring of project status, budget adherence, and compliance, providing readily compiled data for analysis and performance tracking.

4.2.Project Goals and Mandatory Requirements:

Optimizing Workflows

The Solution: Procore offers a comprehensive, cloud-based construction management solution designed to optimize workflows, enhance collaboration, and improve transparency and accountability for WVDEP DL. Our approach involves a deep-dive discovery to tailor the scalable and configurable platform to specific needs. Procore facilitates mobile-friendly data capture (even offline) and automated workflows for inspections and approvals. Procore centralizes all project data, integrates with existing software like ArcGIS, and provides robust reporting, analytics, and audit trails for enhanced visibility and accountability, all supported by extensive training and ongoing technical assistance.

Specific to optimizing workflows in Procore, a custom workflow is a process that defines an approval path, enabling users to send items to responsible parties for review and/or approval. Procore's Workflows tool enables subscribing organizations to incorporate unique business processes that define an approval path within specific tools.

Technical Approach

The workflow creator defines a sequential review/approval path using a graphical interface with drag-and-drop functionality. After responsible parties, action items, and due dates are assigned. The tool in which the workflow is applied tracks due dates, Ball in Court status, and sends automated reminders as due dates approach or pass.

Workflow functionality varies between tools. Some tools, such as the Tasks, RFI, Observations, and Punch List tools, have a sequential review/approval workflow built in. Users need only add assignees and due dates. These built-in workflows are designed to enable any non-technical user complete control over the process.

Why Us? Procore believes our solution is superior to others on the market because our workflows are enterprise-wide and all-encompassing of the entire ecosystem of construction management – from design through maintenance. Procore stands apart from traditional construction management platforms by offering a unified, cloud-based solution purpose-built for the entire lifecycle of construction—from planning through closeout. Unlike legacy tools that are often complex, fragmented, or require costly customization, Procore is intuitive, configurable, and rapidly deployable without extensive IT overhead.

In recent years, technology companies have flooded the market with siloed solutions. While these adequately address some challenges, because of their disconnected nature, they have prevented users from maximizing the potential of their tech stack.

Other companies offer solutions that only solve one piece of the puzzle. Procore wanted this industry to reach an era of insight-driven construction, so it needed a different approach: one platform connecting the entire project team, from the office to the field and across companies, providing one place to collaborate.

With our platform, we have created an open, flexible framework for solving multiple complex construction problems. Adaptable enough to meet the needs of every major participant in a construction project. Every person attached to a project is connected through the platform: collaborating, sharing data, and driving the project forward together faster and more efficiently than ever.

On top of that framework, we created an industry-leading collection of construction products that span the entire project lifecycle. All these Procore-built applications share a consistent, intuitive user experience and a common set of data, workflows, and tools. The data is generated by millions of users, collaborating across all these connected applications thanks to our unlimited-user model. Procore captures and organizes it all and then delivers analytical tools to help customers learn from past success and plan.

Finally, Procore delivers the innovative project planning capabilities that WVDEP and similar customers value – from early adoption of BIM, allowing teams to virtually build and optimize structures before construction to reduce rework, to advanced digital tools that keep Procore at the forefront of transforming project delivery for our customers.

Technical Approach

Preconstruction
Move from project planning and development to execution in a single platform.

Project Execution
Increase how many projects your team can manage without increasing your headcount.

Workforce Management
Manage craft and staff workforce at every stage of your project.

Financial Management
Accurately forecast your costs and course correct to stay on track.

Construction Intelligence
Put your data to work.

"What Procore does for us is simplify just about every aspect of our operation; RFIs, submittals, commitments, drawings, daily reports. Everything goes to one place, and it's visible to everybody."

Figure 1- Procore Provides an Enterprise Solution

Past Performance: Procore's Past performance with other city/state/federal agencies includes our three references listed previously, as well as the case studies provided, as well as hundreds of other clients in the public sector. We are happy to provide additional references upon request.

Robust Construction Management (CM) Solution

Procore's Project Management platform enables users to oversee, manage, and execute multiple construction projects on a single platform for ultimate project and portfolio visibility. With unlimited seat licenses and data storage, users can leverage a collaborative environment with real-time accessibility for every office, department, and project team member from pre-construction to completion to closeout. Further, it provides a standardized system for data management, communications, budgeting, accountability, and operations both inter-agency and with outside contractors, consultants, and stakeholders. Procore eliminates application silos, reduces double entry, and with one source of up-to-date, accurate data, keeps everyone on the same page.

Users can create multiple programs, each of which capable of encompassing multiple construction projects. This feature is designed to help organizations group and manage related projects under a single umbrella, providing better visibility, organization, and reporting.

Procore is built to track multiple items within a single, user-friendly system, with special strength in tracking construction contracts, budgets, and project management tasks.

Below are some details about these capabilities:

- **Construction contracts:** The platform is designed to manage all your contracts including purchase orders.
- **Budgets and expenditures:** Procore's Budget tool helps owners control every facet of their financials. Using easy to configure workflows, WV DEP can track spending, control budget changes, and generate reports and forecasts

to gain insights into how project changes impact the budget and overall bottom line.

- **Design and documents:** Procore's platform serves as a central hub for all project documentation, including design drawings, which are accessible to field and office teams. The drawings tool allows both markups and version tracking to keep everyone aligned.
- **Maintenance contracts:** For maintenance, Procore's standard financial and contract management tools can be adapted to manage recurring work. Tools like the commitments and change order features help manage the financial components of maintenance agreements.

Regarding integration with other solutions, Procore's robust App Marketplace has more than 500 partner solutions that integrate seamlessly with the platform, giving users the freedom to connect with WVDEP's desired tech stack. Additionally, Procore provides a free, publicly accessible open API which allows for custom integrations to any desired solution of choice. Procore provides in-house consulting and integration services, or WVDEP is welcome to work with integrators of their choice.

The CM Software

Procore's Construction Management software solution is a comprehensive platform encompassing all aspects of the software that WVDEP will need. A brief description of each follow:

- Construction Project Management – this module is the core of the platform and allows our customers to bring their office and field teams together, giving everyone instant access to the latest project updates for better communication and greater efficiency. Benefits include closing the communication loop with field-built mobile collaboration tools; access for all involved; real-time information updates; and project updates and distribution. https://www.procore.com/project-management https://www.procore.com/public-agencies
- Quality and Safety – this module provides visibility, so work is addressed quickly and efficiently; risk-reductions through the ability to assign, track, and report on multiple types of observations and corrective actions on the fly; and take action on construction processes from one centralized location, as well as detect and rectify inefficiencies, and risks for enhanced compliance. https://www.procore.com/quality-safety

- Project Financials – With Project Financials, WVDEP can dynamically track and manage every dollar in your budget with real-time data from the field, while staying coordinated with your accounting system. Easily break down work to customize how you want to organize and report on project financial data. Reduce delays by empowering project teams with access to the real-time data they need to quickly resolve disputes and keep projects moving. https://www.procore.com/project-financials https://www.procore.com/public-agencies

Technical Approach

Budget Budget | Budget Details | Forecasting | Budget Changes | Change History — Export

View: Owner Streamlined View | Snapshot: Current | Group: Cost Code Tier 1 | Filter: Add Filter

Description	Original Budget Amount	Approved Funding Source	Budget Modifications	Committed Costs	Direct Costs	Approved COs
001 - Planning	$430,000.00	$430,000.00	$9,100.00	$38,000.00	$147,000.00	$0.00
002 - Design	$307,500.00	$307,500.00	$30,000.00	$286,646.00	$26,125.00	$0.00
003 - Bidding	$125,000.00	$125,000.00	$50,000.00	$0.00	$0.00	$0.00
004 - Construction						
004 -10.CON Construction Contract.Construction	$38,440,500.00	$45,000,000.00	$0.00	$38,463,536.00	$0.00	$23,036.00
004 -20.INT Internal Construction/Project Management.Internal	$200,000.00	$200,000.00	$0.00	$0.00	$6,000.00	$0.00
004 -40 .INT Owner Advisor Fees.Internal	$100,000.00	$100,000.00	$0.00	$78,000.00	$0.00	$0.00
004 -50.PS Owner's Materials Testing Firm.Professional Services	$60,000.00	$60,000.00	$0.00	$57,000.00	$0.00	$0.00
004 -60.O Contingency.Other	$3,844,050.00	$7,292,500.00	$(89,100.00)	$7,500.00	$0.00	$0.00
Subtotal 004 - Construction	**$42,644,550.00**	**$52,652,500.00**	**$(89,100.00)**	**$38,606,036.00**	**$6,000.00**	**$23,036.00**
005 - Commissioning	$485,000.00	$485,000.00	$0.00	$0.00	$0.00	$0.00
Report Grand Total	**$43,992,050.00**	**$54,000,000.00**	**$0.00**	**$38,930,682.00**	**$179,125.00**	**$23,036.00**

Figure 2- Financial Management

- Invoice Management - Stop billing delays from turning into building delays and get paid faster with simplified invoice collection, review, and approval. Have confidence that sub-invoice amounts match the amount of work completed, and no invoices have been missed.
    - Prevent overbilling.
    - Verify work completed.
    - Reduce rework on invoices.

  Streamline communication across billing stakeholders to drive accountability and improve invoice turnaround time.
    - Increase financial controls.
    - Customize invoice approval workflow templates.
    - Automate invoice approvals with conditional logic thresholds in place.

  https://www.procore.com/invoice-management

- User Management – Procore's role-based permissions system ensures that project participants only have access to the information necessary for their responsibilities, protecting sensitive project data and maintaining accountability. Agencies can easily assign roles to individuals or groups and apply granular permissions at the document, tool, or project level. For example, agency staff may be granted full editing rights to project records, while external consultants or contractors may be limited to view-only access for specific drawings or documents. This structure helps public sector organizations safeguard data integrity, reduce the risk of accidental changes or deletions, and maintain clear audit trails for compliance and oversight.

- Planning & Estimation – Set your projects up for success with accurate quantity takeoffs, cost estimates, and portfolio-level planning to support capital program development. Note: The Estimating module is included in Procore's Commercial offering, but is not available in Procore for Government.

Technical Approach

https://www.procore.com/estimating

- Repository for Design through Construction Completion – One of Procore's benefits is the enterprise nature of our solution. Procore provides a comprehensive, cloud-based repository that spans the entire project lifecycle, from design inception to construction completion and project closeout. The platform functions as a "single source of truth" for all project data and documents, enabling seamless collaboration among all stakeholders. Further, Procore's document hierarchy allows users to set documents by project and then have an established locations hierarchy (e.g. Building, Floor, Area) so that appropriate documents for each project can easily be located. Procore supports customers in establishing this initial folder structure.

- Integration - Procore offers an App Marketplace with more than 500 third-party integrations, allowing users to connect with what works best. The Procore API provides an integration toolkit for custom integrations using several of today's common languages, which allows users to leverage powerful resources in a simple, programmatic way using conventional HTTPS requests.

  With the Procore API, users can:
  - Integrate with other industry-leading solutions.
  - Build Custom Applications that integrate with the Procore Platform.
  - Develop applications for publication on the Procore App Marketplace.

  For custom integrations or the consolidation of multiple systems into one centralized platform, users can take advantage of Procore's Custom Development Services. If in-house development resources are available, Procore also offers integration consulting to expedite the integration and reduce risk.

- Automating routine functions - Procore provides multiple ways to automate routine functions, including workflows for forms and AI-driven data extraction. These features are available natively within Procore and through its extensive marketplace of third-party integrations. This includes functions such as form creation, form completion with data extraction, request and approval processes, inspections, permitting, estimating, and documentation including photos, recordings, plan drawings, material submittals, requests, and communications.

- Bid Management - Procore's Project level Bidding tool allows users to solicit bids from the vendors stored in the Company level Directory tool or from the Procore Construction Network.

  With the Bidding tool, users can create bid packages and bid forms for projects and send email invitations to vendors. The email can include bid documents in a downloaded package, or vendors can log into Procore to view the bid information. Vendors can also use the tool to submit bids using lump sum values, cost code level breakouts, inclusions/ exclusions and even unit/quantity level breakouts.

