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Subject: West Virginia OIG
Case Management System
Number: CRFP OIG2600000001
Technical Proposal

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Introduction

In today's fast-paced business environment, it is important to employ technology that can improve client service; streamline critical business processes; drive cost reduction; and ensure compliance with policies and operating procedures. Nowhere is this challenge greater than for the wide range of document-driven processes that service the needs of clients, your team members and suppliers.

By integrating line of business applications and using the content integration and case management platform, BCS iConnect®, organizations can provide a consistent and intuitive user experience while seamlessly building compliance and accuracy into the business process.

This unified approach improves business operations across the enterprise through:

- Improved user adoption,
- Enforced process consistency and visibility,
- Lower compliance risk,
- Enhanced information security,
- Reduced training,
- Process acceleration, and
- Cost reduction.

This proposal provides the State of West Virginia (also referred to as the "Agency", the "State" or "OIG") with information including:

- An overview of the benefits of using the iConnect case management platform.
- A suggested architecture and project approach.
- A high-level project schedule for implementation and deployment.
- An overview of the methodology utilized by the BCS implementation team.
- A pricing schedule for the required iConnect software, implementation and support fees.

It is our pleasure to provide the State of West Virginia with this proposal.



Statement of Confidentiality

This proposal is provided to The State of West Virginia solely for the purpose of its evaluation and is not intended to be used for any other purpose. The information contained in this proposal is confidential. No portion of this proposal may be disclosed to third parties without prior written approval by BCS Systems.

This proposal and the information contained herein is subject to the negotiation and execution of a mutually acceptable written agreement between BCS and The State of West Virginia and will not create any legal rights or binding obligations on the part of either party except for the confidentiality obligation noted above, even if this document is accepted or executed by your company.

The provision and use of software licenses, professional services, hosted services or software support services will be governed solely by the agreements negotiated and executed by the parties.

BCS will provide references including contact information if we are selected as a finalist in this process. We consider our client contacts to be confidential information, and we respect the privacy of our client information. Making this information public at this point in the selection process is not consistent with our privacy policy.



Section 4: Project Specifications

4.1 Background and Current Operating Environment: The West Virginia Office of Inspector General (the Agency) is responsible for auditing and investigating fraud, waste, and abuse within the West Virginia Departments of Health, Health Services, and Health facilities as well as their related programs.

Currently, investigations are tracked through disparate, outdated electronic file systems and manual processes. There is a need for a modern, integrated, and secure case management platform that ensures compliance with Federal Bureau of Investigations Criminal Justice Information Services (CJIS), Federal Risk and Authorization Management Program (FedRAMP High) and HITECH standards; supports confidential investigative workflows, evidence management, reporting, and audit trails; and enhances collaboration with external stakeholders.

4.2 Project Goals and Mandatory Requirements: The selected vendor will be responsible for delivering a cloud-based solution, to be utilized by approximately 30 investigators with a total of 35 licenses necessary, that is fully compliant with CJIS Security Policy, FedRAMP High authorization and HITECH standards. The system must streamline case intake, assignment, evidence handling, reporting, and closure, while also supporting real-time analytics, interoperability with state and law enforcement systems as necessary, and secure remote access. By implementing this solution, the Agency seeks to improve investigative and audit efficiency, strengthen fraud detection and prevention efforts, and ensure the protection of sensitive case data.

Our approach and methodology for providing the service or solving the problem described by meeting the goals and objectives in section 4 of the RFP is as follows:

4.2.1 Goals and Objectives

- 4.2.1.1 – System will be deployed in Oracle Cloud Infrastructure Government FedRAMP High-Authorized Oracle Cloud and be compliant with security requirements
- 4.2.1.2 – System will meet the stated requirements for workflow automation, standardized data capture, and analytics-driven reporting
- 4.2.1.3 – System will meet the stated requirements for seamless and stable user access
- 4.2.1.4 – System will have full integration capabilities with other systems and databases for integration projects to be performed later in a separate project
- 4.2.1.5 – Experience implementing at least three (3) cloud-based systems within the last five (5) years.
 - 1. Migrated State Government Client HHS content applications from on-premises to the Dell Government private Dell cloud.
Users: 1,000+
Business Process related content – Approximately 90 million objects and metadata with corresponding business process automation applications from EA (SNAP/TANF), Child Support Enforcement, Community Services, Budgets and Accounting, Human Resources Complexity – Moderate to High
Hosting Model – Dell Government Cloud
Security Posture – BCS is not in a position to assess the security strength level of the client's infrastructure



2. Migrated State Government Client content from Isilon storage application to a client-hosted private cloud-based solution.
Users: 1,000+
Business Process related content – Approximately 90 million objects and metadata with corresponding business process automation applications from EA (SNAP/TANF), Child Support Enforcement, Community Services, Budgets and Accounting, Human Resources, Office of Inspector General
Complexity – Moderate to High
Hosting Model – Private Cloud
Security Posture – BCS is not in a position to assess the security strength level of the client's infrastructure

3. Performed a cloud uplift migration for a large Insurance Client involving approximately 80TB of content from on-premises systems to the AWS cloud environment.
Users: hundreds+
Business Process related content – Approximately 80TB of information consisting of over 300 million objects and metadata with corresponding business process automation applications from Claims and Policy business process content
Complexity – Moderate to High
Hosting Model – AWS
Security Posture – BCS is not in a position to assess the security strength level of the client's infrastructure

4.2.1.6 – Expected assigned personnel:

- A BCS Project Manager with over 20 years of experience delivering projects for public and private clients, who holds a current Project Management Professional (PMP) certification and has held it since 2011
- A Task-Based Information Security Specialist who is an Oracle resource with significant experience designing and maintaining secure cloud environments on an as-needed basis to implement and support the OCI Government Cloud FedRAMP cloud environment
- System Architects and Cloud Engineers – BCS Engineers who have extensive experience configuring and deploying solutions in various cloud environments and Oracle resources who support the FedRAMP cloud environment
- A BCS Training Specialist who has developed and delivered training materials and end user training on various software implementations for clients of all sizes and types, including a previous state OIG case management system
- Copies of active certifications can be provided upon request

4.2.2 Mandatory Project Requirements

- 4.2.2.1 – It is our understanding that each state has a specific addendum to the FBI CJIS Security Policy. We will work with the State of West Virginia to understand the state's addendum requirements to confirm requirements. We do have documentation that demonstrates the environment (Oracle's OCI government cloud) we are proposing meets the technical controls.



- 4.2.2.1.1 – Solution will encrypt all data at rest and in transit per requirements
- 4.2.2.1.2 – Solution will provide multi-factor authentication for all users – we will integrate with the agency's Active Directory utilizing single sign-on which enables multi-factor authentication
- 4.2.2.1.3 – Solution will meet stated requirements for auditing
- 4.2.2.1.4 – Will ensure that all vendor personnel will comply with CJIS Security requirements
- 4.2.2.1.5 – Will maintain documented incident response plan per requirements
- 4.2.2.2 – Solution's hosting environment (Oracle's OCI cloud) holds an active FedRAMP High ATO; specific information about the environment's standards can be found at the following links:
 - <https://www.oracle.com/government/govcloud/fedramp-high-jab/>
 - <https://www.oracle.com/corporate/cloud-compliance/#attestations>
 - <https://www.oracle.com/corporate/cloud-compliance/#advisories>
- 4.2.2.2.1 – Proof of active ATO will be provided
- 4.2.2.2.2 – Documentation of security assessment will be provided
- 4.2.2.2.3 – Documentation of continuous monitoring will be provided
- 4.2.2.2.4 – Will provide quarterly reports demonstrating ongoing FedRAMP compliance
- 4.2.2.3 – Solution will comply fully with HITECH and applicable HIPAA provisions. The Bill of Material that will be implemented in the environment we are proposing includes the HIPAA SKU. The environment is also HITRUST certified and provides compliance with the HITECH Act provisions.
- 4.2.2.3.1 – Required safeguards will be implemented for administrative, physical, technical and organizational requirements, with documented policies and procedures meeting requirements
- 4.2.2.3.2 – Breach notification procedures will be implemented per requirements set forth in the noted sections of the HITECH Act and the Code of Federal Regulations
- 4.2.2.3.3 – The WV BAA as provided in Attachment C is attached
- 4.2.2.3.4 – Controls will be in place for PHI processed by the solution
- 4.2.2.3.5 – All vendor personnel with access to PHI will complete annual HIPAA/HITECH training
- 4.2.2.4 – Solution will enforce RBAC based on least privilege principles
- 4.2.2.4.1 – System access will be restricted by Active Directory group membership, and access to specific case types, cases, screens and fields can be restricted by user groups or individuals based on requirements
- 4.2.2.4.2 – Solution will be implemented with multi-factor authentication and a session default timeout per requirements
- 4.2.2.4.3 – Secure Remote Access will be available to users who have accessed the agency network, which will allow them to access the application on the cloud
- 4.2.2.4.4 – Security Information and Event Management tools will be implemented per requirements; the application has features that track all system activity
- 4.2.2.4.5 – The hosting environment has DLP and IDPS integrations to meet requirements
- 4.2.2.4.6 – User roles will be driven by Active Directory groups which will be maintained by the agency and changes will be reflected immediately
- 4.2.2.4.7 – Agency administrator(s) will be trained on how to access and edit fields, labels, etc. per requirements
- 4.2.2.4.8 – All system changes are tracked and released by publishing a new version of the application



4.2.2.5 – Solution will provide full-case lifecycle management capabilities by creating cases that move through pre-defined tasks, each assigned to the proper owner. Cases move through the tasks based on user inputs until completion of the case.

4.2.2.5.1 – Solution will have the ability to input new cases and route them to begin the process, per requirements; Tips can be ingested from existing input forms and the solution will supplement the current processes

4.2.2.5.2 – Solution will automatically generate a unique case number/ID and will also support the user input of manual case identifiers

4.2.2.5.3 – All case workflows are determined by the case type, user inputs, and results of previous tasks to determine their case flow, so each case can have a unique workflow. Generated documents from the solution are defined by templates that can be updated as needed.

4.2.2.5.4 – Solution will allow all users to input case notes and to view previous case notes

4.2.2.5.5 – Solution will allow users to assign tasks to appropriate users and track completion of all tasks in a case (e.g. intake monitor, investigator, supervisor, etc.). Tasks can also be reassigned as necessary.