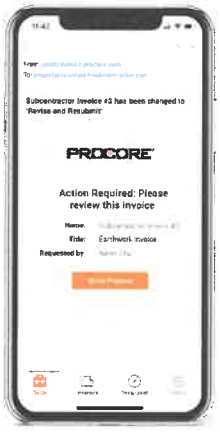
  Vendor bid statuses can be tracked and leveled against other bidders for scope and coverage comparison and once accepted, bids can be awarded and converted into purchase orders or subcontracts.

  Procore helps organizations establish comprehensive bidding histories for every project and bid package. All emails (both sent and received) are automatically attached to the vendor record within Procore's Bidding Tool. Procore also tracks the changes associated with every bidding item so that it is easy to know which Procore user did what, and when action was taken. A key feature is the ability to see which bidders have downloaded the bid documents to enable a bid administrator to follow up with the appropriate parties and gain more visibility over

partners' intention to bid.

Procore's Bidding Tool is designed to be easy to use so subcontractors can respond quickly to bid solicitations.

- Invoice Management, Change Orders, Invoice Approval – As mentioned above, Procore's Invoice Management Software tool keeps cash flowing. The solution allows team members to track and manage all project invoices from one location. Say goodbye to searching through emails, paper, and spreadsheets.
    - Gain visibility into the status of every invoice for a given period.
    - Streamline invoice routing and approvals.
    - Integrate with accounting to gain real-time insight into the status of progress payments.
    - Prevent overbilling.
    - Verify work completed.
    - Reduce rework on invoices.
    - Increase financial controls.
    - Customize invoice approval workflow templates.
    - Automate invoice approvals with conditional logic thresholds in place.
    - Save hours each month versus invoicing with a basic spreadsheet.
    - Be assured you are working with the most up to date invoices.



The solution includes tracking change orders and workflows for invoice approvals. Mobile notification makes approvals and payments quick and easy.

4.2.1. Goals and Objectives – The project goals and objectives are listed below.

4.2.1.1 System Architecture and Development
The Vendor should describe their approach to gaining an understanding of the needs of our program, how they plan on developing a scalable system, and how they will tailor the system to fit our needs and existing processes.

Procore's approach to gaining an understanding of the needs of WVDEP's program is three-fold: 1. Detailed review of stated goals and objectives as outlined in this RFP, 2. Detailed scoping to ensure alignment, and 3. Regular touch points to ensure collaborative understanding.

As regards a scalable system, as stated previously, Procore is a cloud-based, multi-tenant, Software-as-a-Service (SaaS) solution accessed through the public internet over a securely encrypted connection. This means that Procore can rapidly scale up or down to meet WVDEP's needs. Additionally, our unlimited user model ensures adequate access throughout. The platform operates from an office desktop and is compatible with all major web browsers or in the field using native mobile apps for Apple iOS and Android.

As a multi-tenant cloud-based SaaS platform, Procore operates a single customer production environment. Procore is engineered to scale globally, is currently leveraged by thousands of clients worldwide, and provides customers with unlimited data storage and user licenses.

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When it comes to understanding the needs of your specific program, Procore's implementation process begins with a thorough discovery phase, working closely with the DLR/AML team to understand their existing workflows, pain points with DLRNET/AMLNET, and specific requirements for each division (Emergency, Planning/Water, Realty, Design, Construction/Maintenance, and administrative staff). This involves workshops, interviews, and documentation review to map out current processes and identify opportunities for optimization within Procore.

We also offer extensive customization capabilities. These include custom fields, forms, and workflows that can be configured to match the DLR-specific terminology, reporting requirements, and approval hierarchies. This ensures a smooth transition from DLRNET/AMLNET while addressing the challenges of disjointed systems and a lack of standardization.

Procore provides a scalable tool that empowers organizations to manage projects from end to end with efficiency, consistency, and ease. Procore Site Reliability Engineers maintain the platform for all customers including all performance monitoring, platform scalability, load balancing, high availability planning, and disaster recovery operations.

4.2.1.2 Mobile-friendly data collection and Offline Capability

Procore offers native mobile applications for the Apple iOS and Android mobile operating systems. The Apple iOS version requires iOS 16.1 or later and is compatible with iPhone, iPad, and iPod touch. The Android app requires Android 11 or later.

All Project level features are available in mobile apps except the Estimating, Bidding, Budgets, and Reporting tools. Note that the full Procore platform is always accessible through any web browser, including mobile browsers.

Designed to be simple and intuitive, Procore's mobile app supports all activities that would traditionally be performed remotely from a desktop. Users can tap into important project management information from the field, accessing real-time insights into the status of projects to support quicker, more informed decisions.

Mobile tools are fully integrated with the platform's cloud data. Most features operate offline when internet access is unavailable. Once the device regains a connection, all data is synchronized and becomes available to permitted collaborators.

Procore features an in-application permissions system that defines user capabilities down to the individual user level on individual projects. Access to Procore is granted via a username and password combination.

The Procore in-application granular permissions system defines user capabilities and access down to the individual document, a specific project, and to the user level.

Permissions are role-based and configurable for the individual user and can vary between projects. For example, a single user can have different permission levels within projects. This "triple permission" flexibility enables a high degree of control over user access within projects.

Role-Based Permissions (RBP) manage user access to different Procore tools and include 'None', 'Read Only', 'Standard', and 'Admin'.

Technical Approach

Access to each role is defined in a permission template, several of which are provided. Your Procore Company Administrator manages all permission templates.

To further understand Admin permissions and how they can be assigned to different user types, refer to the Granular Permissions matrix at https://support.procore.com/references/user-permissions-matrix-web.

Forms and Workflows

Procore's Inspections tool enables users to create comprehensive checklists and forms that capture all the requirements associated with myriad inspections that occur during the project lifecycle. Users can create a unique template for each inspection or choose to modify, add to, or edit a company template on a project-by-project basis. Procore updated the inspection templates in 2024 to improve efficiency, standardization, and flexibility. A more seamless experience means better inspection management, which supports optimal project execution.

Templates are managed in the Company level Inspections tool.

- Create unique checklists or tailor project-specific inspection checklists to be used by team members and quickly identify who created them
- Improve the way your team manages the quality control process by performing inspections in real-time from a mobile device
- Work offline on your device while in the field, and be confident that the Procore app will automatically synchronize your data when your device finds a connection
- Comment on and attach files to checklist items and identify "Conforming" and "Deficient" items
- Clone templates at the Project Level
- Specify Inspection Item details on Company level inspection templates to gain efficiency
- Add alphanumeric numbering and special characters when creating/editing an inspection item to align with specific business requirements and unique use cases

With the Forms tool, users can upload, share, and complete fillable PDFs created in an external software solution. All form templates and completed forms are stored within the platform. Once uploaded, a form becomes accessible to all permitted users from the web and mobile applications.

Procore provides unlimited data and document storage. The powerful Documents tool is a robust document management and archiving tool for all mission-critical project documentation, such as drawings, specifications, tender packages, emails, safety checklists and more. With automatic revision control, project team members always open the latest version of any document by default with all revisions retained and easily accessible to permitted users.

A Procore subscription comes with unlimited user licenses, and limitless file and data storage. Procore will provide a scalable tool that empowers the Division and its collaborators to manage an unlimited number of projects from end to end with efficiency, consistency, and ease.

- ***The proposed solution should allow for an unlimited number of form submissions and an unlimited number of users capable of submitting forms.***

Procore allows for an unlimited number of users and unlimited data storage, which includes form submissions. The total cost is determined by WVDEP's annual construction volume and the specific products you license, not by the number of

users or the amount of data stored. This provides WVDEP with the flexibility to have limitless data storage and users.

Unlimited users

- Your annual contract with Procore includes unlimited users, allowing seamless collaboration with employees, subcontractors, vendors, and clients.
- The system includes a permission structure that allows WVDEP administrators to control who can view, fill out, and edit specific forms.

Unlimited form submissions

- As Procore includes unlimited data and storage in its pricing model, there is no limit on the number of forms WVDEP can submit and store.
- Unlimited storage applies to all types of project documentation, including forms, documents, photos, and drawings.

• ***The proposed solution should be capable of assigning different levels of access and capabilities for users.***

Procore features an in-application permissions system that defines user capabilities down to the individual user level on individual projects. Access to Procore is granted via a username and password combination.

The Procore in-application granular permissions system defines user capabilities and access down to the individual document, a specific project, and to the user level.

Permissions are role-based and configurable for the individual user and can vary between projects. For example, a single user can have different permission levels within projects. This "triple permission" flexibility enables a high degree of control over user access within projects.

Role-Based Permissions (RBP) manage user access to different Procore tools and include 'None', 'Read Only', 'Standard', and 'Admin'.

Access to each role is defined in a permission template; several role-based permission templates are provided. The Procore WVDEP Administrator manages all permission templates.

To further understand Admin permissions and how they can be assigned to different user types, refer to the Granular Permissions matrix at https://support.procore.com/references/user-permissions-matrix-web.

• ***The proposed solution should be capable of handling large volumes of project data and documents with version control, document linking, and redlining capabilities.***

Procore is built to handle large volumes of project data and includes robust features for version control, document linking, and redlining. Its core functionality is designed to centralize project information, serving as a single source of truth for all project stakeholders.

Handling large data volumes

Procore's platform includes several features to manage and store extensive project data:

- **Unlimited storage:** Procore offers unlimited cloud storage, so you do not have to worry about capacity when storing documents, drawings, photos, and other files.

Technical Approach

- **Scalable for large projects:** The platform is designed for enterprise-level document control, supporting complex projects with thousands of assets.
- **High file size limit:** For standard file uploads to most tools, Procore has a 2GB limit. However, the dedicated Documents tool supports individual files up to 50GB, and users can upload even larger files through the Documents tool when needed.

Document control capabilities
Procore's document management features are designed to keep project teams on the same page and working with the most current information.

- **Version control:** Procore automatically tracks document revisions, ensuring everyone is always viewing the latest version of a document. It also maintains a complete history so you can review all changes made over time.
- **Intelligent "latest version" tracking:** In some contexts, the "latest" version may not be the most recently uploaded. Procore accounts for this by allowing different users (e.g., field vs. reviewers) to see the correct version for their task based on filters and permissions.
- **Automated drawing linking:** The Drawings tool uses optical character recognition (OCR) to automatically detect and link related drawings, such as section cuts or details. This creates a hyperlinked drawing set for easier navigation.
- **Manual document linking:** Throughout the platform, you can manually link documents and other project items. For instance, you can link an RFI to a specific area on a drawing or connect a photo to a punch list item.

Redlining and markup
Procore provides in-app tools for marking up and redlining documents and drawings.

- **Collaborative markup:** You can add text, shapes, and other annotations directly to drawings or other documents. Published markups are visible to the entire team, while personal markups can remain private until you are ready to share them.
- **Revision tracking:** When a drawing is revised and a new version is uploaded, Procore's automatic version control keeps a record of markups. Some third-party integrations may also enhance the review and redlining process.
- **Overlay feature:** The Drawings tool allows you to overlay and realign different drawing versions to quickly see what has been added or changed, streamlining the review process.

4.2.1.3 Comprehensive Integration, Tracking, and Centralization

As mentioned throughout Procore's response, one of the core benefits we provide to our customers is the ability to integrate, track, and centralize data universally, creating opportunities for WVDEP to save time and money, and reduce risk on their projects.

Procore provides one source of truth for your entire portfolio, with comprehensive integration with third party software throughout the marketplace, tracking of all components in one system, and a centralized solution.

Technical Approach

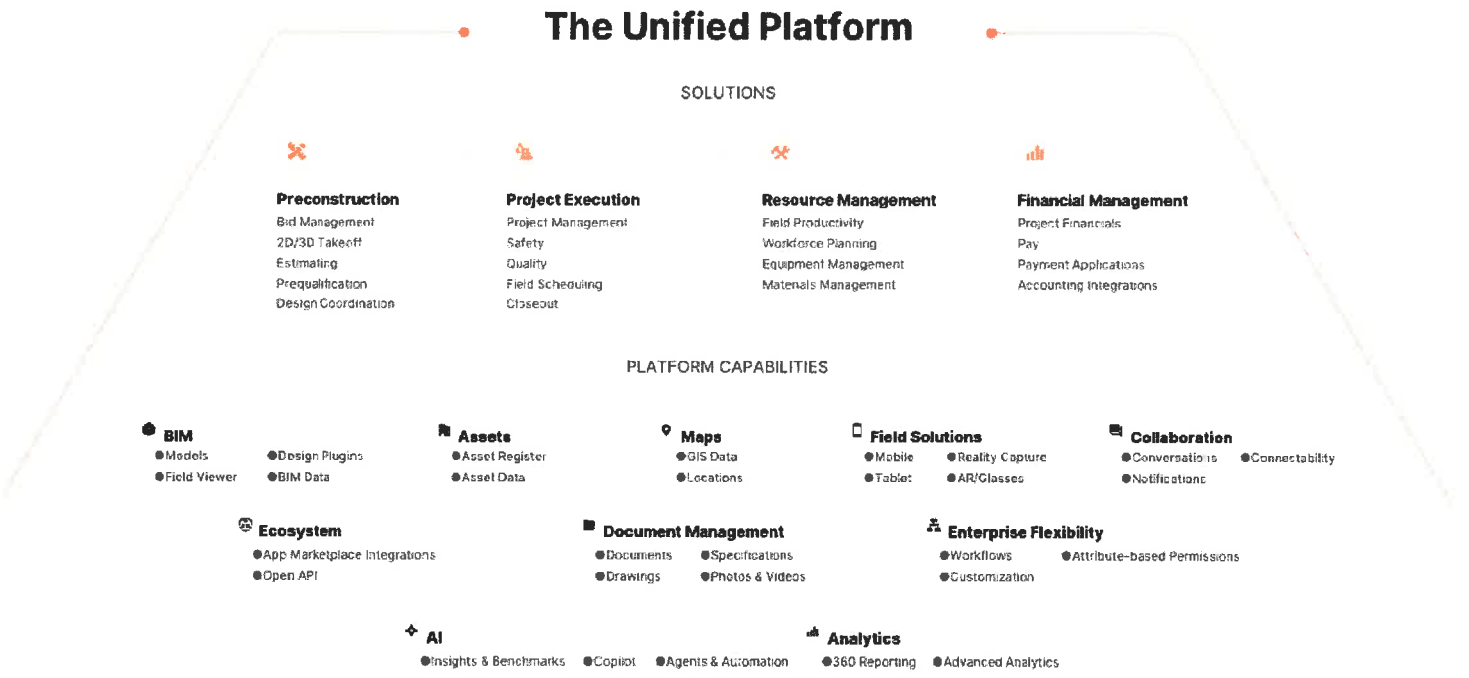


Figure 4 - Procore Platform[2]

• The proposed solution should provide financial management including tracking, cost management, budget creation, and forecasting. It should support contract management, purchase orders, and the ability to handle changes within budgets and contracts.

Procore's Financial Management product suite enables clients to manage all aspects of a construction budget in real-time with a mobile job costing and change management solution.

With Procore, users can track committed and non-committed costs.

- Track contracts, purchase orders, and related invoices
- Enter invoices and expenses unrelated to commitments and drill into budget details

The Project level Budget tool lets users build and manage a comprehensive budget throughout a project's life cycle. Procore's data updates dynamically across tools, eliminating the need for double-entry of contract modifications and change order values into complex spreadsheets, giving users greater insight into how seen and unforeseen changes impact the bottom line. This helps users gain greater control over complex project factors when evaluating and forecasting a project's completion costs. Users can:

- Import an existing budget or build a comprehensive project budget that can be exported to Microsoft Excel or PDF formats.
- Review financial performance for a single project or across multiple projects.
- Share the status of a budget with a team to make informed decisions in the field.
- Generate detailed budget reports showing budget modifications, buyout summaries, and line-item details.

[2] Procore for Government modules may vary, as indicated throughout our response.

Technical Approach

- Make a budget change, with a controlled workflow if desired, with a complete audit trail.
- Forecast in multiple ways, including Automatic Calculation, Manual Calculation, or Monitored Resources which allow a drawdown of forecasted costs over a stated period in weeks and months.

The Change Order Management solution enables users to request, review, and approve project change orders in the office or from the field.
The Change Events tool is used to log all potential time or budget changes to the budget, as well as triggered by any other Procore item, such as an RFI, Inspection, or Observation.
For example, Change Events can be generated from the RFI tool when a response has the potential to result in a cost or schedule change, or from an Observation captured during a site walk.

Requests for Quotes (RFQs) can be sent directly from the tool, enabling contractors and vendors to submit pricing through the system, with potential cost impacts dynamically captured and rolled into Change Orders.
Change Order approvals follow user-configured workflows and can be signed off digitally through integrations with one of Procore's pre-built electronic signature integrations.

- ***The proposed solution should provide a means of automating tasks and managing assignments and duties.***

All Procore's purpose-built tools, such as RFIs and Submittals, Punch List and Inspections, Contract review, and Change Management enable users to track action items.

Users can assign action items and due dates to a responsible party and track the item's progress to approved completion. Email alerts are automatically generated and sent as reminders when items are approaching their deadline or have become overdue.

For items that fall outside of the scope of purpose-built tools, which all offer built-in workflow management, Procore offers a simple Tasks tool, enabling users to manage action items throughout the lifespan of the project. The Tasks tool integrates with the assignee's My Open Items feature that displays on the project's Home page and company Portfolio tool.

- ***The proposed solution should be capable of project management for multiple projects at various stages at the same time.***

Procore's Project Management platform enables users to oversee, manage, and execute multiple projects through a single system with ultimate project visibility. Users can leverage a collaborative environment with unlimited seat licenses and data storage, with real-time accessibility for every relevant region, office, department, and project team member. From bidding to completion and closeout, all projects are kept up to date and communicated to team members, so no change or update goes unnoticed.

Procore allows users to create multiple Programs, with each program capable of encompassing multiple construction projects. This feature is designed to help organizations group and manage related projects under a single umbrella, providing better visibility, organization, and reporting across projects.

Procore eliminates application silos, reduces double entry, and with one source of up-to-date, accurate data, keeps everyone on the same page. Our App Marketplace has more than 500 partner solutions that integrate seamlessly with

our platform, giving users the freedom to connect with what works best, even if we do not build it. Procore gives teams access to everything they need to stay on schedule and on budget. For additional information, please visit https://www.procore.com/project-management

- ***The proposed solution should have the capability of transferring licenses to accommodate staffing changes.***

Procore offers unlimited user licenses for all internal and external users. The Company Administrator and/or users with Admin level permissions to the Company Directory tool governs new users to the system. Procore provides an in-application permissions system that defines a user's access and granular capabilities to projects, tools, folders, and specific files.

4.2.1.4 Enhanced Collaboration and Communication

Procore's construction management platform connects all personnel, software, and data so users can execute projects with complete visibility throughout the project lifecycle. With Procore's unlimited user model, internal stakeholders and external collaborators—contractors, consultants, designers, and architects—have access to the same information and real-time data to stay up to date on project activities.

Procore also has multiple ways of addressing specific tasks and schedules.

The Project level Schedule tool provides a real-time view of the current project schedule by integrating Primavera P6 or MS Project schedules files. Users can create, edit, and share schedules with internal and external stakeholders.

- Create and assign public or private calendar items to Procore users and project contacts.
- Evaluate all a project's scheduled tasks or narrow the field in view by day, week, month, or as a Gantt chart.
- Track, view, and monitor progress by resource group or for individuals.
- Create look-ahead schedules from the Master schedule imported.

Action Plans help establish that your unique portfolio-wide and project-specific requirements are clearly defined, centralized, and organized. Users can create plans outlining critical milestones that set the level of expectations for each defined scope. Action plans can also help users maintain high accountability by preserving records of work completed and documenting the approval from responsible parties for that completed work.

The Meetings tool allows teams to manage all aspects of the various project meetings throughout the project lifecycle — from agenda distribution to post-meeting approval of minutes. Procore's Meeting tool uses customizable meeting templates and categories to streamline the entire process.

- Customize meeting agenda/minutes template
- Create meetings and distribute agendas with attachments to attendees via email
- Hold meetings from anywhere with a mobile device
- Memorialize all meeting interactions into a centralized repository
- Assign and track the status of action items
- Distribute detailed minutes in a consistent and easy-to-read format
- Export Agendas or Minutes to PDF or CSV
- Display historical meeting minutes during current meetings for reference
- Automatically carry over outstanding items to the next meeting

Technical Approach

For items that fall outside of the scope of purpose-built tools such as RFIs, Submittals, Observations, Punch List items, Action Plans, etc. (which all offer built-in workflow management), Procore offers a simple tasks tool. With the Tasks tool, users can track and manage action items throughout the lifespan of the project. Users can:

- Assign project tasks with due dates to project users.
- Change the status of project tasks.
- Integrate tasks with the assignee's My Open Items on the project's Home page and company Portfolio tool.

- ***The proposed solution should provide a means of process management, communication between internal and external stakeholders, scheduling and assignments, and tracking/notification of project milestones/assignments/tasks.***

Procore provides a comprehensive solution for process management, communication, scheduling, and tracking to address the challenges outlined in the solicitation. It serves as a unified platform that eliminates the need for disparate systems like email and phone calls for communication and project updates.

*Process and User Management:** The platform provides a means for process management and user management, allowing unlimited users with different levels of access and capabilities. It can automate processes across multiple teams without requiring advanced coding. Procore's project management tools enable the DLR/AML program to manage assignments and duties.
*Stakeholder Communication:** Procore improves communication between internal staff and external stakeholders such as contractors, engineers, and consultants. It provides a means to manage and share contact information, and allows stakeholders to submit changes, access documents, and grant approvals in real-time.
*Scheduling and Tracking:** The software provides scheduling and assignment capabilities and tracks and notifies team members of project milestones, assignments, and tasks through push notifications. It enables tracking of project progress, budget adherence, requests, and approvals. Procore also provides customizable dashboards to efficiently communicate status updates to staff based on data collected through forms or input by primary users.

4.2.1.5 Dashboards

Custom reports and dashboards can be configured to include data from across Procore's Financial and Project Management tools. All task fields are available for custom reports and dashboards. Users can easily create custom reports to pull in all fields within a task for custom reporting needs. Some frequently used Analytics dashboards include our out-of-the box Status Report (for an overview of Budget and Schedule), Cost vs. Schedule and a Vendor overview that allows you to track how well your collaborators are performing. Please see images on the pages that follow of each dashboard.