4.2.2.5.6 – Solution will allow capabilities based on user role, such as for approvals, per requirements (ex. Investigations Supervisor approves report of investigation)

4.2.2.5.7 – Solution will allow for importing all document types, viewing, and removing – all based on user role; All document interaction by users is tracked

4.2.2.5.8 – Solution will allow for user input of table-like data in multiple rows for situations such as tracking witnesses, with defined fields for each row; Documents can also be imported to the case and managed as needed.

4.2.2.5.9 – Solution will allow users to search various key fields to locate cases and documents, per requirements. Case records can be exported in an auditable format, based on requirements.

4.2.2.5.10 – File management and data retention decisions can be controlled by agency administrators

4.2.2.6 – The Solution will have a reporting and analytics component that allows users to access reports used for audits, management reporting/oversight, and analytics tracking. All reports will have access controls and filtering capabilities to ensure users can quickly access the information they need. All data from the case management system is available to customize reports as needed.

4.2.2.6.1 – Reporting dashboards will be created that are tailored to user roles to allow management and individuals to view cases with various filters

4.2.2.6.2 – Alerts/notifications can be configured as needed to generate emails to users

4.2.2.6.3 – Reporting dashboards will be created to show cases by assignment and deliver analytics on status, timing and completion that can be viewed at the individual, team or division level

4.2.2.6.4 – Standardized reports can be defined and created to meet federal and state reporting requirements; All case data is accessible for reporting needs

4.2.2.6.5 – All user access to reporting will be logged and available for audits, based on requirements

4.2.2.6.6 – The case management system will have built-in capability for users to generate standard documents such as a Report of Investigation. These documents will be defined from a customized template and will automatically generate by pulling in various data that has been input in the case management system into the template. The document will then automatically be saved to the case for viewing/downloading. Changes can be made as needed by updating the template configuration. These documents will be defined in the Design Document.



4.2.2.7 – The solution will support the storage of documents for a case in their native format (e.g. PDF, MS Office, image, audio, video) and can be viewed/exported as needed. The document screen will have filter and search capabilities that allow a user to quickly find the document(s) needed.

4.2.2.7.1 – Solution will store documents in their native format and support PDF, all MS Office, text, images, audio and video

4.2.2.7.2 – Users will be able to access all documents in a case and search and filter to view a document list with metadata to find the document(s) needed; Current system functionality allows PDFs to be opened and previewed within the browser without download, while larger files and other document types must first be downloaded and opened in their native application to view; We can provide an additional preview functionality for other document formats with an optional license if required

4.2.2.7.3 – Documents that are imported into the solution can be exported in their same native format, and any documents generated by the system can be created in either PDF or Word format

4.2.2.7.4 – Text fields within the solution incorporate standard word processor functions such as spell check, cut, copy and paste.

4.2.2.7.5 – All files in the solution will maintain the original metadata of created by and created date along with any other key metadata required

4.2.2.7.6 – All files will be encrypted at rest and in transit in accordance with security standards

4.2.2.7.7 – The solution will have a capability where a user can bundle selected documents on a case in order to create a single file that might be used for purposes such as court or hearings. This allows users to create a single case file of all evidence/exhibits along with the investigation report. This functionality can also be used for auditing or other needs.

4.2.2.8 – The solution supports integration via standard protocols, and we will assess each vendor/system to determine the best integration method

4.2.2.9 – The solution will support industry-standard data exchange protocols and allow secure import and export of data without compromising compliance requirements

4.2.2.10 – The solution will be flexible and capable of meeting system resilience and continuity of operations requirements

4.2.2.10.1 – Solution supports the stated RTO and RPO requirements

4.2.2.10.2 – Solution is hosted in geographically redundant, Oracle Cloud Infrastructure FedRAMP High-authorized data centers located in the United States

4.2.2.10.3 – Solution will maintain an uptime of 99.9%

4.2.2.10.4 – Will provide a documented incident response plan per requirements

4.2.2.11 – Vendor will provide comprehensive training and support for the solution

- Vendor will provide an initial on-site training session (or sessions) to train-the-trainer prior to initial go live. Refresher training sessions can also be provided as necessary.
- Vendor will maintain a support desk to respond to any incidents and will be defined by an SLA agreed upon with the agency
- Vendor will provide user guides, administrator guides, training materials and a final as-built document to ensure proper knowledge transfer and success of the system implementation
- Infrastructure support will be available 24/7/365 and application support will be available during regular business hours; Users will be able to submit support requests electronically at any time



- All vendor personnel with access to agency systems will complete annual CJIS Security Awareness Training and vendor will provide supporting documentation to agency within 7 days if requested

4.3. Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

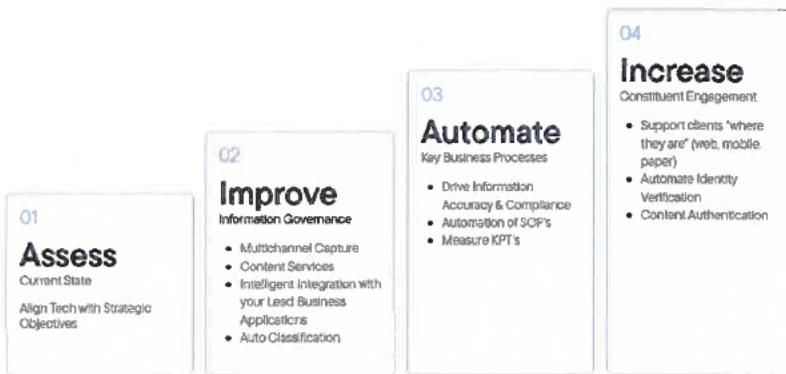
4.3.1 Qualification and Experience Information

4.3.1.5 - Corporate history and information below

BCS Systems Summary

BCS has over 30 years of success in helping our customers achieve their technology goals and in many cases this success translates into a sustained competitive advantage for our clients. Our software platform, iConnect™, combined with technology from our strategic partners allows us to provide solutions that capture and manage unstructured content, automate mission-critical business processes and integrate content and processes core business systems providing built-in process compliance and organizational productivity.

What you can expect when you engage with BCS:



The BCS iConnect platform automates critical business processes, identifies information gaps, and automates the tasks needed to fill them, reducing case worker touch points, increasing transaction accuracy and providing transformation to our clients.

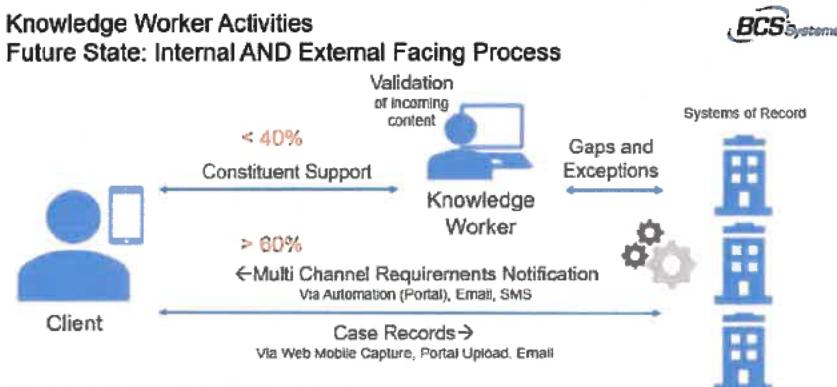
BCS iConnect Software Solutions:

1. iConnect Intelligent Integration and Orchestration

We are consistently hearing from our customers about the tremendous stresses being placed on their workforces stemming from historic low unemployment rates coupled with an aging workforce resulting in difficulties finding and retaining knowledge worker talent. Turnover creates an ongoing training effort which is compounded by ever changing business requirements and policy changes making standard operating procedures anything but standard. It is easy to see how these stresses can lead to workforce productivity and information quality issues.

Every mission-critical business process is, or should be, defined by a standard operating procedure (SOP), a set of instructions used as an operational guideline for transaction requirements. With our solutions in place, the technology looks at all transactions in the business process and automatically identify the information gaps. The gaps are communicated to the knowledge worker or even to the client in the form of emails or text notifications allowing activities to be focused on the completion of missing information.

iConnect can direct knowledge workers to focus on transactions requiring attention while automating mundane tasks of filling gaps in case or transaction records.



Knowledge Worker Activities Include:

1. Which transactions need attention?	Automate	<i>Reduce Knowledge Worker Touch Points!</i>
2. Review Checklist	Automate	
3. Identify Missing Information	Automate	
4. Communicate Gaps with Client	Automate	
5. Manual review of information provided by Client	Automate	
6. Update multiple systems of record	Automate	
7. Repeat		

Integrate Using Secure API's

While there are many integration platforms in the market, iConnect is the clear choice for integrating enterprise content to business applications. Application Programming Interfaces (API's) are used to integrate disparate applications and to exchange data between them. Unsecure API's can contain vulnerabilities that may expose your organization to data breaches. API security is essential to reducing the possibility of this occurrence. The BCS iConnect API has been designed from the ground up to provide a zero-trust information security framework. By utilizing our zero trust REST API to build integrations between applications, you can reduce your vulnerability to attacks and breaches.



iConnect Orchestration automates mundane tasks and helps maintain compliance with operating standards

- Capture information from “unstructured content” made for human understanding and transform it into information (“digital content”) that can be processed by computer systems. Examples: forms, driver’s license, contracts, email with attachments.
- Integrate line-of-business applications, data resources, document repositories and web services in house or on multiple clouds.
- Automate mundane tasks based on data to reduce manual touch points, improve data accuracy and reduce time to complete.
- Enforce Standard Operating Procedure (SOP) business rules by continuously finding information gaps/exceptions and orchestrating tasks to fill the gaps.

iConnect was designed to process extremely high volumes of data and content. Flexibility is built-in with configurable settings.

Intelligent Document Processing (IDP)

Intelligent document processing (IDP) is the automated classification and extraction of data from documents providing information required by a business process. Machine learning (ML) and Artificial Intelligence (AI) technologies are essential components of modern Intelligent Document Processing solutions.

The Intelligent Document Processing (IDP) market is rapidly expanding, leveraging advanced AI technologies to automate the extraction, classification, and processing of information from structured, semi structured, and unstructured documents. As a critical component of digital transformation, IDP addresses challenges in manual document handling, data extraction, and regulatory compliance management.

IDP can interpret, classify, and extract data from a variety of document types, ranging from structured data to unstructured texts such as emails or reports. The following is an overview of the process. Machine learning (ML) and various Artificial Intelligence (AI) technologies are essential components of modern Intelligent Document Processing solutions.

IDP encompasses a variety of cutting-edge technologies and solutions, including Optical Character Recognition (OCR) and handprint recognition (ICR), Optical Mark Recognition (OMR) for form scanning, Natural Language Processing (NLP) and text analytics, Content Classification and separation, Data extraction from text, tables, and images, Content Parsing, anonymization, and validation, and Chain of Custody Tracking.