Technical Approach

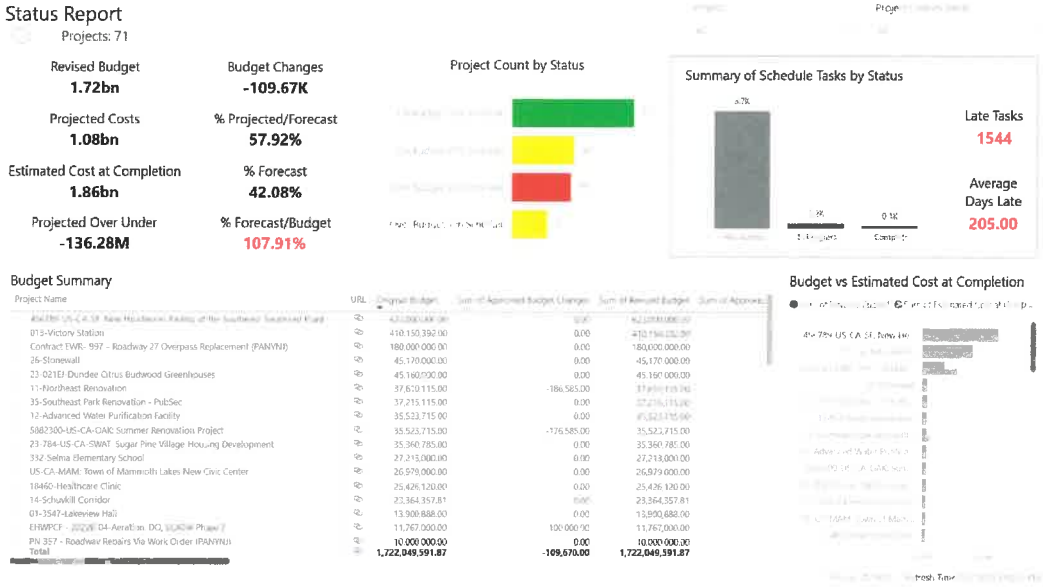


Figure 5 - Sample Status Dashboard

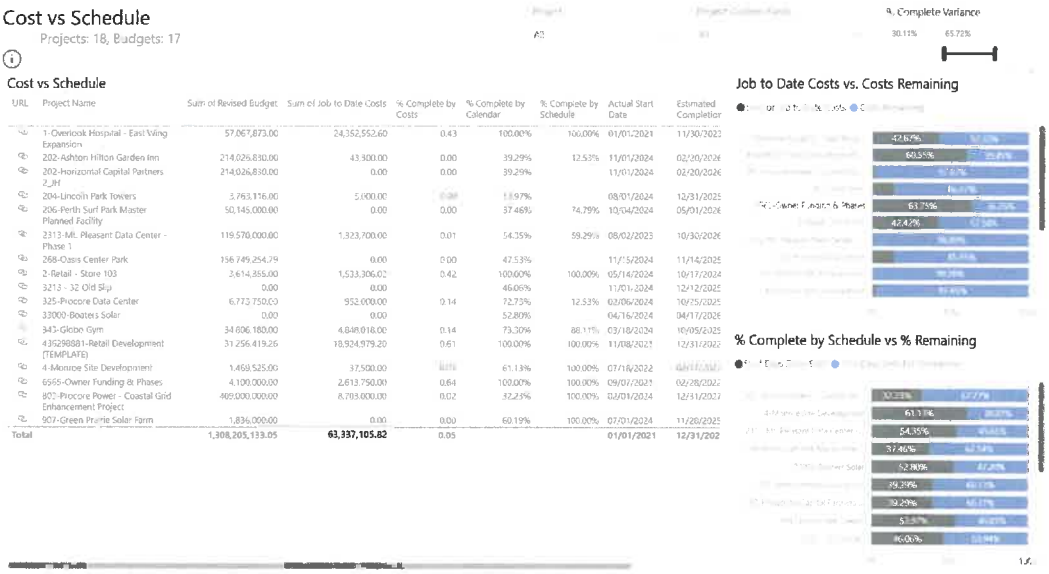
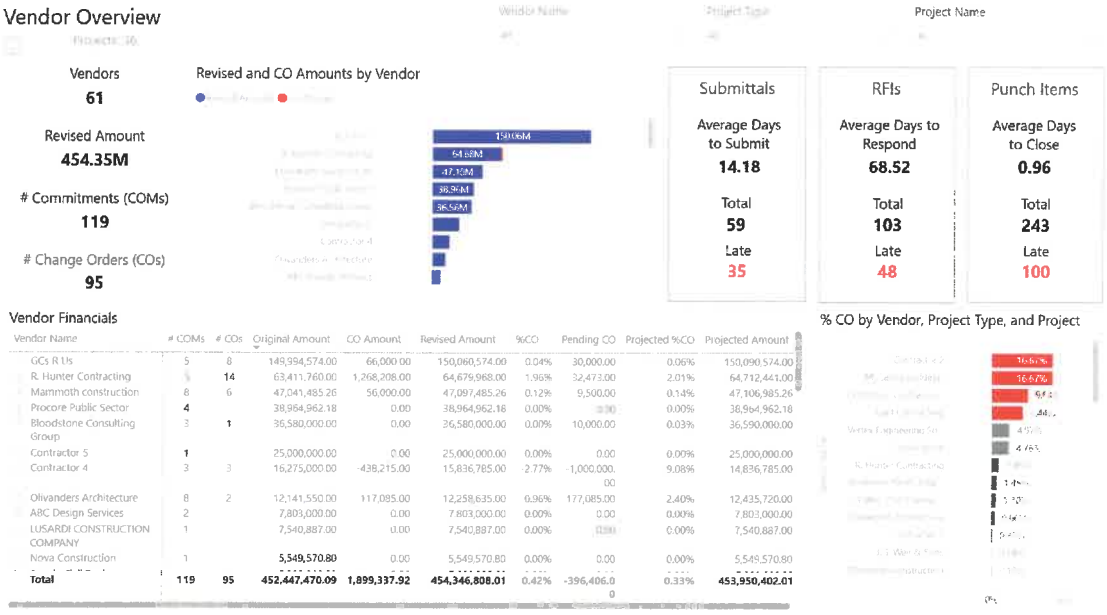


Figure 6 - Sample Cost vs. Schedule Dashboard

Technical Approach



Vendor Name	# COMs	# COs	Original Amount	CO Amount	Revised Amount	%CO	Pending CO	Projected %CO	Projected Amount
GCs R Us	5	8	149,994,574.00	66,000.00	150,060,574.00	0.04%	30,000.00	0.06%	150,090,574.00
R. Hunter Contracting	5	14	63,411,760.00	1,268,208.00	64,679,968.00	1.96%	32,473.00	2.01%	64,712,441.00
Mammoth construction	8	6	47,041,485.26	56,000.00	47,097,485.26	0.12%	9,500.00	0.14%	47,106,985.26
Procore Public Sector	4		38,964,962.18	0.00	38,964,962.18	0.00%	0.00	0.00%	38,964,962.18
Bloodstone Consulting Group	3	1	36,580,000.00	0.00	36,580,000.00	0.00%	10,000.00	0.03%	36,590,000.00
Contractor 5	1		25,000,000.00	0.00	25,000,000.00	0.00%	0.00	0.00%	25,000,000.00
Contractor 4	3	3	16,275,000.00	-438,215.00	15,836,785.00	2.77%	-1,000,000.00	9.08%	14,836,785.00
Olivanders Architecture	8	2	12,141,550.00	117,085.00	12,258,635.00	0.96%	177,085.00	2.40%	12,435,720.00
ABC Design Services	2		7,803,000.00	0.00	7,803,000.00	0.00%	0.00	0.00%	7,803,000.00
LUSARDI CONSTRUCTION COMPANY	1		7,540,887.00	0.00	7,540,887.00	0.00%	0.00	0.00%	7,540,887.00
Nova Construction	1		5,549,570.80	0.00	5,549,570.80	0.00%	0.00	0.00%	5,549,570.80
Total	119	95	452,447,470.09	1,899,337.92	454,346,808.01	0.42%	-396,406.00	0.33%	453,950,402.01

Figure 7 - Sample Vendor Overview Dashboard

4.2.1.6 Transparency, Reporting, and Analytics

Procore supports monitoring and tracking project progress via a robust, feature-rich Quality & Safety product suite that includes Inspections, Daily Logs (which include work installed), Observations, Forms, and Action Plans solutions purpose-built to improve construction quality performance processes. Each of these tools is easily accessible via our mobile application to ensure that data entry is timely and efficient.

The data captured using our tools is then readily available for the desired level of reporting. As noted above, with Procore Analytics, users can access pre-built reports, graphs, and charts based on the data tracked within our Quality & Safety Tools, allowing the DLR/AML to export valuable insights to team members and regulatory/funding agencies. This supports compliance and performance analysis.

Additionally, Procore's 360 Reporting tool provides WVDEP with access to Procore data across your portfolio to create reports. Procore offers three types of reports:

- 360 Reports allow users to build their own reports with data from across multiple tools and with data from active and inactive projects. Users must be company admins to access these reports.
- Canned reports are pre-populated reports with information on important datasets — everything from high-level project overviews to company-wide timecard information.
- Single Tool Reports allow users to build their own reports on data from one tool on active projects only. Users must have 'Admin' level permissions for the 360 Reporting tool.

These reports can all be exported in .pdf, Excel or .csv format.

Audit trails and version controls are also in place to fulfill the team's needs. Procore offers a detailed change history log that includes name, login credentials, and time for any change that is made. Additionally, version control can be controlled via permissions, check-in checkout procedures, and workflow to preserve the integrity of data for review and analysis.

Technical Approach

• ***The proposed solution should be capable of tracking quality inspections, field inspections, safety incidents, and compliance.***

Procore's proposed solution is capable of tracking quality inspections, field inspections, and compliance. The platform is designed to automate routine functions such as inspections. It allows for the creation of mobile-friendly inspection templates for a variety of uses, including field inspection reports and quality assurance. Data collected through these templates can be tracked and used in analytics and reports. Furthermore, the platform's audit trails, and version control features preserve historical data for review and analysis, ensuring compliance and accountability.

• ***The proposed solution should permit custom forms and capture data from forms to be used in analytics or other means.***

Procore enables you to create configured templates and forms that capture data directly from the field, allowing you to easily report on that information.

4.2.1.7 Scalability and Flexibility

As answered above, Procore's solution provides a highly adaptable solution to the various needs of different projects during different stages of progress. As a benefit of selecting Procore, the solution was developed with the entire ecosystem of construction project management in mind – from pre-construction through build and maintenance.

Project Financial tools allow clients to manage accurate construction project budgets and see how spending decisions affect the profit at closeout in real time.

With Procore, users can track both committed and non-committed costs while providing greater accessibility to project management staff. Users can:

- Enter invoices and expenses that are not related to commitments and drill into the details from the budget.
- Import non-commitment-related costs from a CSV to avoid double entry.
- Track commitment-related invoices.
- Attach copies of invoices so project managers have all the details they need, reducing accounting phone calls or emails and wasting time.

Procore allows users to easily create client payment applications as well as receive payment applications from each commitment. Payment applications are formatted based on the industry standard G702/G703 progress billing and include features such as retainage and stored materials. Additional documentation such as Lien Waivers can be attached to Payment Applications to allow all required backups to be submitted and stored in the system.

Using Procore's Direct Costs tool, users can track all the details of non-committed costs such as general conditions and general requirements. Procore also offers mobile job costing and change management functionality.

Exportation of data is available in common formats such as CSV and PDF.

Technical Approach

• The proposed solution should provide financial management including tracking, cost management, budget creation, and forecasting. It should support contract management, purchase orders, and the ability to handle changes within budgets and contracts.

Procore's Financial Management solution offers a connected, real-time platform for managing project budgets, costs, and payments in construction. It provides centralized financial data, connects field and office teams, and facilitates accurate cost tracking through features like budgeting, commitment management, direct cost tracking, and automated payment applications. The system aims to provide financial clarity, reduce surprises, and give stakeholders timely insights into project financial health from anywhere, on any device.

Key Features and Benefits

- **Centralized Financial Data:** Procore provides a single source of truth for project financial data, eliminating data silos and ensuring everyone works from the same accurate information.
- **Budgeting & Forecasting:** Users can create and manage project budgets, track estimated costs, and forecast future financial conditions, helping to avoid cost overruns.
- **Commitment Management:** The system supports the management of contracts and purchase orders, which are essential for tracking costs associated with general contractors and consultants.
- **Direct Costs Tracking:** Allows for the management of direct expenses not tied to a specific contract.
- **Payment Application Management:** Facilitates the process of managing payment applications, helping to smooth the payment process and reduce back-and-forth communication.
- **Mobile Access & Real-time Insights:** Teams can access financial data and update project costs using mobile devices, providing real-time visibility into project financial health.
- **Integrations:** Procore connects with other accounting and ERP systems through over 500 integrations, allowing for seamless data flow and providing a full financial picture in one place.
- **Change Order Management:** Helps document the financial impact of scope changes, ensuring that the costs of additional work can be managed and helping to mitigate risk.

How it Connects Stakeholders

- **Field-to-Office Communication:** Bridges the gap between the job site and the office by providing real-time financial information to field teams.
- **Collaboration:** Unites project teams, finance departments, and trade partners around a common financial platform, improving communication and alignment.

• All images/videos should be capable of being automatically tagged, georeferenced, and labeled. Images must be attached to their respective projects and/or embedded in reports.

Procore's proposed solution addresses the need for handling images and videos by providing automatic tagging, georeferencing, and labeling capabilities. The system can directly capture photos and videos from mobile devices.

Once captured, Procore automatically geotags and time-stamps the multimedia eliminating the need for manual data entry. This process ensures that all identifying information regarding date, time, and location is captured and preserved, which solves the problem of information being lost or unavailable after uploading to the current AMLNET system.

Furthermore, images and videos must be attached to their respective projects or embedded directly into reports, which addresses the issue in the current system where multimedia is stored separately from documents, creating a disconnect. This streamlined approach also allows for easier searching of supporting files and documents, as it replaces the current

ineffective search function that can only search titles and tags[3].

Additionally, Procore Maps[4] enhances project execution by providing a comprehensive visual tool that integrates seamlessly with other Procore functionalities, facilitating better planning, execution, and monitoring of construction projects.

Procore Maps seamlessly integrates your project images within an easy-to-navigate map, available at your fingertips anytime, anywhere. View photos on an interactive map to understand work status and minimize delays quickly. Users can filter photos by date, pinpoint milestones, identify roadblocks and act quickly. Ensure clarity and confidence in project execution with accurate geolocated data accessible to your entire team.

- View photos on a map (web and mobile)
- See photo thumbnails on a map.
- Filter photos on a map

Enhancements to the Photos Map feature are designed to streamline your project management experience. With a user-friendly thumbnail view, finding and accessing project photos has never been easier. Selecting a cluster of photos now reveals a more intuitive thumbnail view rather than a list of file names. This update ensures you can quickly locate and review critical visual data, enhancing your ability to make informed decisions on the go.

For more, please visit https://support.procore.com/products/procore-maps/tutorials/about-procore-maps.

4.2.1.8 Support and Training

Procore offers a variety of training materials and services that cater to diverse learning styles, including an online support portal featuring written tutorials, videos, FAQs, and a hands-on certification program.

Training is web-based. During implementation, a Procore Project Manager will work in tandem with other members of your Procore Account Team, including Strategic Product Consultants, Analytics Implementation Specialists, Integration Implementation Specialists, and Solutions Architects. Implementation will focus on setting up and configuring the platform, as well as training an appointed group of key stakeholders before training end-users. This allows for a more flexible and global roll-out strategy, whether conducted in person or in a self-service environment. On-site training is optional and can be requested at an additional cost.

Post-implementation, live webinars with customer success and support representatives are available. Classes are free and offered every week. Each training session reserves time for live Q&A. Procore offers Certification Courses that cover all solutions and are geared toward a specific audience of users.

Also available for purchase is Procore's Training Center, which empowers companies and organizations to document their best practices and Standard Operating Procedures (SOPs) for internal Procore workflows and any other relevant software systems in place. Users can build custom training material in a private section on Procore's Support site. The Training Center enables internal teams and external collaborators to adhere to SOPs and best practices.

• The Vendor should describe how they will provide user training and technical support to resolve issues related to the implementation or operation of the solution throughout the term of the contract. The Vendor will need to explain

[3] The geotagging feature is only available in Procore for Commercial solution.

[4] Procore Maps is only available in Procore for Commercial solution.

Technical Approach

their plan for deployment & data migration.

Training is addressed above and will be provided via web throughout implementation in a mutually agreed upon schedule.

Regarding support, Procore provides exceptional support to all users 24 hours a day Monday through Friday, with limited hours on Saturdays and Sundays. In-house customer support representatives operate 365 days a year, including holidays, from Help Desks in the U.S., Canada, and Ireland.

Besides phone, email, and Live Chat Support, subscribing organizations have access to a dedicated Customer Success Engineer (CSE) who oversees post-implementation training and manages all Tier 2 support issues. A robust support portal with product-specific documentation is available for self-guided training and reference.

Regarding deployment, The Procore Project Manager will work with WVDEP to develop a customized implementation schedule that fits your specific needs. Below is a general overview of the initial implementation process:

- Procore launch and account setup: Implementation kick-off begins once the contract is executed.
    - The subscribing organization forms an internal Procore Committee, which acts as primary points of contact and source of organizational expertise throughout the implementation process.
    - Initial meetings are held with the Procore Project Manager and the Procore Committee to define the project timeline and outline current processes, key stakeholders, and expectations.
    - The Implementation Team discusses current business processes and defines those processes within Procore.
- Implementation Team training:
    - Once the project timeline is established, the Implementation Team will begin consulting. During that time, each member of the Procore Committee will watch a prescribed set of Procore Certification videos, access the sandbox test project for practice, and review material covered in the training program.
- Consultation Sessions:
    - Working with the Procore Project Manager and other members of the Procore Account Team (which can include Strategic Product Consultants, Analytics Implementation Specialists, Solutions Architects, and more), the Procore Committee will learn the functional properties of Procore tools and prepare for the companywide rollout.
      The following will be reviewed during these sessions:
        - Creating workflows and standard processes for all Procore tools
        - System configurations and procedures, including but is not limited to:
            - User permission templates
            - Standard project template configuration (folder structure, privacy settings, etc.)
            - Forms and workflow design
            - Project types, roles, stages, programs, departments, etc.
- Rollout Plan:
    - Based on the Implementation Team's rollout strategy, Procore will be introduced to project team members based on the rollout approach agreed on during initial consultation. Rollout can occur based on region, phase, projects, etc.

After the Procore platform is fully implemented, a designated Customer Success Engineer (CSE) is assigned to become your point of contact for all business reviews, questions, and check-in meetings.

Technical Approach

Together we will work as a team to ensure the entire implementation process is efficient and thorough. The goal is for each member of your project execution team to use Procore to perform their respective roles and responsibilities.

Data migration: Procore recognizes the importance of a smooth transition from legacy systems to ensure WVDEP staff have access to accurate and complete project data. As part of this RFP response, Procore confirms that data migration services are not included in the proposed scope or cost.

Procore offers two approaches to migration:

- Customer-Led Migration (No Cost): Procore provides guidance and best practices for WVDEP staff to manually migrate data into the Procore environment.
- Procore-Led Migration (Optional, Additional Cost): If WVDEP prefers Procore to lead the migration, this service can be provided at an additional cost after a thorough scoping process. The migration plan and timeline will vary depending on the type, volume, and quality of the legacy data as well as WVDEP's specific business objectives.

Key factors that influence the migration plan include:

- Data sources and formats (structured vs. unstructured, CSV availability, attachments).
- Data schema and field mapping.
- Number of projects/records to migrate.
- Data quality and cleansing needs.
- Compliance and retention requirements.
- Existing or planned system integrations.

To ensure alignment before migration begins, Procore conducts a structured discovery process. Below is a representative sample of scoping questions that help shape the strategy and determine cost:

Example Data Migration Scoping Questions

Business Objectives:

- What are the primary business objectives for this migration project, and how will success be measured?
- What is the desired timeline for completing this migration project?

Data Sources:

- What is the data source(s) you want to migrate data from?
    - Is this source structured (e.g., databases) or unstructured (e.g., text files)?
    - Can the source data be provided in CSV format?
    - How would Procore access these data sources?
- What source(s) do you collect your data from, and how frequently is it updated?
- Approximately how many projects/records in total are you looking to migrate?
- Do you have any relevant documentation on the data schema and fields you can share?
- Does the source data include attachments?
- Are there any specific protocols or integrations using these data sources?
- Will we be migrating both closed projects and in-progress projects?

Data Quality:

- How is the data quality assessed and maintained?
- Are there any data cleansing or validation requirements?
- Are there any known data anomalies or discrepancies?

Internal Resources

Technical Approach

- Who are the key stakeholders and team members involved in this project?
- Is there an internal champion who will partner with Procore to answer data specific questions?
- Is there a Resource to QC data?

Data Security/Retention:

- Are there any compliance or regulatory requirements to consider?
- How long do you need to retain historical data, and is there an archiving strategy in place?

Procore Systems/Integrations:

- Are you able to walk us through your existing workflow and systems?
- What is your desired workflow?
- Do you have any existing integrations or plan to in the near future?
- Will your preconstruction project be created in Procore?
- Do you use Procore for project work before the project is in your ERP system?
- How many test imports will need to be conducted?

- ***Technical support/troubleshooting services should be available after implementation. Post implementation customization must be available to adjust as necessary.***

As part of the annual subscription services, Procore will assign one (1) named Customer Success Engineer (CSE). Post-implementation, the CSE conducts quarterly reviews for leadership, focusing on continued success and adoption of new features, and strategic planning initiatives to establish that your organization is meeting Key Performance Indicators and serves as the main point of contact for any account-specific questions. You will select/identify lead Procore administrators within our organization that will have direct access to the designated CSE.

Procore Support is ongoing and fully available after training and implementation. Standard support is included in the cost of your subscription and is available to all, including non-customers. All support is provided by Procore employees and is available via phone, email, or Live Chat.

4.2.1.9 Data Security

Procore's Engineering and Development teams work closely with our Risk/Compliance, Site Reliability, and Security teams to coordinate development and testing to provide a secure solution, including internal audits, penetration testing, and other activities.

Ongoing internal and external testing and audit programs are conducted as prescribed by industry best practices and guidance.

Procore conducts 3rd party penetration and vulnerability testing at least annually and after any major change. The most recent penetration tests were performed in April/May 2025 by TrustedSec.

All subscriber data is stored within secure commercial infrastructure cloud services and encrypted in transit and at rest.

Procore connections are secured using HTTPS protected by Transport Layer Security (TLS 1.2+). The data in transit is encrypted using the AES-256 standard, the secure hash algorithm (SHA-2) for message authentication, and RSA as the encryption key exchange mechanism.

Technical Approach

Procore uses provider-managed device encryption services to encrypt data at rest. This includes AWS S3 Server-Side Encryption, Aurora DB Encryption EBS Encryption all using Amazon Key Management Service (KMS). All services use one of the strongest block ciphers available, the 256-bit Advanced Encryption Standard (AES-256), to encrypt data. The provider-managed encryption services ensure that the keys are stored securely and rotated regularly.

Procore is SSAE 18, SOC 1 & 2 Type 2 compliant, and ISO 27001 Certified. Reports can be made available under NDA or contract.

SaaS Network Security Management: Procore prioritizes network security. Customer data is transferred securely to and from the production system, and managed through logging and monitoring systems, security-focused firewall, server configurations, and distributed denial-of-service (DDoS) protection.

Firewall Configuration: Unused ports are closed using a system firewall, virtual machine security groups, and a hardware firewall device. System firewall rules are managed by configuration software, and all changes are reviewed before deployment.

DDoS Protection: Procore relies on DDoS mitigation services from their hosting provider to protect all production networks. DDoS mitigation encompasses real-time traffic modeling, server- level anomaly detection, and attack mitigation. To help ensure customer uptime in the event of a DDoS attack, mitigation includes three layers of protection to identify and filter hostile traffic 24 hours a day, seven days a week, 365 days a year.

Web Application Firewalls: Procore uses Cloudflare for a web application firewall (WAF) and runtime application self-protection (RASP) technology. Cloudflare is a modern innovative security measure that protects against the most common network and application vulnerabilities, such as the OWASP Top 10 security risks.

Cloudflare fits within Procore's multiple infrastructure environments so our security teams can leverage protections within multiple cloud service providers. The app provides real-time attack and security data through a dashboard that integrates seamlessly with our chosen tool chains. Cloudflare is comprehensive, providing protection from the OWASP Top 10, up through application DDoS, brute force, and business logic attacks.

Logging and Monitoring: Procore uses an industry-standard enterprise application management solution to monitor systems; trigger alerts based on event logs; and to facilitate alerting, trend analysis, and risk assessment.

24/7 monitoring of critical network events, with log aggregation systems, enables Procore's Site Reliability Engineers (SRE) to identify and address any unauthorized access to assets (including client data) within the SaaS production network. This includes outside threats and internal users, as the SaaS infrastructure is behind firewalls in both cases. Alerting notifies the Procore SRE Team of any issues.

Procore logs all HTTP requests, all database requests, all blocked network traffic at the firewall, all SSH attempts, and all system logging. Procore retains logs for one full year.

Escalation procedures govern timely communication of significant security incidents through the management chain and to any affected client.

Physical Environment Monitoring: Procore uses secure cloud service providers equipped with sensors to detect environmental hazards, including smoke and water detectors, and redundant HVAC units to monitor temperature and

humidity.

Technical Vulnerability/Virus Management: Procore subscribes to manufacturer and independent security notification services to monitor potential external threats.

To help ensure system servers remain configured to build standards, the SRE Team uses automated tools and documented procedures to build and configure all network equipment, systems, and servers from predefined build configuration procedures. All systems, platforms, and applications are configured to minimize security risks.

A subset of machines are monitored in real time for vulnerable packages, and all systems are routinely scanned. Procore diligently applies security updates to operating systems and applications. When a vulnerability is discovered, the patch is deployed in a three-step process across the entire infrastructure. Each system is risk-assessed, and updates are applied based on that Risk Assessment.