Document classification

The first step in IDP is capturing and classifying documents. This involves importing both paper and digital documents into the system. Document processing tools use AI to recognize and categorize different types of scanned documents, such as invoices, purchase orders, or legal contracts. This classification is crucial for determining the subsequent processing steps for each document type.



Data extraction

After classification, the system extracts relevant data from the documents. Using OCR and NLP, IDP systems accurately identify specific information such as dates, amounts, or names.

Integration

After validation, the extracted data is processed according to its purpose. For instance, invoice data might be routed for payment processing, and contract details could be sent to a legal platform. The IDP system integrates with other business systems, such as ERP and CRM, for seamless data flow and automating actions based on the processed data.

AI is used for lightning-fast processing with the highest levels of accuracy and to reduce manual configuration tasks.

2. Case Management

iConnect Business Process Automation is a powerful low-code platform designed to help you build and deploy business applications faster. With our low-code development approach, you can rapidly model advanced workflows with greater efficiency, saving time and resources while unlocking business value. Automate every aspect of your business, from simple repetitive tasks to complex and dynamic scenarios, supporting Case Management AND Business Process Management.

BCS SYSTEMS SUMMARY

iConnect Benefits:

- Reduction in knowledge worker touch points shortens process, improves data accuracy.
- Proven workforce transformation allows workers to focus on higher value tasks and increase productivity -- even as workloads increase.
- Legacy systems can be modernized and automated without the need to “rip and replace” due to iConnect web-based technology, saving time and capital.
- Significant gains in compliance with SOPs and reduced data errors.
- Configurable process performance reporting is possible across the entire organization at high levels down to low levels of granularity. ROI on process automation can be measured.
- Ability to scale with high performance.



INDUSTRY BUSINESS PROCESSES

- Compliance, Right-of-Way / Leases / Quality Control
- Loan applications, Underwriting
- Claims
- Patient registration / patient lifecycle
- Employee onboarding / employee lifecycle
- Accounts Payable Process Automation

Industry Use Cases

Public Sector	<p>Economic Assistance – SNAP/TANF program area support and integration of constituent supplied content used in the certification and recertification processes.</p> <p>Office of Inspector General / Office of Compliance Provided Comprehensive Case Management system with integration with major systems of record to provide management of incoming tips, investigations, hearings, referrals, and collections. Provides advanced analytics and reporting capabilities.</p> <p>Accounts Payable Automation</p>
Healthcare	Patient Registration / Patient Lifecycle
Insurance	Applications / Claims processing / Policy Underwriting
Energy	Compliance / Quality Control Right-of-Way / Leases Accounts Payable Automation
Any Large Organization	Accounts Payable process automation Employee Onboarding / Employee Lifecycle Automated Credentials Verification or Other Checklists



4.3.1.6 - BCS iConnect® is built and supported in the USA by BCS Systems - a software and services firm with 30+ years of deep expertise in digital content, business process automation and content integration technology. Over the years, BCS has worked with commercial enterprises, Federal and State Government Agencies, Health Care organizations, and Universities.

Some high-level examples of some BCS client success stories:

750+ Location Health system outpatient claims process improvement

Objective: Improve the accuracy of claims submitted to payors to reduce claims payment cycle time and improve cash flow.

Project Duration: 6-8 Months

Project Description: Integrate with medical patient records and billing systems. Provide an automated checklist of required information prompting users to collect information at every appointment encounter. Once bills were produced, automatically attach required information to bills, then send bills electronically to Payors. Only bills containing complete information were sent to Payors ensuring accuracy. Bills with information gaps were routed to specialists tasked with gathering missing information.

Key Technologies: BCS iConnect Integration and Orchestration

Result: Reduced Days of Sales Outstanding (measure of average payment days from Payor) from 53 days to 17 days, increasing working capital by over \$154,000,000

State Department of Human Services

Objective: Provide integration with Systems of Record used for SNAP/TANF/ Child Support Enforcement yielding improvements in Business Process Compliance and Process Accuracy

Project Duration: Ongoing

Project Description: Provide integration capabilities for Case Workers to have a 360° view of all information needed for certification and/or recertification for Federal assistance programs including documentation used to verify identity, household composition, income, expenses, notices, etc.

Key Technologies: BCS iConnect Integration and Orchestration

Result: \$10,000,000+ Federal incentive bonus awarded for claims accuracy

State Department of Human Services

Objective: Provide Knowledge/Case Worker Productivity Improvements through the integration and orchestration of Content related to SNAP/TANF yielding improvements in Case Worker productivity

Project Duration: Ongoing

Project Description: Provide capabilities to State HHS to pivot from internal facing processes solely executed by Knowledge Workers to allowing external constituents to review case information and provide requested documentation used in certifications and recertifications.

Key Technologies: BCS iConnect Integration and Orchestration

Result: Reduction of 1,500 to 750 case workers while case volume more than doubled



Federal Agency

Objective: Large Federal Agency Requested Assistance to Reduce Labor in their Financial Process Automation business process

Project Duration: 6 Months

Project Description: Provide integration and process automation capabilities to reduce the effort involved in manual validation of incoming claims documents.

Key Technologies: BCS iConnect Integration and Orchestration

Result: Claims process throughput improvement reducing staff requirements from 3 shifts to 1

Healthcare Medical Center

Objective: Seamless third-party patient registrations. When patients register in a hospital, some departments are run by third-party organizations that may be using different Healthcare Information Management Systems (HIMS). Patients would register with the hospital, but if they were sent to a department using a different HIMS, manual re-registration was required. To speed up the process, BCS was asked to provide automated registration between the main Hospital system and the third-party departmental HIMS.

Project Duration: 4 Months

Project Description: Provide integration, transformation and transaction processing capabilities between the various HIMS to provide seamless and fully automated registrations to appropriate departments.

Key Technologies: BCS iConnect Integration and Orchestration

Result: Millions of fully automated patient registrations to date providing immediate access to healthcare information by the various providers across the network of Healthcare Information Management Systems.

4.3.1.7 - The project team will be made up of members of BCS' professional services and engineering teams. Each team is led by a director who will have oversight of the team members and ensure project success. The key point of contact between BCS and the Agency will be the project manager. Key project roles will comprise of:

- **Project Manager** – this role will be filled by a PMP certified Sr Consultant who has 20+ years of project management, business analysis, and training experience in various industries both private and public. They have led numerous implementation projects for software solutions in large corporations as well as government agencies, including a previous implementation of a case management system for a state OIG agency. Key skills include business analysis and requirements gathering, project management, developing project documentation, and user training.
- **Engineering Lead** – this role will be filled by a senior engineer and manager. They have extensive experience leading software implementations in cloud environments and hold credentials including an MBA, Azure Devops Associate and Cloud Engineer. They were also the Engineering Lead for a previous implementation of a case management system for a state OIG agency.
- **Engineer/Developer** - this role will be filled by an engineer with extensive experience in software development projects in various cloud environments. They hold credentials including AWS Certified Developer, Azure Administrator Associate, and Power BI Data Analyst Associate. They are also experienced in development for a previous implementation of a case management system for a state OIG agency.



4.3.1.8 - Please see the BCS Professional Services section and BCS Appendix A – BCS Implementation Methodology of this document for additional details around BCS's project methodology and technical approach

4.3.1.9 - BCS' guiding principles are Quality and Professionalism, Value, and Integrity and Accountability. Coupled with these principles, we are a process focused firm that takes a proactive approach to quality assurance. Quality and continuous improvement are embedded in everything we do. We do not view tasks that are typically included under the umbrella of quality as specific to any project or process. One reason we stress allocating significant time during the analysis and design phases of projects is that we believe a solid design reduces the chance of introducing variances in the development and configuration processes that lead to defects, low-quality outputs and gold plating. During these phases and throughout the project we emphasize the voice of the customer strategy that aligns with our guiding principles and enhances customer value and satisfaction.

A comprehensive Design Document also provides a road map that allows us to build test cases that are accurate, complete and consistent with functionality that the client expects the solution to contain.

Tools and techniques that we incorporate into our project delivery and management processes to support our quality standards include:

- Working with the client stakeholders to develop a meaningful communications plan, risk management plan and measurement criteria
- Developing a Roles and Responsibility Matrix that includes both BCS and client responsibilities
- Requesting one point of contact (POC) for client communications
- Establishing an escalation procedure both internally and with the client POC
- Following a disciplined change control process and avoiding verbal orders (AVO)
- Completing stringent internal testing procedures prior to involving the client in the testing process
- Project phase exit gate approvals

4.3.1.10 - Specific details for customer support will be within accordance with service level agreed to in the Software Support Agreement with the client.

In general, our support model is designed to provide clients with responses to inquiries and issues in a timely fashion. Tickets may be opened by client personnel that are registered in our support system. Once a ticket is opened, the BCS team is immediately made aware of the ticket. During normal business hours, the client is typically responded to within one business hour. Tools such as Zoom and MS Teams are used to provide remote support. Additional information is gathered as necessary, or a time is agreed for BCS to work with the client to investigate and troubleshoot the issue to identify root cause. Once root cause is identified, a resolution plan is agreed to with the client.

BCS provides help desk support via secure VPN, with in-house employees based in the U.S. We are known for our prompt response times and professional support.



4.3.2 Mandatory Qualification and Experience Requirements

4.3.2.5 - BCS is partnered with Oracle who provides the FedRAMP High-Authorized Oracle Cloud, which is authorized to operate at a FedRAMP High JAB and Impact Level 4, providing compliant, highly secure, and resilient infrastructure and solutions for U.S. federal agencies, state and local offices, and government-affiliated entities.

Shared Management Model

Cloud computing is fundamentally different from traditionally on-premises computing. In the traditional model, organizations are typically in full control of their technology infrastructure located on-premises (e.g., physical control of the hardware, and full control over the technology stack in production). In the cloud, organizations leverage resources and practices that are under the control of the cloud service provider, while still retaining some control and responsibility over other components of their IT solution. As a result, managing security and privacy in the cloud is often a shared responsibility between the cloud customer and the cloud service provider. The distribution of responsibilities between the cloud service provider and customer also varies based on the nature of the cloud service (IaaS, PaaS, SaaS).

Before deploying Oracle cloud services, Oracle strongly recommends that cloud customers formally analyze their cloud strategy to determine the suitability of using the applicable Oracle cloud services in light of their own legal and regulatory compliance obligations. Making this determination remains solely the responsibility of customers.