Procore updates the application for all clients at the same time. All customers use the most up-to-date release of the platform. Procore frequently releases changes to products to provide customers with new and improved features, and bug fixes as soon as they become available. In some cases, changes and updates are bundled and released on a planned schedule.

Procore does not maintain a pre-defined maintenance window. Maintenance windows are chosen for minimal impact to customer usage. Any perceived impact will be communicated well in advance. Banners, for example, notifying users of scheduled maintenance will appear in the application at least one week before the maintenance window.

Procore's research and development teams embrace an agile development and deployment framework, allowing individual product squads to release quality-assured upgrades and enhancements across the entire platform. Releases can occur multiple times per week, if not per day. For major functionality or user interface updates, Procore runs a beta program and use of the legacy solution is often available for a set time during testing.

Procore uses test and development servers to fully quality-assure any update to the platform before its general release. Any release, enhancement, or major change is fully communicated well in advance and in multiple ways: by in-app notifications, monthly newsletters, and monthly webinars.

Procore's Site Reliability Engineering Team uses automated tools and documented procedures to build and configure all network equipment, systems, and servers from predefined build configuration procedures. All systems, platforms, and applications are configured to minimize security risks.

A subset of machines is monitored in real time for vulnerable packages, and all systems are scanned routinely. Procore is diligent about applying security updates to operating systems and applications. When a vulnerability is discovered, the patch is deployed in a three-step process across the entire infrastructure. Each system is risk-assessed, and updates are applied based on that assessment.

- ***The proposed solution should have unlimited file/data storage.***

Procore provides a central location for users to house all company and project documents. Controllable permission levels allow users to limit access and viewing rights to only the desired contributing personnel. The Documents tool enables teams to collaborate through a customizable folder structure with unlimited storage.

Technical Approach

4.2.1.10 Drone Operations

- ***The proposed solution should be capable of the storage of tracking, importing, and recording operational data for drone flights.***

Using the combination of Procore's open platform and a specialized drone data platform like DroneDeploy, you can effectively integrate drone data into your projects. For example, DroneDeploy processes your drone imagery into maps and models, which can then be synchronized to Procore to provide visual context in tools like Photos, Daily Logs, and Observations. The **Procore product team is also actively working to enhance this process**, with a current effort to deliver a geotiff layer directly from files within Procore Documents, which can further streamline the use of drone imagery for site monitoring and mapping.

Although users can upload videos of any file type to the Documents tool, Procore only allows them to preview and play .mp4 files.

Procore's App Marketplace offers some pre-built integrations that might satisfy this requirement. For details about these integrations, visit https://marketplace.procore.com/search_results?query=drone.

4.2.2. Mandatory Project Requirements

Procore acknowledges the following mandatory requirements and believes that we shall meet or exceed them as described below.

4.2.2.1 The proposed solution shall provide secure data storage with encryption and compliance with all state and federal data protection regulations (Fed Ramp, NIST, etc.).

Procore acknowledges that West Virginia may have security needs consistent with a FedRAMP Moderate Equivalent product. In response to the product and data security language, policies, and terms outlined in the RFP and in lieu of those language/policies/terms, Procore proposes Procore for Government. Procore has obtained FedRAMP "In Process" status for the Procore for Government platform and is actively pursuing FedRAMP Authorization at the FedRAMP Moderate Impact Level. Procore has also achieved FedRAMP Moderate Equivalency for Procore for Government through 3PAO assessment. Please refer to the Procore for Government Addendum included with Procore's response.

4.2.2.2 The proposed solution must be capable of integrating with other software in use such as AutoCAD and ArcGIS.

Procore provides multiple avenues for interaction and/or integration with AutoCAD and ArcGIS. Stored CAD drawings can be stored and checked out using the Documents tool, opened and edited in the native CAD application, then checked back in, which automatically up-revs the version.

Procore's Drawings tool allows CAD files that have been converted into PDF format to be collaboratively shared and managed. Hyperlinks to section details and call-out drawings are automatically generated between files. There is no limitation on how many drawings or files can be brought into the system.

Technical Approach

Procore's App Marketplace offers a pre-built integration with ArcGIS. For details about this integration, visit https://marketplace.procore.com/apps/arcgis-viewer.

ArcGIS can be launched inside Procore as an embedded App to plot the locations of all photos stored in the Procore Photos tool and overlays the ArcGIS Online web view with a set of clickable pop-ups that display each photo.

The Procore REST API can also access project data for incorporation into the District's ArcGIS Online projects. This would require additional scoping to ensure the desired data is integrated. Procore has worked with multiple clients to integrate Procore and ArcGIS information[5].

4.2.2.3 Exportation of data, forms, and other information in common formats such as Word document format, CSV, PDF, JPG, MPG, XLC and other formats must be available.

Imported documents are saved in their native format and can be exported as such. Procore exports data to PDF and CSV formats.

4.2.2.4 The CM software must be cross-platform compliant with all HP and Dell desktops running Microsoft Windows 10 and 11 and I-Phone and I-Pad mobile operating systems. The integrated mobile applications must work on all mobile devices and be capable of functioning without internet, cellular, or Wi-Fi access while providing infield access to and manipulation of plans, specifications, submittals, forms, and reports. It must provide the ability to collaborate and the ability to generate field reports with multimedia data capture, geotagging, and date/time stamps. It must also be capable of automatically uploading any collected data and updating project data once the device can establish an internet connection.

Procore is a web- and cloud-based, multi-tenant, Software-as-a-Service (SaaS) solution accessed through the public internet over a securely encrypted connection. There are no additional hardware or software requirements.

Procore is compatible with all major web browsers, including:

- Google Chrome
- Mozilla Firefox
- Safari for Mac OS X
- Edge for Windows 10

Procore offers native mobile applications for the Apple iOS and Android mobile operating systems. The Apple iOS version requires iOS 16.1 or later and is compatible with iPhone, iPad, and iPod touch. The Android app requires Android 11 or later.

[5] Please note that capabilities to integrate with ArcGIS are more robust in the Procore for Commercial offering than in the Procore for Government offering. We have provided options for both in our pricing package.

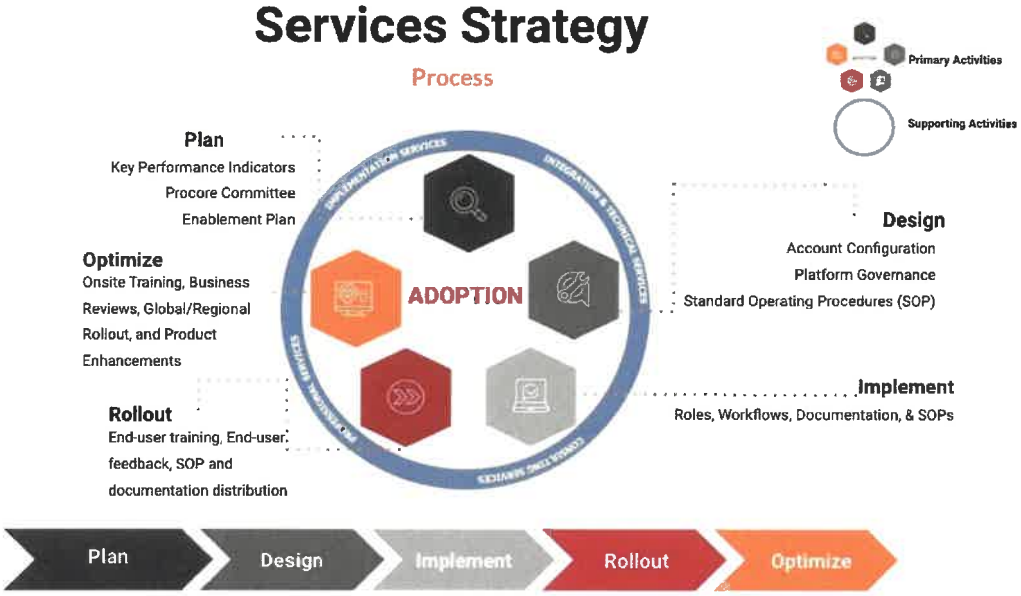
Project Plan

Overview

On the pages that follow, Procore has provided a representative implementation plan. We anticipate that this plan is directional only and will be refined as we engage in more detailed requirements gathering with the State. This plan shows the timeline, key milestones, and deliverables.

About Our Implementation

Our services are designed to help all types of customers efficiently and effectively roll out and adopt Procore, as well as help customers in the onboarding of new teams and projects after the initial implementation. Simply put, our approach focuses on identifying critical factors in adopting new technology and coordinating cohesive and focused actions toward those factors to achieve desired results. Our implementations are delivered using a five-phase approach while working in partnership with our customers. Each phase is designed to fit our customers' implementation to their unique and specific needs. The Customer and Procore Project Manager will collaborate to develop a more detailed implementation plan during the Planning phase.



The system will initially be implemented on a subset of projects (prioritized by the WVDEP team) before being rolled out across the entire organization.

This will help design, test, and iterate upon standard Procore operating procedures without impacting on the productivity of the entire workforce. Once Procore has been successfully set up on the initial projects, we will establish a company-wide rollout strategy to drive adoption across your organization.

- Plan
  - Project(s) Plan refinement: schedule, scope, strategy. Customer scope with our team which projects should be initially prioritized.

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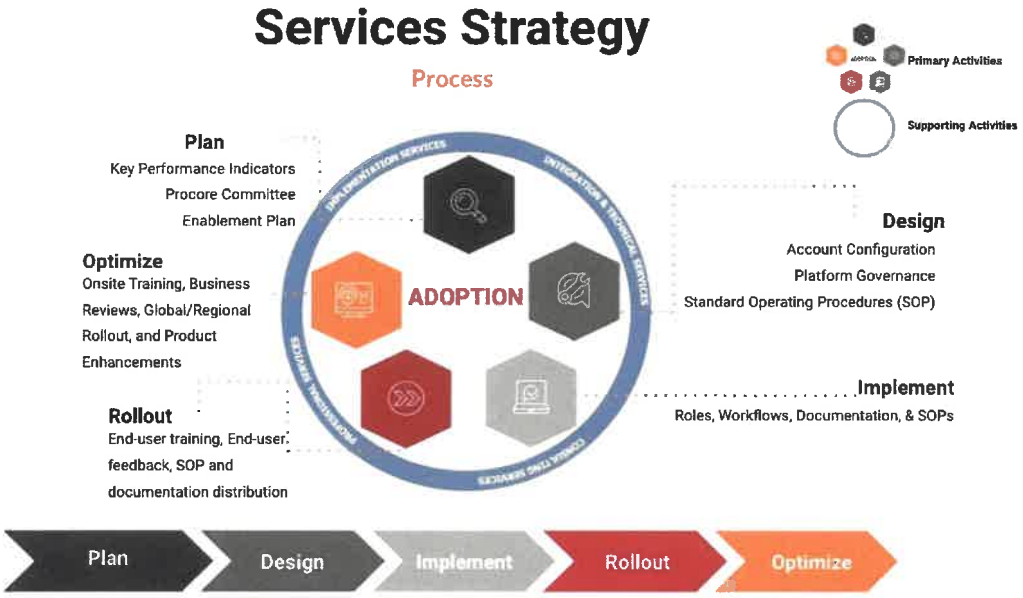

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- Plan
    - Project(s) Plan refinement: schedule, scope, strategy. Customer scope with our team which projects should be initially prioritized.

- Align Procore Committee.
- Define KPIs. Will take input from individual stakeholders.
- Decide on rollout strategy and long-term training approach.

- Design
  - Begin Procore Certification courses.
  - Account and project template configuration.
  - Define internal and external user access levels. Granular permissions and controls set.
  - Commence development of Standard Operating Procedures.
  - Begin integration mapping and development.
- Implement
  - Virtual Consultations sessions with Procore Committee.
  - Configure all Procore tools and workflows. Define what is standard (i.e. RFIs, Submittals, Drawings) and what needs to be configured or customized.
  - Build out custom reports and analytics dashboards.
  - Conduct historical data uploads.

- Rollout
  - Execute on change management and rollout strategy.
  - Finalize and distribute SOPs to end-users.
  - Conduct end-user training workshops.
  - Feedback sessions with initial project team(s).
  - Progress calls and adoption reviews with Procore PM.