Attestations

Oracle provides information about frameworks for which an Oracle line of business has achieved a third-party attestation or certification for one or more of its services in the form of "attestations." These attestations can assist in your compliance and reporting, providing independent assessment of the security, privacy and compliance controls of the applicable Oracle cloud services. In reviewing these third-party attestations, it is important that you consider they are generally specific to a certain cloud service and may also be specific to a certain data center or geographic region. Clicking on a compliance framework retrieves the relevant detail. Please note that this information is subject to change and may be updated frequently, is provided "as-is" and without warranty and is not incorporated into contracts.



Global

Attestation	Oracle Cloud Infrastructure
CSA STAR Cloud Security Alliance Security Trust Assurance and Risk	✓
GSMA SAS-SM GSMA SAS-SM Data Centre Operations and Management	✓
ISO 9001 ISO 9001: Quality Management Systems	✓
ISO/IEC 20000-1 ISO/IEC 20000-1: Service Management Systems	✓
ISO 22301 ISO 22301: Business Continuity Management Systems	✓
ISO/IEC 27001 ISO/IEC 27001: Information Security Management Systems	✓
ISO/IEC 27017 ISO/IEC 27017: Cloud Specific Controls	✓
ISO/IEC 27018 ISO/IEC 27018: Personal Information Protection Controls	✓
ISO/IEC 27701 ISO/IEC 27701: Privacy Information Management	✓
PCI DSS Payment Card Industry Data Security Standard	✓
SOC 1 System and Organization Controls 1	✓
SOC 2 System and Organization Controls 2	✓
SOC 3 System and Organization Controls 3	✓



Americas

Attestation	Oracle Cloud Infrastructure
DoD DISA SRG Department of Defense, Defense Information Systems Agency, Systems Requirement Guide	<input checked="" type="checkbox"/>
FedRAMP Federal Risk and Authorization Management Program	<input checked="" type="checkbox"/>
FIPS 140 Federal Information Processing Standards Publication 140	Not applicable
HITRUST CSF Health Information Trust Alliance Common Security Framework	<input checked="" type="checkbox"/>
HIPAA Health Insurance Portability and Accountability Act	<input checked="" type="checkbox"/>
State RAMP: TX-RAMP Texas Risk and Authorization Management Program (TX-RAMP)	<input checked="" type="checkbox"/>

Statement of Confidentiality

BCS will provide references including contact information if we are selected as a finalist in this process. We consider our client contacts to be confidential information, and we respect the privacy of our client information. Making this information public at this point in the selection process is not consistent with our privacy policy.



Proposed Solution

BCS Systems believes our solution brings great value to your organization. We believe our solution not only meets the stated RFP requirements but also provides foundational capabilities to help the State realize far more benefits in the future when implemented for additional Divisions using optional iConnect capabilities.

BCS iConnect software solutions enable organizations to make fundamental major improvements across any business processes. Specifically, to:

- Move from paper documents to digital documents, including:
 - Applications for Benefits / Financial Assistance – such as SNAP, TANF or Medicaid
 - Emails with Attachments
 - Internal Communications
 - Audits and Quality Control
 - and of course, OIG Investigations.
- Reduce knowledge-worker touch points, shorten process times, and improve data accuracy.
- Enable automation, streamlining and modernizing legacy business processes in place, without the need to “rip and replace” due to web-based technology, saving time and capital.
- Support the “Move to Mobile” by creating communication channels directly with constituents allowing them to access case records, provide missing information, and in general, increasing communication directly with Constituents.
- Fundamentally transform the workforce by enabling workers to focus on higher value tasks and increase productivity – even as workloads increase.
- Make Data-Based Decisions *automatically*, based on Business Rules. These automated decisions can be configured to occur during detailed process tasks or periodically, as desired. This delivers significant gains in compliance with Standard Operating Procedures and reduced data errors. This is not possible without digital documents and digital business rules.
- Measure business and process performance reporting across the organization from high down to low levels of granularity. This means you will be able to measure the ROI for automation.
- Ability to scale with high performance.

These capabilities have enabled BCS clients to realize substantial hard-dollar benefits.

* * * * *

Our proposed solution includes software and professional services. Software is described first, followed by professional services.



BCS Software Capabilities

BCS iConnect® software is purpose-built to automate, streamline and improve content-intensive business process such as Case Management Systems. It embodies over 30 years of experience, enabling BCS to deliver solutions efficiently, cost-effectively and with less risk.

BCS iConnect can handle complex and long-running business processes that require a mix of human tasks, automated tasks and related content (documents, audio, video, drawings, forms, etc.).

iConnect provides numerous methods for automating manual tasks, reducing manual touchpoints, and orchestrating work to deliver significant, tangible benefits on a very large scale.

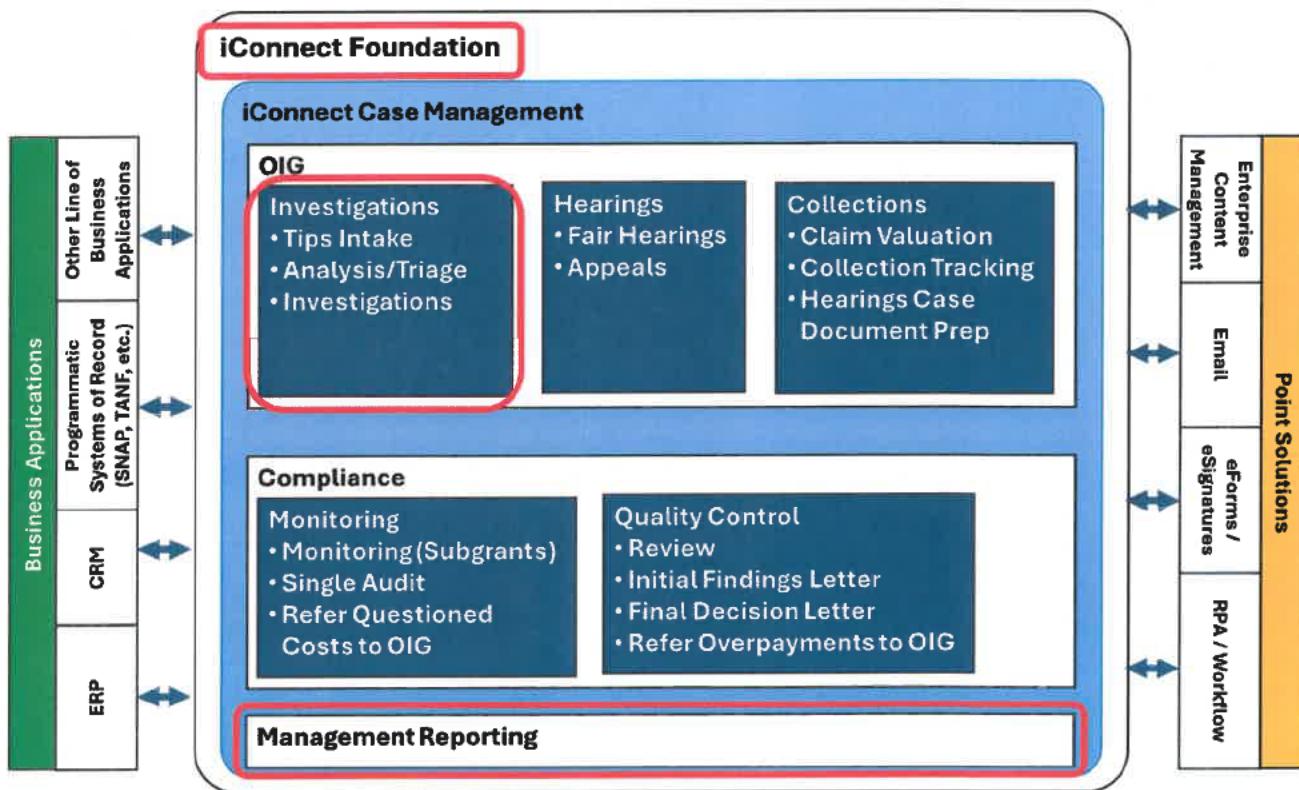
BCS iConnect software was built to:

- Enable integration to anything/anywhere – BCS writes our own resource connectors and our own APIs to adapt to changes in technology. Our software is lightweight and portable, with native web-based components.
- Automatically identify and fill information gaps - based on business rules (scorecard) and data, both systems data and document metadata.
- Enable rapid configuration of workflows and user interfaces with a standards-based, low-code toolset
- Easily handle unstructured content
- Effortlessly assemble case document packets – BCS iConnect optional capabilities can allow users to select content from multiple information sources and automatically bundle case record content into information packets that can be used in hearings as exhibits, attachments that can be included in referrals, or used to snapshot the information state at any point in time. These can be sent to 3rd parties like State Courts and Federal Agencies or made available for internal Board Reviews.
- Easily change and adapt workflows as needed - based upon configuration, not coding
- Deliver high performance at scale.

BCS iConnect OIG Case Management software is FLEXIBLE, POWERFUL, EASY TO USE – to meet not only today's requirements but future needs.

BCS Software High-level Diagram

A high-level diagram of the software is shown below.



Based on our understanding of the proposal, the scope of our professional services for implementation includes the following modules (outlined in red):

- iConnect Foundation
- iConnect Case Management – OIG Investigations
- iConnect Case Management – Management Reporting

BCS OIG software contains additional modules that optionally can be implemented at this time or in the future, including:

- iConnect Case Management – OIG Hearings
- iConnect Case Management – OIG Collections
- iConnect Case Management – Compliance - Monitoring
- iConnect Case Management – Compliance - Quality Control



Key software functionality includes:

iConnect Foundation

- Captures information from “unstructured content” made for human understanding and transforms it into information (“digital content”) that can be processed by computer systems. Examples: forms, driver’s license, contracts, email/attachments, photos.
- Integrates line-of-business applications, data resources, document repositories and services whether on-premise or in multiple clouds.
- Automates mundane tasks based on data to reduce manual touch points, improve data accuracy and reduce process time.
- Enforces Standard Operating Procedure business rules by continuously finding information gaps/exceptions and orchestrating tasks to fill the gaps.
- High Performance - iConnect was designed to process extremely high volumes of data and content.
- Flexibility is built-in with configurable settings.

iConnect Case Management – OIG Investigations

- Integrated Case Workflow – Cases are made up of various tasks and the case flow is determined by the program type, results of completed tasks, and user inputs. Case history and data are saved and viewable as the case progresses.
- Data input is allowed on forms for each task, with customized fields, drop-downs and requirements for completion. Documents and comments can also be input to create a full, consolidated digital case file.
- All form fields, drop-down values, required fields and layout are configurable and do not require code changes.
- Access is role-based and controls what cases a user can access, what a user can edit, and what a user can view. Access can be controlled down to the field level as required. Confidential cases and data can be limited to higher level roles.
- Standard Investigation case flow begins with importing tips that are analyzed and triaged. A determination is made whether to drop the case for lack of evidence, conduct an investigation, wait for a hearing, or begin collections immediately.
- Case intake can come from Tips portals or manually entered. If Compliance Monitoring or Quality Control modules are implemented, cases can automatically be routed that have Questioned Costs (Monitoring) or Overpayments (Quality Control).



iConnect Case Management – Management Reporting

- Standardized process performance reporting for configured program areas.
- Unique management reporting as defined for each program area.
- Management reporting is based directly on case data and can be implemented in the desired reporting platform.
- Ability to generate data and/or reports for federal and state reporting requirements.

BCS Professional Services

Our approach is based on our experience in delivering the most value in the shortest amount of time.

BCS employs a standard implementation methodology for projects of all types; it is shown in BCS Appendix A – BCS Implementation Methodology.

BCS has found that spending more time on early project milestones (Project Analysis and Design, Internal Build and Test, Configuration) and less on the later project milestones (User Test, Production Rollout) consistently results in successful projects. A recent analysis found that BCS typically spends the following percentages of time on major milestones:

Analysis and Design	Configuration		Test	Rollout
Project Analysis and Design	Internal Build and Test	Configuration	User Test	Production Rollout
35-40%	30-35%		15-20%	5-10%

If selected, BCS will request additional details on requirements to guide the final proposal and contractual agreements.

Requirements drive the entire project, from the first phase where a Design Document is prepared based upon the requirements through each subsequent phase. During the User Acceptance Test Phase, end-users perform a comprehensive end-to-end test to confirm the system meets the requirements per the Design Document.

Our plan is made up of the following phases:

1. Project Analysis & Design Phase - During this phase, the requirements will be analyzed and discussed in meetings with OIG. The purpose is to identify detailed requirements for process workflows, user interfaces, documents, roles, security, management dashboards and reports. A Design Document that provides the basis for the remainder of the project is then prepared. It is critical that OIG review this document in detail before approving in writing.



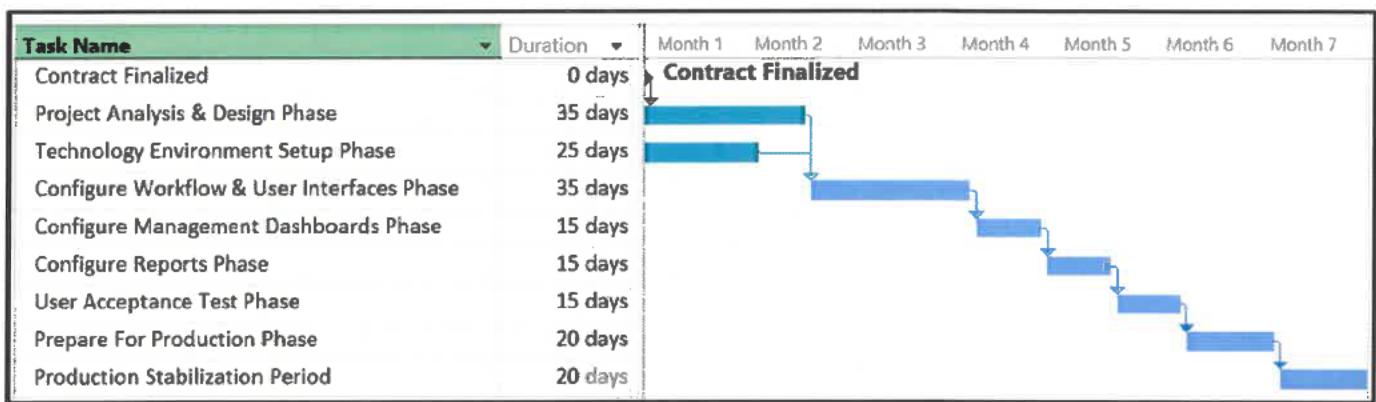
2. Technology Environment Setup Phase - This phase includes provisioning hardware in the secure Oracle FedRAMP High government cloud and installing the software. Environments will be configured. BCS will provide guidance on setting up Active Directory user groups by role, and the State will enter end users in Active Directory.
3. Configure Workflow and User Interfaces Phase - Includes configuring the overall workflow and user interfaces. Legacy Tips intake will be integrated with the new Case Management System (CMS). Integration between CMS and content repositories will be configured, including document types and metadata. User dashboards for access to cases will be configured. Reviews and testing will be conducted with end-users to confirm the system meets requirements per the Design Document.
4. Configure Management Dashboards Phase – This includes configuration and testing of the standard process performance management dashboard as well as configuration and testing of program area dashboards. Testing with OIG will be performed to confirm the dashboards meet requirements per the Design Document.
5. Configure Reports Phase – This includes configuring reports and testing to confirm they meet requirements per the Design Document.
6. User Acceptance Test Phase – OIG will conduct a User Acceptance test (UAT). BCS will support and assist by addressing issues encountered in a timely manner and facilitating re-testing as needed. This phase will conclude with a formal signoff by the State confirming that the System meets the requirements per the Design Document.
7. Prepare for Production – Tasks include training-the-trainers where BCS will train OIG trainers, user training where OIG trainers will train end- users, and admin training where BCS will train admin support personnel. BCS will prepare a final 'as-built' document. Final testing and assessment of readiness to go-live will be conducted. Once signed off as ready, the system will be moved to production status. End-users will enter active cases just prior to go-live.
8. Production Stabilization Period – During this four-week period BCS will be intensely involved in supporting and resolving any issues encountered. BCS will assist State Admin personnel in the transition to providing primary support. After this phase, designated State Admin support personnel will email BCS support for assistance.

Timeline

Below is our proposed timeline.

BCS will be prepared to start on or about two (2) weeks after execution of final engagement agreements and receipt of software and services purchase orders.

The project will be completed in approximately seven (7) months. After initial planning sessions, BCS and OIG will finalize the detailed project schedule, including start date, completion date, and other milestones as appropriate.





Project Assumptions

This proposal is based on key assumptions laid out below. Changes in these assumptions will impact the proposed timeline and associated costs.

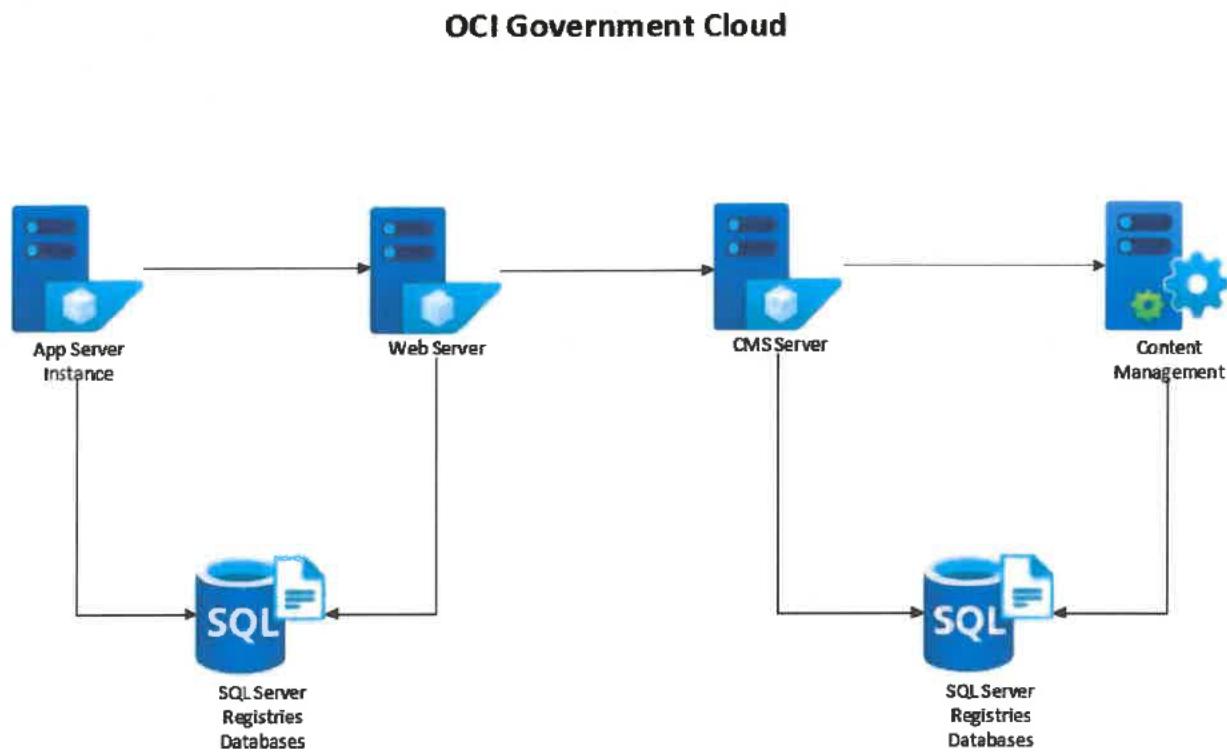
Subject	Information
Division In Scope	Investigations and Fraud Management
Processes In Scope	Investigations
	Audits
	Front-End Tips
Users and Licensing	30 investigators, 35 user licenses
Functional Assumptions	<p>Solution will include a single investigations case flow that will be configured for up to three program areas</p> <p>Solution will include one standard process performance management dashboard to track case management processing data and statistics, and up to three customizable program area management dashboards</p> <p>Solution will include 6 customizable reports to be defined by the Agency</p> <p>No data integrations are to be delivered at go-live, but lookups and integrations from other systems are an optional function that can be added</p> <p>Where available, documents from programmatic systems will be presented in the case management system</p> <p>The intake of tips will be integrated with existing collection methods and be supplemented by the new solution</p> <p>The case management system will make no changes to other systems (ex. programmatic systems of record)</p>
Additional Assumptions	<p>The Agency will provide a single point of contact for the project to coordinate a project related activities and communications</p> <p>The Agency will provide relevant Subject Matter Experts (SMEs) as required</p> <p>The Agency will provide any required technical resources</p> <p>While there will be face-to-face meetings during key portions of the project, the majority of BCS work will be performed remotely</p> <p>BCS will train the trainers on site</p> <p>The Agency will train end users</p> <p>BCS will train an Admin Support person to be able to perform key administrative tasks without BCS support (e.g. change drop-down values, field labels, etc.)</p> <p>The Agency will lead the User Acceptance Test (UAT) task</p> <p>No historical data will be migrated as part of this project; cases active at go-live will be manually input by the Agency as needed</p>

Deliverables

The overall project deliverable is a single, new Case Management System that meets requirements as documented in the Project Design Document, functioning in Production mode.