- **Optimize & Transition** Modifications to SOPs based on end-user feedback (if applicable) and transition to the execution phase.

Milestone/Task	Duration	Start Date	Due Date	Task Type	Responsibility
Summary					
The implementation plan below is an example provided by Procore for reference purposes only. The durations and tasks outlined are subject to change based on various factors including but not limited to: contracted product mix, service package, and resource availability. The Procore Services Delivery Team will create a tailored implementation project plan upon completion of your Alignment Call after your contractual Service Start Date.					
CLIENT PM/QS/FIN/INV/ANYL/SOP - EXAMPLE Custom SOW	284d	09/01/25	10/01/26		
NAMER - SOWs	284d	09/01/25	10/01/26		
SOW	284d	09/01/25	10/01/26		
Procore Provisioned	284d	09/01/25	10/01/26	Milestone	Procore
Planning + Alignment	9d	09/01/25	09/11/25	Phase	Joint
Internal Account Team Sync	1d	09/01/25	09/01/25		Procore
Alignment Call	1d	09/03/25	09/03/25	Activity	Joint
Update Project Plan with First Draft	5d	09/04/25	09/10/25	Activity	Procore
Additional Planning Activities	5d	09/05/25	09/11/25	Workstream	Joint
Finalize CLIENT Procore Committee	1d	09/05/25	09/05/25	Activity	Client
Shared Initial Draft of Project Plan	2d	09/08/25	09/09/25	Activity	Procore
Establish CLIENT Procore Roles & Responsibilities	1d	09/11/25	09/11/25	Activity	Client
Design, Build, Rollout Planning	7d	09/15/25	09/23/25	Phase	
Discovery Workshop(s)	6d	09/15/25	09/22/25	Phase	Joint
Financial Discovery	4d	09/15/25	09/18/25	Activity	Joint
PMQS Discovery	4d	09/17/25	09/22/25	Activity	Joint
Review Plan	1d	09/19/25	09/19/25	Activity	Joint
Joint Acceptance of Final Project Plan	3d	09/19/25	09/23/25	Milestone	Joint
END OF DISCOVERY AND PLANNING PHASE	1d	09/23/25	09/23/25		

Project Management	76d	09/01/25	12/15/25	Initiative	Joint
Documents + Permissions	9d	09/22/25	10/02/25	Sprint	Joint
Consultation	1d	09/22/25	09/22/25	Activity	Joint
Set up Document Folder Structure in your Standard Project Template	5d	09/24/25	09/30/25	Task	Client
Create SOP	5d	09/26/25	10/02/25	Task	Client
Drawings	17d	09/01/25	09/23/25		
Consultation	1d	09/01/25	09/01/25	Meeting	Joint
Configure Settings within your Standard Project Template	6d	09/03/25	09/10/25	Task	Client
Configure fieldset	6d	09/04/25	09/11/25	Task	Client
Test/validate process in a test project	6d	09/05/25	09/12/25	Activity	Client
Prepare 1st draft of SOP	9d	09/08/25	09/18/25	Task	Procore
Provide SOP to CLIENT for review	1d	09/18/25	09/18/25	Deliverable	Procore
SOP review meeting	1d	09/19/25	09/19/25	Meeting	Joint
SOP Finalization	1d	09/22/25	09/22/25	Task	Procore
CLIENT sign-off on SOP	1d	09/23/25	09/23/25	Activity	Client
RFIs	27d	09/08/25	10/14/25		
Consultation	1d	09/08/25	09/08/25	Meeting	Joint
Configure settings within your Standard Project Template	5d	09/10/25	09/16/25	Task	Client
Configure fieldset	5d	09/11/25	09/17/25	Task	Client
Test/validate process in a test project	5d	09/15/25	09/19/25	Activity	Client
Prepare 1st draft of SOP	16d	09/18/25	10/09/25	Task	Procore
Provide SOP to CLIENT for review	1d	10/09/25	10/09/25	Deliverable	Procore
SOP review meeting	1d	10/10/25	10/10/25	Meeting	Joint
SOP Finalization	1d	10/13/25	10/13/25	Task	Procore
CLIENT sign-off on SOP	1d	10/14/25	10/14/25	Activity	Client
Punch List	29d	09/15/25	10/23/25		
Consultation	1d	09/15/25	09/15/25	Meeting	Joint
Configure Punch List Templates	11d	09/19/25	10/03/25	Task	Client

Configure Punch List Settings within your Standard Project Template	11d	09/19/25	10/03/25	Task	Client
Configure fieldset	11d	09/22/25	10/06/25	Task	Client
Test/validate process in a test project	11d	09/24/25	10/08/25	Activity	Client
Prepare 1st draft of SOP	16d	09/26/25	10/17/25	Activity	Procore
Provide SOP to CLIENT for review	1d	10/17/25	10/17/25	Deliverable	Joint
SOP review meeting	1d	10/20/25	10/20/25	Meeting	Procore
SOP Finalization	1d	10/21/25	10/21/25	Task	Joint
CLIENT sign-off on SOP	1d	10/23/25	10/23/25	Activity	Client
Specifications & Submittals	31d	09/22/25	11/03/25		
Consultation 1	1d	09/22/25	09/22/25	Meeting	Joint
Configure Specifications fieldset	6d	09/24/25	10/01/25	Task	Client
Configure Specifications settings within your Standard Project Template	6d	09/26/25	10/03/25	Task	Client
Consultation 2: Submittals cont'd	1d	09/29/25	09/29/25	Meeting	Joint
Configure Submittals fieldset	11d	10/01/25	10/15/25	Task	Client
Create Custom Submittal Types	11d	10/03/25	10/17/25	Task	Client
Configure Submittals settings within your Standard Project Template	11d	10/06/25	10/20/25	Task	Client
Test/validate Specs & Submittals in a test project	11d	10/08/25	10/22/25	Activity	Client
Prepare 1st draft of SOP	16d	10/09/25	10/30/25	Activity	Procore
Provide SOP to CLIENT for review	1d	10/29/25	10/29/25	Deliverable	Joint
SOP review meeting	1d	10/31/25	10/31/25	Meeting	Procore
SOP Finalization	1d	11/03/25	11/03/25	Task	Joint
CLIENT sign-off on SOP	1d	11/03/25	11/03/25	Activity	Client
Correspondence	31d	10/06/25	11/17/25		
Consultation	1d	10/06/25	10/06/25	Meeting	Joint
Determine and Create Correspondence Types as needed	11d	10/08/25	10/22/25	Task	Client
Create Correspondence Settings within your Standard Project Template	11d	10/10/25	10/24/25	Task	Client
Configure fieldset for each Correspondence Type	11d	10/13/25	10/27/25	Task	Client
Test/validate in a test project	11d	10/14/25	10/28/25	Task	Client

Prepare 1st draft of SOP	15d	10/17/25	11/06/25	Task	Procore
Provide SOP to CLIENT for review	1d	11/06/25	11/06/25	Deliverable	Procore
SOP review meeting	1d	11/07/25	11/07/25	Meeting	Joint
SOP Finalization	6d	11/10/25	11/17/25	Task	Procore
CLIENT sign-off on SOP	1d	11/11/25	11/11/25	Activity	Client
Meetings & Schedule	26d	10/13/25	11/17/25		
Consultation	1d	10/13/25	10/13/25	Meeting	Joint
Configure Schedule settings within your Standard Project Template	6d	10/15/25	10/22/25	Task	Client
Configure Meeting Settings within your Standard Project Template	6d	10/17/25	10/24/25	Task	Client
Test/validate in a test project	21d	10/20/25	11/17/25	Activity	Client
Prepare 1st draft of SOP	15d	10/22/25	11/11/25	Task	Procore
Provide SOP to CLIENT for review	1d	11/11/25	11/11/25	Deliverable	Procore
SOP review meeting	1d	11/12/25	11/12/25	Meeting	Joint
SOP Finalization	1d	11/13/25	11/13/25	Task	Procore
CLIENT sign-off on SOP	1d	11/14/25	11/14/25	Activity	Client
Reporting	56d	09/29/25	12/15/25		
Consultation	1d	10/27/25	10/27/25	Activity	Client
Quality & Safety	56d	09/29/25	12/15/25	Initiative	Joint
Action Plans	17d	09/29/25	10/21/25		
Consultation	1d	09/29/25	09/29/25	Meeting	Joint
Configure Settings within your Standard Project Template	6d	09/30/25	10/07/25	Task	Client
Configure fieldset	6d	10/01/25	10/08/25	Task	Client
Test/validate process in a test project	6d	10/03/25	10/10/25	Activity	Client
Prepare 1st draft of SOP	9d	10/08/25	10/20/25	Task	Procore
Provide SOP to CLIENT for review	1d	10/16/25	10/16/25	Deliverable	Procore
SOP review meeting	1d	10/17/25	10/17/25	Meeting	Joint
SOP Finalization	1d	10/18/25	10/18/25	Task	Procore
CLIENT sign-off on SOP	1d	10/21/25	10/21/25	Activity	Client
Observations & Inspections	26d	11/10/25	12/15/25		

	Consultation	1d	11/10/25	11/10/25	Meeting	Joint
Template	Configure settings within your Standard Project	5d	11/12/25	11/18/25	Task	Client
	Configure fieldset	5d	11/13/25	11/19/25	Task	Client
	Test/validate process in a test project	5d	11/17/25	11/21/25	Activity	Client
	Prepare 1st draft of SOP	16d	11/20/25	12/11/25	Task	Procore
	Provide SOP to CLIENT for review	1d	12/11/25	12/11/25	Deliverable	Procore
	SOP review meeting	1d	12/12/25	12/12/25	Meeting	Joint
	SOP Finalization	1d	12/14/25	12/14/25	Task	Procore
	CLIENT sign-off on SOP	1d	12/15/25	12/15/25	Activity	Client
Analytics		14d	10/29/25	11/17/25		
Kick Off		1d	10/29/25	10/29/25	Meeting	Joint
Analytics Connection Set Up		6d	10/31/25	11/07/25	Task	Joint
Client Provide sample Reports		11d	11/03/25	11/17/25	Task	Client
Financials & Invoicing		147d	09/15/25	04/08/26		
Complete Financial Certification Course		5d	10/20/25	10/24/25	Activity	Client
WBS		27d	10/26/25	12/01/25		
	Consultation 1: Overview	1d	10/26/25	10/26/25	Meeting	Joint
	Consultation 2: Validation	1d	10/26/25	10/26/25	Meeting	Joint
	Prepare Cost Codes	1d	10/28/25	10/28/25	Task	Client
	Import Cost Codes	10d	10/31/25	11/13/25	Task	Client
	Prepare 1st draft of SOP	15d	11/02/25	11/20/25	Task	Procore
	Provide SOP to CLIENT for review	1d	11/08/25	11/08/25	Deliverable	Procore
	SOP Finalization	6d	11/24/25	12/01/25	Task	Procore
	CLIENT sign-off on SOP	1d	11/25/25	11/25/25	Activity	Client
Budget		34d	11/03/25	12/18/25		
	Consultation 1: Overview	1d	11/03/25	11/03/25	Meeting	Joint
	Consultation 2: Process Validation + Custom Views	1d	11/05/25	11/05/25	Meeting	Joint
	Test/validate process in a test project	11d	11/07/25	11/21/25	Activity	Client
Template	Configure settings within your Standard Project	11d	11/09/25	11/21/25	Task	Client