Proposed Infrastructure

The following diagram shows the proposed high-level infrastructure. This is applicable to a multi-environment solution and is capable of being scaled up based on findings and requirements from the Analysis phase.





Project Risks

The following section outlines common risks for projects of this type and magnitude. These are identified so that they can be assessed and actively managed/mitigated. Items that may cause the project to stray from its initial timeline and budget can include:

- Lack of detailed documentation around scope and requirements
- Lack of engaged Executive leadership / project sponsor
- Lack of availability of key project members due to workload, turnover, etc. (ex. SMEs, critical roles)
- Lack of a robust User Acceptance Testing method and execution

Completion Criteria

Completion of the project is defined as deployment in the Agency's production cloud environment.

Change Control Process

Compliance with strict change control is essential if the project is to be delivered on time and within budget.

No work is undertaken on unplanned tasks, and no modifications are made to completed deliverables without a change request having been approved, in advance, by BCS and OIG project managers plus the OIG project sponsor.

In the event of any scope change the party initiating the change will notify the other party and provide them with a change request form identifying the change, pricing changes, schedule impact and benefits. The parties will work in good faith to come to agreement on the new scope. No different or additional scope beyond the scope identified in this Proposal will occur without the prior written approval of both parties.



Roles and Responsibilities Matrix

The following table lists major tasks and responsible parties associated with the project.

Task	Assigned to
Provision Servers and Database and User Licensing in the cloud environment	BCS
Provision Security Access	BCS/West Virginia
Configure BCS Software	BCS
Internal unit and system testing	BCS
Finalize UAT and Lead UAT Task	West Virginia
Document UAT Results	West Virginia
Resolve Issues (in scope) Identified in UAT	BCS
Sign off on Deliverables	West Virginia
Create training materials	BCS
Create Project Design Document and As-Built Documentation	BCS
Provide Production Stabilization Period Support	BCS

BCS Appendix A – BCS Implementation Methodology

The purpose of the implementation methodology is to assure project success. This is accomplished through identification, documentation and management of project goals, systems and business process designs, roles and responsibilities of the project team, project risks, and management of status, communication procedures, project issues and changes to project scope and to provide a framework for communication throughout the project life cycle. Following is a high-level summary of the BCS implementation milestones:



BCS projects are managed using this methodology. Some projects will have variation in design, configuration and testing requirements based on the business objectives and technologies being implemented. These differences aside, the overall methodology applies and has proven to yield successful results through the years.

The implementation steps shown above are broken down into a more detailed phased project approach, including key deliverables.

1. **Project Analysis and Design.** Entering this project phase, a fully executed Statement of Work (SOW) normally exists and the SOW is reviewed and project scope is finalized; the project resources including a project sponsor identified, along with the communications plan, change control process, initial project schedule, milestones and budget, other project planning and management tools and documents are developed.

If a SOW does not exist, this phase will begin with a scoping effort to identify pain points, project objectives and goals, high-level requirements, key stakeholders, and constraints. A SOW will be developed and presented to the project sponsor for review and approval. The SOW must be formally approved by both parties.

Based on the scope contained in the SOW, analysis will be conducted in which the detailed functional and technical requirements are identified, documented, and finalized through team meetings in which the client's subject matter experts identify current state business processes and requirements. The internal subject matter experts along with technical experts from BCS identify and agree upon re-designed business processes, use-cases and future state requirements including governance requirements, critical success factors and measurements. This phase identifies detailed requirements for processes, forms, index and validation data, transaction layouts, document types, roles, security, high-level technical architecture,



external applications and integration requirements. These requirements are documented, prioritized and incorporated into the design document.

During the design portion of this phase, the functional and technical requirements previously identified are used as a basis to develop the detailed technical design for the solution. The resulting document, the Technical Design Specification, will identify the technical specifications necessary to build and test the production solution. In addition, the Project Plan is developed for the remaining phases, including estimated work effort, resource assignments, task schedules and resource constraints.

The Technical Design Document must be formally approved by the client. It will become the foundation for the project execution and baseline for the change control process.

Key Deliverables: Finalized project scope document, production deployment approach, communication plan, high-level project schedule, project team roles and responsibilities, high level project budget, risk management plan, change control process.

Detailed technical design document, detailed technical architecture, RACI chart, project plan and budget for remaining phases.

2. **Internal Build and Test.** During this phase, the development/test environment is installed and the initial configuration of the software components is completed. System configuration, unit testing, and integration testing will be performed by the BCS team to ensure that system components are functioning as designed.

Key Deliverables: Work with client IT team to configure server and network for development environment, install required software components in test environment, configure and conduct internal tests of all components.

3. **Configuration.** During the Configuration phase, the Test Environment will be configured to support the functional requirements as defined in the Technical Design Document, built in Phase 1 of the project. BCS will conduct unit and system testing of this configuration in preparation for the User Acceptance Test to be conducted in Phase 4.
4. **User Acceptance Test.** During the User Acceptance Test (UAT) task, unit test plans, integration test plans, test cases, user acceptance test plans, and schedules are finalized. All testing activity associated with these components is executed, documented, and completed. The majority of testing takes place in the Customer's test environment.

During the **UAT** task, all aspects of the client solution are tested and used in the Customer's Test environment with limited test data. This includes user and administration procedures, scanned images and index data, system integration and transaction verification and image retrieval. Minor revisions may be made to the configuration or detailed design because of pilot testing and feedback. Completion of this task constitutes the project stakeholder's acceptance of the solution.

Key Deliverables: Unit test plan, integration test plan, user acceptance test plan, executed pilot acceptance.



5. **Production Prep and Rollout.** During this phase the production environment is built, the production applications are installed, the UAT configuration is promoted from Test to the Production environment, and the production components integrated, documentation is finalized and user training is conducted.

In preparation for Production Rollout, all end user documentation, system administration and installation documentation is developed and presented to the client Project Manager for final acceptance.

Training plans, participants, methodologies, and schedules are finalized for the system users, power users, and administrators. Training materials are developed and the training is delivered. Note: in large deployments, power users are typically trained and provided with training documentation. They then provide training to the remaining user community.

The production deployment approach identified in the Project Initiation phase is reviewed and modified if necessary. If a development environment was not deployed, then the production environment is refreshed to eliminate test data and images.

The readiness assessment is conducted and the production solution is deployed.

Key Deliverables: End user documentation, system administration and installation documentation, training plans, system administrator training, training for power users involved in pilot. Deployment assistance to production environment, review of installed hardware and software component configurations.

6. **Production Stability Period and Project Closeout.** During this phase, the solution is fully implemented and begins the transition to support status. Any issues may be reported to our team via our support line and/or Customer Advantage website. A final project review and wrap up meeting is conducted to provide feedback on the project.

Key Deliverables: Identification and resolution of issues in the Production Environment. Transition to support, final project review, project signoff, and wrap-up meeting.

7. **Application Support.** The project is fully transitioned to the BCS support team. Client opens tickets via the BCS Customer Advantage website to inform BCS of issues and BCS responds within accordance with service level agreed to in the Software Support Agreement.

Key Deliverables: Ongoing support.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP OIG2600000001

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)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> 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.

BCS SYSTEMS INC.

Company



Authorized Signature

JAN 2, 2026

Date

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

REQUEST FOR PROPOSAL

CRFP OIG260000001

Case Management System

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SECTION 1: GENERAL INFORMATION

1.1. Introduction:

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the “Purchasing Division”) is issuing this solicitation as a Request for Proposal (RFP), as authorized by W. Va. Code §5A-3-10b, for the Office of Inspector General (OIG), Investigations and Fraud Management Division (hereinafter referred to as the “Agency”) to establish a one year contract with three optional one year renewals for professional services to provide for the implementation of a secure, cloud-based case management system that supports fraud detection, investigation tracking, evidence management, and case lifecycle management.

The RFP is a procurement method in which vendors submit proposals in response to the request for proposal published by the Purchasing Division. It requires an award to the highest scoring vendor, rather than the lowest cost vendor, based upon a technical evaluation of the vendor’s technical proposal and a cost evaluation. This is referred to as a best value procurement. Through their proposals, vendors offer a solution to the objectives, problem, or need specified in the RFP, and define how they intend to meet (or exceed) the RFP requirements.

This solicitation may be funded in whole or in part with Federal Funds and thus this solicitation and its resulting awarded contract are subject to the requirements of: Attachment 1: Federal Funds Addendum.

REQUEST FOR PROPOSAL
CRFP OIG2600000001
Case Management System

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING BIDS

Instructions begin on next page.

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

- 1. REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.
- 2. MANDATORY TERMS:** The Solicitation may contain **mandatory** provisions identified by the use of the words "**must**," "**will**," and "**shall**." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.
- 3. PRE-BID MEETING:** The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the **mandatory** pre-bid meeting. Failure to attend the **mandatory** pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. **All questions must be submitted on or before the date listed below and to the address listed below to be considered.** A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Submitted emails should have the solicitation number in the subject line. Question Submission Deadline: December 19, 2025 at 10:00 AM ET

Submit Questions to: Crystal Hustead
2019 Washington Street, East Charleston, WV 25305
Fax: (304) 558-3970
Email: crystal.g.hustead@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids or modification of bids via email.

Bids submitted in paper, facsimile, or via *wvOASIS* must contain a signature. Failure to submit a bid in any form without a signature will result in rejection of your bid.

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Crystal Hustead

SOLICITATION NO.: CRFP OIG2600000001

BID OPENING DATE: January 6, 2026

BID OPENING TIME: 1:30 PM ET

FAX NUMBER: 304-558-3970

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division 2019 Washington Street East

Charleston, WV 25305-0130

Fax: 304-558-3970

For Request for Proposal (“RFP”) Responses Only: Submission of a response to a Request for Proposal is not permitted in *wvOASIS*. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus n/a convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by *wvOASIS* (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery or via delivery by mail).

Bid Opening Date and Time: January 6, 2026 at 1:30 PM ET

Bid Opening Location:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand **shall** clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items **may** be grounds for rejection of a Vendor's bid.

This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6.2, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

12. REGISTRATION: Prior to Contract award, the apparent successful Vendor **must** be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

13. UNIT PRICE: Unit prices **shall** prevail in cases of a discrepancy in the Vendor's bid.

14. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:

For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority- owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors.

16. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.7.

17. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

18. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1- 5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

19. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.6. and § 148-1-6.3.”

20. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.7. This authority does not apply to instances where state law mandates receipt with the bid.

21. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor wvOASIS or the Purchasing Division's website to determine when a contract has been awarded.

22. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that **shall** form the basis of a contractual agreement. **Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid.** Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

REQUEST FOR PROPOSAL
CRFP OIG2600000001
Case Management System

SECTION 3: GENERAL TERMS AND CONDITIONS

Terms and conditions begin on next page.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of one (1) year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

- the contract will continue for _____ years;
- the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

One-Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Construction/Project Oversight: This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

Other: Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One-Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

Construction: This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

Commercial General Liability Insurance in at least an amount of: [REDACTED] per occurrence.

Automobile Liability Insurance in at least an amount of: _____ per occurrence.

Professional/Malpractice/Errors and Omission Insurance in at least an amount of: [REDACTED] per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

Commercial Crime and Third Party Fidelity Insurance in an amount of: _____ per occurrence.

Cyber Liability Insurance in an amount of: [REDACTED] per occurrence.

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.

Pollution Insurance in an amount of: _____ per occurrence.

Aircraft Liability in an amount of: _____ per occurrence.

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____.

Liquidated Damages Contained in the Specifications.

Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

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

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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SECTION 4: PROJECT SPECIFICATIONS

4.1. Background and Current Operating Environment: The Agency is responsible for auditing and investigating fraud, waste, and abuse within the West Virginia Departments of Health, Health Services, and Health Facilities as well as their related programs; having received over 4100 referrals during the 2025 State Fiscal Year. Currently, investigations are tracked through disparate, outdated electronic file systems and manual processes. There is a need for a modern, integrated, and secure case management platform that ensures compliance with Federal Bureau of Investigations Criminal Justice Information Services (CJIS), Federal Risk and Authorization Management Program (FedRAMP High) and HITECH standards; supports confidential investigative workflows, evidence management, reporting, and audit trails; and enhances collaboration with external stakeholders.

4.2. Project Goals and Mandatory Requirements The selected vendor will be responsible for delivering a cloud-based solution, to be utilized by approximately 30 investigators with a total of 35 licenses necessary, that is fully compliant with CJIS Security Policy, FedRAMP High authorization and HITECH standards. The system must streamline case intake, assignment, evidence handling, reporting, and closure, while also supporting real-time analytics, interoperability with state and law enforcement systems as necessary, and secure remote access. By implementing this solution, the Agency seeks to improve investigative and audit efficiency, strengthen fraud detection and prevention efforts, and ensure the protection of sensitive case data.

Vendors should describe their approach and methodology to providing the service or solving the problem described by meeting the goals and objectives identified below. Vendor responses should include any information about how the proposed approach is superior or inferior to other possible approaches.

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

- 4.2.1.1** Deploy a cloud-based case management system that fully complies with CJIS Security Policy, FedRAMP High, and HITECH requirements ensuring that both criminal justice information (CJI) and protected health information (PHI) are protected throughout the data lifecycle.
- 4.2.1.2** Streamline investigative processes through workflow automation, standardized data capture, and analytics-driven reporting to improve productivity and accuracy.
- 4.2.1.3** Supports seamless and stable, simultaneous access for multiple users to all areas, including the same case, ensuring no performance degradation.
- 4.2.1.4** Ensure the system integrates securely with state information technology infrastructure, law-enforcement databases, and healthcare data systems while maintaining scalability to support future growth for possible additions of other departments and evolving compliance requirements.
- 4.2.1.5** Demonstratable and verifiable experience implementing at least three

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(3) information cloud-based systems within the past five (5) years.

Documentation should include:

- System description, name, purpose, and core function.
- References from the contracting agency, including contact name, title, phone number, and email address, capable of verifying the implementation and compliance status.
- Scope of implementation, size, user base, modules, and complexity.
- Operating environment, hosting model, and security posture.

4.2.1.6 The vendor should assign personnel with professional certifications and expertise appropriate for this project. The agency is seeking a vendor that will meet these requirements, vendors should detail how they will meet each of the following areas:

- A Project Manager who holds a current Project Management Professional (PMP) or equivalent certification.
- An Information Security Lead who holds an active Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), or equivalent credential, and who has verifiable experience designing and maintaining environments compliant with NIST SP 800-53 Rev. 5 controls and CJIS Security Policy requirements.
- Qualified System Architects and Cloud Engineers with experience configuring, deploying, and supporting FedRAMP-authorized cloud environments (AWS GovCloud, Azure Government, or equivalent).
- Experienced Training Specialists or Organizational Change Managers who have developed and delivered end-user and administrator training for prior government technology implementations.
- Copies of active certification credentials shall be provided upon request by the Agency.

4.2.2. Mandatory Project Requirements – The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach or methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory project requirements are listed below.

4.2.2.1 The proposed solution must comply with the FBI CJIS Security Policy which can be found at https://www.fbi.gov/file-repository/cjis/cjis_security_policy_v5-9_20200601.pdf/view

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- 4.2.2.1.1** Encrypt all data at rest and in transit using Federal Information Processing Standards (FIPS) 140-3 validated encryption modules.
- 4.2.2.1.2** Provide multi-factor authentication (MFA) for all users accessing the solution.
- 4.2.2.1.3** Maintain comprehensive and immutable audit trails for all system access, modifications, and deletions, with the ability to generate audit logs for the Agency upon demand.
- 4.2.2.1.4** Ensure that all vendor personnel, subcontractors, or third parties with access to the system have completed CJIS Security Awareness Training and signed the CJIS Security Addendum.
- 4.2.2.1.5** Maintenance of a documented incident response plan consistent with CJIS Security Policy Section 5.10, including breach notification within one hour of discovery.
- 4.2.2.2** The system's hosting environment must hold an active FedRAMP High Authorization to Operate (ATO) issued by either the federal Joint Authorization Board (JAB) or a federal agency.
 - 4.2.2.2.1** Proof of an active Authorization to Operate (ATO) at the High level issued by a federal agency or the Joint Authorization Board (JAB).
 - 4.2.2.2.2** The vendor must provide documentation outlining the security assessment completed by the Third-Party Assessment Organization.
 - 4.2.2.2.3** The vendor must provide documentation of continuous monitoring, including vulnerability scanning, patch management, incident response, and reporting practices prior to award.
 - 4.2.2.2.4** The vendor must provide quarterly reports demonstrating ongoing compliance with FedRAMP requirements.
- 4.2.2.3** The system must comply fully with HITECH and all applicable provisions of Health Insurance Portability and Accountability (HIPAA). The vendor must describe their approach on how they will comply with the following areas:
 - 4.2.2.3.1** Current implementation of all required Administrative, Physical, and Technical Safeguards as described in 45 CFR §§164.308–316.
 - 4.2.2.3.2** Breach-notification procedures consistent with HITECH Section 13402 and 45 CFR Part 164, Subpart D.

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4.2.2.3.3 Vendor must complete the WV Business Associate Agreement (BAA) provided as Attachment C and include in their proposal; the BAA must be provided prior to contract award.

4.2.2.3.4 Access control, encryption, and audit mechanisms for all Protected Health Information (PHI) processed by the system.

4.2.2.3.5 Ensure all vendor personnel with access to PHI complete annual HIPAA/HITECH training.

4.2.2.4 The system must include a comprehensive security architecture that enforces Role-Based Access Control (RBAC) based on least privilege principles. The agency is seeking a solution that will meet necessary security requirements, vendors must detail how their solution will meet each of the following areas:

4.2.2.4.1 RBAC: Access must be restricted to only those functions and data necessary for the user's role.

4.2.2.4.2 Implementation of multi-factor authentication and session timeout controls

4.2.2.4.3 Secure Remote Access: Including encryption, and protection of data accessed from outside the state network.

4.2.2.4.4 Deployment of Security Information and Event Management (SIEM) tools to monitor system activity and detect anomalies.

4.2.2.4.5 Integration with Data Loss Prevention (DLP) and Intrusion Detection and Prevention Systems (IDPS).

4.2.2.4.6 Agency administrators must be able to assign, monitor, and revoke user roles immediately.

4.2.2.4.7 System must allow administrator(s) full control of administrative tables without vendor assistance, including but not limited to edit all fields, labels, data types, validation rules, drop down and picklist content and alerts.

4.2.2.4.8 Logging and notification of all administrative and configuration changes.

4.2.2.5 The solution must provide full-case lifecycle management capabilities, including case intake, triage, assignment, investigation, evidence management, and closure. The agency is seeking a solution that will meet these requirements, vendors must detail how their solution will meet each of the following areas:

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- 4.2.2.5.1** The ability to log complaints, referrals, or leads and route them for review.
- 4.2.2.5.2** Support automated or manual assignment of a unique case identifier upon creation of a new record.
- 4.2.2.5.3** Support ad hoc workflows that allow the ability to generate custom, on-demand reports and/or memos that aren't covered by regular, predefined report and automatic generation of related tasks.
- 4.2.2.5.4** The ability for all users to enter case notes to document case activity.
- 4.2.2.5.5** Assign cases to investigators, monitoring status, and ensuring accountability.
- 4.2.2.5.6** Allow user defined items requiring higher-level approval such as case status changes, or investigator generated report or memo approvals.
- 4.2.2.5.7** Secure storage and management of documents, images, videos, and other evidence, with full chain-of-custody tracking.
- 4.2.2.5.8** Tools to manage subpoenas, subjects, and witnesses within a case record.
- 4.2.2.5.9** Advanced search across structured and unstructured data, and secure export of case records in auditable formats.
- 4.2.2.5.10** Allow administrator(s) to control file management and data retention.

4.2.2.6 The solution must provide audit, reporting, and analytic capabilities to support investigative oversight, compliance, and management decision-making. The agency is seeking a solution that will meet these requirements, vendors must detail how their solution will meet each of the following areas:

- 4.2.2.6.1** Provide configurable dashboards tailored to user roles (e.g., investigators, supervisors, administrators) that display case status, workload distribution, and investigative outcomes.
- 4.2.2.6.2** Provide alerts to users as new tasks and case assignments are made.
- 4.2.2.6.3** Track caseloads and assignments by investigator, team, or division, including timelines, task status, and completion rates.
- 4.2.2.6.4** Generate standardized reports required by federal and state regulations, including fraud statistics, investigative results, and audit-ready documentation.

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4.2.2.6.5 Maintain permanent, tamper-evident logs of all system access, modifications, and transactions, which can be exported for internal and external audits.