	Create custom budget views	11d	11/11/25	11/25/25	Task	Client
	Prepare 1st draft of SOP	20d	11/12/25	12/09/25	Task	Procore
	Provide SOP to CLIENT for review	1d	12/09/25	12/09/25	Deliverable	Procore
	SOP review meeting: WBS + Budget	1d	12/11/25	12/11/25	Meeting	Joint
	SOP Finalization	6d	12/11/25	12/18/25	Activity	Procore
	CLIENT sign-off on SOP	1d	12/12/25	12/12/25	Activity	Client
	Funding	21d	11/10/25	12/08/25		
	Consultation	1d	11/10/25	11/10/25	Meeting	Joint
	Test/validate process in a test project	6d	11/12/25	11/19/25	Activity	Client
	Prepare 1st draft of SOP	11d	11/16/25	11/28/25	Task	Procore
	Provide SOP to CLIENT for review	1d	11/29/25	11/29/25	Deliverable	Procore
	SOP review meeting: Funding	1d	11/30/25	11/30/25	Meeting	Joint
	SOP Finalization	6d	12/01/25	12/08/25	Activity	Procore
	CLIENT sign-off on SOP	1d	12/03/25	12/03/25	Activity	Client
	Commitments	30d	11/17/25	12/26/25		
	Consultation 1: Overview	1d	11/17/25	11/17/25	Meeting	Joint
	Consultation 2: Validation	1d	11/19/25	11/19/25	Meeting	Joint
	Test/validate process in a test project	1d	11/21/25	11/21/25	Activity	Client
Template	Configure settings within your Standard Project	11d	11/24/25	12/08/25	Task	Client
	Configure fieldset	11d	11/28/25	12/12/25	Task	Client
	Prepare 1st draft of SOP	16d	11/29/25	12/19/25	Task	Procore
	Provide SOP to CLIENT for review	1d	12/18/25	12/18/25	Deliverable	Procore
	SOP review meeting: Commitments	1d	12/19/25	12/19/25	Meeting	Joint
	SOP Finalization	6d	12/20/25	12/26/25	Activity	Procore
	CLIENT sign-off on SOP	1d	12/21/25	12/21/25	Activity	Client
	Change Management	30d	01/05/26	02/13/26		
	Consultation 1: Overview	1d	01/05/26	01/05/26	Meeting	Joint
	Consultation 2: Validation	1d	01/07/26	01/07/26	Meeting	Joint
	Test/validate process in a test project	15d	01/12/26	01/30/26	Activity	Client

Template	Configure settings within your Standard Project	15d	01/12/26	01/30/26	Task	Client
	Set defaults	15d	01/14/26	02/03/26	Task	Client
	Configure Change Events fieldset	15d	01/16/26	02/05/26	Task	Client
	Prepare 1st draft of SOP	20d	01/19/26	02/13/26	Task	Procore
	Provide SOP to CLIENT for review	1d	02/02/26	02/02/26	Deliverable	Procore
	SOP review meeting: Change Management	1d	02/02/26	02/02/26	Meeting	Joint
	SOP Finalization	6d	02/06/26	02/13/26	Activity	Procore
	CLIENT sign-off on SOP	1d	02/10/26	02/10/26	Activity	Client
	Invoicing + Direct Costs	26d	02/08/26	03/13/26		
	Consultation 1: Overview	1d	02/08/26	02/08/26	Meeting	Joint
	Consultation 2: Validation	1d	02/10/26	02/10/26	Meeting	Joint
	Test/validate process in a test project	8d	02/12/26	02/23/26	Activity	Client
	Prepare 1st draft of SOP	14d	02/14/26	03/04/26	Task	Procore
	Provide SOP to CLIENT for review	1d	03/02/26	03/02/26	Deliverable	Procore
	SOP review meeting: Invoicing + Direct Costs	1d	03/04/26	03/04/26	Meeting	Joint
	SOP Finalization	6d	03/06/26	03/13/26	Activity	Procore
	CLIENT sign-off on SOP	1d	03/10/26	03/10/26	Activity	Client
	Reporting (Financial Focused)	1d	03/02/26	03/02/26		
	Consultation	1d	03/02/26	03/02/26	Meeting	Joint
Focused)	Configurations + Permissions Check-In Call (Financial	1d	03/04/26	03/04/26	Meeting	Joint
	Q&A (Financial Focused)	1d	03/05/26	03/05/26	Meeting	Joint
	Integrations	68d	09/15/25	12/17/25		
	Discovery	5d	09/15/25	09/19/25	Activity	Joint
	Consultation	10d	09/20/25	10/02/25	Activity	Joint
	Build Connections	30d	10/03/25	11/13/25	Activity	Procore
	Test/validate process and data in a test project	15d	11/13/25	12/03/25	Activity	Client
	Refine Process and Connections	10d	12/03/25	12/16/25	Task	Procore
	Final Text	1d	12/17/25	12/17/25	Deliverable	Procore
INTEGRATION	END OF DEVELOPMENT, IMPLEMENTATION, &	1d	12/17/25	12/17/25		

Rollout - Initiative	57d	01/19/26	04/08/26	Activity	Joint
Rollout Planning Discussion	1d	01/19/26	01/19/26	Meeting	Joint
Rollout Prep	11d	01/26/26	02/09/26	Activity	Joint
Virtual Training Sessions	20d	03/06/26	04/02/26	Activity	Joint
Post Virtual Training Q&A (Financial Focused)	1d	04/06/26	04/06/26	Meeting	Joint
Rollout Complete	0	04/08/26	04/08/26	Milestone - Progress	Joint
Optimize	11d	04/13/26	04/27/26	Phase	
Post Implementation Planning and Optimization	11d	04/13/26	04/27/26	Initiative	Joint
Usage Review	11d	04/13/26	04/27/26	Activity	Procore
END OF CONSULTATION	1d	04/27/26	04/27/26		

References

Contact information for at least three references from projects of similar size and scope.

4.3.2. Mandatory Qualification/Experience Requirements
Procore meets or exceeds the requirements below as follows.

4.3.2.1. Vendors must have a minimum of three existing local, state, or federal government accounts where they have provided the range of services outlined in this RFP, for a minimum of two years.

Procore works with thousands of similar cities, public departments, and agencies throughout the United States and globally with similar needs and expectations. We have listed three references here which satisfy the mandatory minimum number of customers for at least two years and existing local/state/federal entity, and we are available to provide more information upon request. We are proud of our customer base, and excited to share it with WVDEP.

Reference	Point of Contact & Title	Contact Information	Project Description
Tennessee Valley Authority	Carla Frizzel, Project Controls Manager	cdfrizzell@tva.gov 423-430-2466	The Tennessee Valley Authority (TVA), the nation's largest public power provider, has adopted Procore at scale to support its vast capital programs. TVA employs Project Management Pro, Quality & Safety, and Procore Analytics to unify data, enhance decision-making, and maintain accountability across one of the most complex utility portfolios in the country.
City of New Orleans	Carson Rapose, Innovation Manager	carson.rapose@nola.gov 504-202-0153	The City of New Orleans selected Procore as its end-to-end construction management platform. By implementing Training Center, Quality & Safety, Project Management Pro, Invoice Management, Project Financials, Bid Management, and Procore Analytics, the city has increased visibility into projects, strengthened contractor accountability, and advanced transparency in public infrastructure delivery.

Loudoun Water	Nick Fugaro, Program Manager	nfugaro@loudounwater.org 571-291-7786	Loudoun Water, a public water utility serving one of the fastest-growing regions in Virginia, uses Procore to deliver critical infrastructure projects with greater consistency and control. Their teams apply Training Center, Quality & Safety, Project Financials, Project Management Pro, and Invoice Management to strengthen workforce readiness, improve safety outcomes, and ensure financial transparency.

4.3.2.2. Key personnel must have prior experience in the implementation of the proposed services for a minimum of two local, state, or federal government accounts. Key personnel must include a project manager to manage the entire project including timeline, budget & risk.

To ensure familiarity with customer needs, Procore segments our Professional Services implementation teams by type of engagement. As a result, whatever key personnel are placed on the project, personnel will be conversant and experienced with implementation of Public Sector customers (e.g. local, state, or federal government accounts).

While the specific personnel to be included have not yet been determined, they will include the following roles at minimum:

Project Manager (PM), Professional Services

The Procore Project Manager will guide the above implementation process and help you create the foundation on which to build long-term adoption. They will work with your team to develop detailed implementation plans tied to organization objectives, drive efficiency in the onboarding process, and manage all internal Procore resources.

Manages the project, including timeline, budget, and risk associated with delivery.

Senior Customer Success Manager (CSM)

Post-implementation, Procore will assign one Customer Success Manager (CSM) as part of the annual subscription services. As the client's main point of contact for any account-specific questions, the CSM conducts quarterly reviews focused on continued success, adoption of new features, and strategic planning initiatives to establish the City is meeting Key Performance Indicators.

You will identify in-house Procore administrators who will have direct access to the designated CSM.

Analytics Implementation Specialist

Assists with implementing the Procore Analytics product and provides guidance on report and dashboard customizations.

Strategic Project Consultant (SPC)

Industry and product experts who will provide consultation and training to the Client in partnership with Client's Project Manager and Customer Success Manager.

Solution Architect (SA)

Technical resources who can speak to Procore's open API and its endpoints. SAs provide guidance on integration best practices and training on webhooks, authentication, REST web services, or other specific needs.

A customer success engineer will be provided post-implementation as well.

4.3.2.3. Vendors must possess an in-depth understanding of construction management from planning to close out.

Founded in 2002, with a sole mission to connect everyone in construction on a global platform, Procore was an early pioneer in digitizing construction management and connecting the field to the office. Our platform has amassed 21+ years of continued innovation based on industry needs, from planning to close out. Procore is the world's leading construction management software, centralizing project data and streamlining communication between field and office teams. It helps deliver projects on time and within budget, replacing traditional methods with a powerful, intuitive platform used by 2 million users across 150+ countries, and over 17,000 projects.

Procore is committed to advancing the construction industry by improving the lives of people working in construction, driving technology innovation, and building a global community. Our connected construction platform unites all stakeholders working on a project without complicated seat license models or limited access to support. Owners, general contractors, and specialty contractors have access to a unified and single source of data for accurate, real-time information across the entire project lifecycle. Procore's sole focus is construction. Understanding the industry's unique needs, Procore's user-centric product development provides more efficient project, quality, and financial management, helping companies increase collaboration, building capacity, and profit.

To deepen our understanding of customer needs in the construction space, Procore has four product-based Customer Advisory Boards (CABs) and a customer advisory board related to the application. Customers are invited to a Product CAB each November for a one-year term and involvement includes quarterly calls with the P-CAB to see the product roadmap. Procore routinely brings customers to our sales meetings for training and awareness and to support their needs. We also hire extensively from the construction industry. Our employees know construction management because they were in construction – and they understand the needs of our customers.

Regarding the whole construction ecosystem, unlike point systems that just focus on one aspect of the process, such as pre-construction, Procore has one platform for everything. Connect all people, software, and data so everyone working within a project portfolio has access to everything they need. The platform gives users the freedom to connect with hundreds of integrations in the Procore App Marketplace. Procore's solution offers a diversified business model with products for Financials, Analytics, Preconstruction and Bidding, Project Management, Quality & Safety, and Field Productivity. All application development, testing, deployment, maintenance, hosting, and archiving are managed by Procore.

Support Plan

Support Plan: Description of training, support, and maintenance services.

Procore offers a variety of training materials and services that cater to diverse learning styles, including an online support portal featuring written tutorials, videos, FAQs, and a hands-on certification program.

Training is web-based. During implementation, a Procore Project Manager will work in tandem with other members of your Procore Account Team, including Strategic Product Consultants, Analytics Implementation Specialists, Integration Implementation Specialists, and Solutions Architects. Implementation will focus on setting up and configuring the platform, as well as training an appointed group of key stakeholders before training end-users. This allows for a more flexible and global roll-out strategy, whether conducted in person or in a self-service environment. On-site training is optional and can be requested at an additional cost.

Live webinars with customer success and support representatives are available. Classes are free and offered every week. Each training session reserves time for live Q&A. Procore offers Certification Courses that cover all solutions and are geared toward a specific audience of users.

Also included in Procore's Commercial offering is Procore's Training Center, which empowers companies and organizations to document their best practices and Standard Operating Procedures (SOPs) for internal Procore workflows and any other relevant software systems in place. Users can build custom training material in a private section on Procore's Support site. The Training Center enables internal teams and external collaborators to adhere to SOPs and best practices.

Procore provides exceptional support to all users 24 hours a day Monday through Friday, with limited hours on Saturdays and Sundays. In-house customer support representatives operate 365 days a year, including holidays, from Help Desks in the U.S., Canada, and Ireland.

Besides phone, email, and Live Chat Support, subscribing organizations have access to a dedicated Customer Success Engineer (CSE) who oversees post-implementation training and manages all Tier 2 support issues.

A robust support portal with product-specific documentation is available for self-guided training and reference.

The contextual support portal is available at https://support.Procore.com/. To contact Procore Support, visit https://support.procore.com/references/contact-support.

All training, maintenance, and support is provided by Procore employees.