4.2.2.6.6 Provide automated tools to generate structured or narrative memoranda of investigation, summaries, or briefing documents by drawing from multiple data points within a case file (e.g., subject information, witness interviews, evidence entries, financial records, and investigative notes). The system must allow customization of memo templates to align with Agency investigative standards and ensure that generated documents are properly formatted, exportable, and securely stored within the case file.

4.2.2.7 The system must support the storage, viewing, import, export, and generation of documents in common government-accepted formats such as Microsoft Office and Google Workspace to ensure compatibility, accessibility, and ease of sharing with internal and external stakeholders. The agency is seeking a solution that will meet these requirements, vendors must detail how their solution will meet each of the following areas:

4.2.2.7.1 Support upload, storage, search, and retrieval of documents in PDF, Microsoft Word (.docx), Excel (.xlsx), PowerPoint (.pptx), text (.txt), image (.jpg/.png/.tiff), and audio/video (.mp3/.mp4/.wav) formats.

4.2.2.7.2 Allow documents to be thumbnail/first page previewed. Files that contain images, and/or audio must be opened and are not subject to preview.

4.2.2.7.3 Allow export of reports, memos, and case summaries in both PDF (.pdf) and Microsoft Word (.docx) formats.

4.2.2.7.4 Incorporate spell check, cut and paste, and other routine word processor functions throughout narrative fields.

4.2.2.7.5 Maintain original file metadata (author, date, source) and preserve chain-of-custody for all documents uploaded or generated within the system.

4.2.2.7.6 Ensure that all files are encrypted at rest and in transit in accordance with CJIS and FedRAMP High standards.

4.2.2.7.7 Permit secure bulk download or export of case documentation for lawful disclosure, audit, or prosecution purposes with appropriate access controls.

4.2.2.8 The solution must provide secure integration capabilities with state and federal systems as applicable. The agency is seeking a solution that will meet these

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requirements, vendors must detail how their solution will meet each of the following areas:

- Medicaid Management Information System (MMIS).
- State financial and payment systems.
- Google applications (e.g. Gmail, Docs, etc.)
- Law enforcement databases (e.g. NCIC, Nlets), as applicable.

4.2.2.9 The solution must support industry-standard data exchange protocols (e.g., HL7, FHIR, XML, or RESTful APIs) and allow secure import and export of data without compromising compliance requirements.

4.2.2.10 The selected solution must ensure system resilience and continuity of operations. The agency is seeking a solution that will meet these requirements, vendors must detail how their solution will meet each of the following areas:

4.2.2.10.1 A Disaster Recovery Plan (DRP) with a Recovery Time Objective (RTO) of no more than 24 hours and a Recovery Point Objective (RPO) of no more than 1 hour.

4.2.2.10.2 Hosting in a geographically redundant, FedRAMP High-authorized data centers located within the continental United States.

4.2.2.10.3 System uptime of at least 99.9%, excluding scheduled maintenance windows communicated in advance.

4.2.2.10.4 Documented Incident Response Plan aligned with NIST and CJIS requirements, including mandatory notification to the Agency of any outage, data breach, or security incident within 1 hour of discovery.

4.2.2.11 The vendor must provide comprehensive training and support to ensure adoption and operation of the system. The agency is seeking a vendor that will meet these requirements, vendors must detail how their solution will meet each of the following areas:

- Initial and refresher training programs under an in-person train-the-trainer model.
- A staffed help desk with defined Service Level Agreements (SLAs) for incident response and resolution.
- Updated user manuals, administrator guides, and training materials.
- A 24/7/365 help desk with defined response and resolution times.
- All vendor staff with access to Agency systems must complete annual CJIS Security Awareness Training. The vendor must provide documentation of the CJIS Security Awareness Training to the Agency within 7 business days, if requested.

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4.3. Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

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

4.3.1.5 The vendor should provide a narrative summary of its corporate history, years in business, and primary lines of service. The vendor should describe its experience providing technology solutions for investigative, law-enforcement, or oversight agencies, including experience with systems that support fraud, waste, and abuse detection, case tracking, or evidence management. The response should highlight the vendor's familiarity with federal and state compliance standards such as CJIS Security Policy, FedRAMP, HIPAA, and applicable data-protection statutes.

4.3.1.6 The vendor should provide detailed descriptions of prior projects that demonstrate experience comparable in size, scope, and complexity to the requirements of this RFP. Each project description shall include:

- The client organization and project title.
- A summary of project objectives, deliverables, and outcomes.
- The duration of the project, implementation methodology, and total contract value.
- Key technologies, platforms, and security frameworks used.
- Measurable results achieved, such as improved efficiency, enhanced security compliance, or cost savings.

4.3.1.7 The vendor should submit a proposed staffing plan identifying all key personnel who will participate in the project, including their titles, roles, and responsibilities. The plan shall describe the organizational structure of the project team and delineate lines of authority and communication between the vendor and the Agency. Résumés for key staff must include education, relevant certifications, professional experience, and specific expertise in system implementation, cybersecurity, and public-sector investigations.

4.3.1.8 The vendor should demonstrate technical competence in designing, configuring, and implementing secure, cloud-based case management systems. The response should explain the vendor's standard project methodology, including requirements gathering, system configuration, quality assurance, data migration, and user acceptance testing. Vendors should describe how their technical approach aligns

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with CJIS, FedRAMP High, and HITECH compliance requirements and supports scalability, performance, and long-term system sustainability.

4.3.1.9 The vendor should describe its internal quality assurance and risk-management processes to ensure timely, high-quality delivery of services. The description should include procedures for change control, issue tracking, and escalation of critical risks to the Agency. The vendor should also describe how quality metrics are monitored, documented, and reported throughout the project lifecycle.

4.3.1.10 The vendor should describe its customer-support model, including hours of operation, help-desk capabilities, response times, and issue-resolution procedures. The vendor should summarize its history of meeting service-level obligations under prior contracts and describe tools used for performance monitoring, ticket tracking, and reporting.

4.3.2. Mandatory Qualification and Experience Requirements – The following mandatory qualification or experience requirements, or combination of both, must be met by the Vendor as a part of its submitted proposal. Vendor must describe how it meets the mandatory requirements and includes any area(s) where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications and experience requirements are listed below.

4.3.2.5 The vendor must provide verifiable documentation showing successful implementation of at least one (1) cloud-based system authorized at the FedRAMP High impact level, one (1) system that complies fully with CJIS Security Policy, and (1) system that complies with HITECH requirements within the past five (5) years. Documentation should include:

- Evidence of continuous monitoring and vulnerability management consistent with NIST SP 800-53 Rev. 5 controls.
- A description of the vendor's experience maintaining compliance with FedRAMP continuous monitoring, reporting, and remediation requirements.
- The vendor must also submit copies of any relevant security certifications, FedRAMP listings, audit reports, or compliance attestations supporting the proposed solution.

4.4. Oral Presentations (Agency Option): The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening.

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During oral presentations, Vendors may not alter or add to their submitted proposal but only clarify information. A description of the materials and information to be presented is provided below:

- 4.4.1.** There will be no Oral Presentation required for this solicitation.

SECTION 5: VENDOR PROPOSAL

5.1. Economy of Preparation: Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.

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

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

5.3.1. Two-Part Submission: Vendors must submit proposals in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.

5.3.2. Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

5.3.3. Table of Contents: Clearly identify the material by section and page number.

5.3.4. Response Reference: Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.

Proposal Submission: All proposals (both technical and cost) must be submitted to the Purchasing Division **prior** to the date and time listed in Section 2, Instructions to Vendors Submitting Bids as the bid opening date and time.

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SECTION 6: EVALUATION AND AWARD

- 6.1. Evaluation Process:** Proposals will be evaluated in two parts by a committee of three (3) or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. The Vendor who demonstrates that it meets all of the mandatory specifications required, attains the minimum acceptable score and attains the highest overall point score of all Vendors shall be awarded the contract.
- 6.2. Evaluation Criteria:** Proposals will be evaluated based on criteria set forth in the solicitation and information contained in the proposals submitted in response to the solicitation. The technical evaluation will be based upon the point allocations designated below for a total of 70 of the 100 points. Cost represents 30 of the 100 total points.

Evaluation Point Allocation:

Project Goals and Proposed Approach (§ 4.2)

- Approach & Methodology to Goals/Objectives (§ 4.2.1) (20) Points Possible
- Approach & Methodology to Compliance with Mandatory Project Requirements (§ 4.2.2) (30) Points Possible

Qualifications and experience (§ 4.3)

- Qualifications and Experience Generally (§ 4.3.1) (15) Points Possible
- Exceeding Mandatory Qualification/Experience Requirements (§ 4.3.2) (5) Points Possible

Total Technical Score: 70 Points Possible

Total Cost Score: 30 Points Possible

Total Proposal Score: 100 Points Possible

- 6.3. Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.
- 6.4. Technical Evaluation:** The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.

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6.5. Proposal Disqualification:

6.5.1. Minimum Acceptable Score (“MAS”): Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.

6.5.2. Failure to Meet Mandatory Requirement: Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.

6.6. Cost Bid Opening: The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

The Purchasing Division reserves the right to disqualify a proposal based upon deficiencies in the technical proposal even after the cost evaluation.

6.7. Cost Evaluation: The Agency evaluation committee will review the cost proposals, assign points in accordance with the cost evaluation formula contained herein and make a final recommendation to the Purchasing Division.

Cost Evaluation Formula: Each cost proposal will have points assigned using the following formula for all Vendors not disqualified during the technical evaluation. The lowest cost of all proposals is divided by the cost of the proposal being evaluated to generate a cost score percentage. That percentage is then multiplied by the points attributable to the cost proposal to determine the number of points allocated to the cost proposal being evaluated.

Step 1: Lowest Cost of All Proposals / Cost of Proposal Being Evaluated = Cost Score Percentage

Step 2: Cost Score Percentage X Points Allocated to Cost Proposal = **Total Cost Score**

Example:

Proposal 1 Cost is \$1,000,000

Proposal 2 Cost is \$1,100,000

Points Allocated to Cost Proposal is 30

Proposal 1: Step 1 – \$1,000,000 / \$1,000,000 = Cost Score Percentage of 1 (100%)
Step 2 – 1 X 30 = Total Cost Score of 30

Proposal 2: Step 1 – \$1,000,000 / \$1,100,000 = Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – 0.909091 X 30 = Total Cost Score of 27.27273

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Case Management System

6.8. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

BCS Systems Inc.

(Company)

JONATHAN GIBSON, CEO

(Representative Name, Title)

713-357-9821 / 713-978-6504 (FAX)

(Contact Phone/Fax Number)

JAN. 2, 2026

(Date)