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Procurement Folder: 1730912

Procurement Type: Central Purchase Order

Vendor ID: VS0000017785

Legal Name: PRECISE SOFTWARE SOLUTIONS INC

Alias/DBA:

Total Bid: \$85,170.39

Response Date: 08/05/2025

Response Time: 12:38

Responded By User ID: PSSIWV

First Name: Jacira

Last Name: Boggon

Email: statecontracts@precise-soft.

Phone: 4103530655

SO Doc Code: CRFQ

SO Dept: 1400

SO Doc ID: AGR2600000006

Published Date: 7/29/25

Close Date: 8/12/25

Close Time: 13:30

Status: Closed

Solicitation Description: USAFOODSAFETY Maintenance & Support

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder: 1730912
Solicitation Description: USAFOODSAFETY Maintenance & Support
Proc Type: Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2025-08-12 13:30	SR 1400 ESR08052500000000650	1

VENDOR
VS0000017785
PRECISE SOFTWARE SOLUTIONS INC

Solicitation Number: CRFQ 1400 AGR2600000006
Total Bid: 85170.389999999999941792339086 **Response Date:** 2025-08-05 **Response Time:** 12:38:35
Comments:

FOR INFORMATION CONTACT THE BUYER
Larry D McDonnell
304-558-2063
larry.d.mcdonnell@wv.gov

Vendor		
Signature X	FEIN#	DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	USAFOODSAFETY Maintenance & Support Year One				35170.39

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

USAFOODSAFETY Maintenance & Support Year One

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	USAFOODSAFETY Installation of Upgraded Offline Module				50000.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

USAFOODSAFETY Installation of Upgraded Offline Module

April 17, 2025

RE: West Virginia Department of Agriculture

Mr. Jonathan Adkins
Director – Information Technology
West Virginia Department of Agriculture
163 Gus R. Douglass Lane
Charleston, WV 25312

Dear Mr. Adkins,

Precise Software Solutions, Inc. (Precise) is pleased to provide this quote as an amendment to CCT AGR2100000003 for the following:

MAINTENANCE, SUPPORT, AND HOSTING SERVICES

Performance/Service Period: July 1, 2025, through June 30, 2026.

The Statement of Work (SOW) for the Maintenance, Support and Hosting Services is based upon the services provided by the Association of Food and Drug Officials (AFDO) Full Applications Lifecycle Management Support, System Integration Service, and Organizational Assessment Services for USAFoodSafety (AFDO-19-001) contract, its associated terms and conditions as well as the State's terms and conditions. As outlined in this Maintenance and Support, we propose providing the West Virginia Department of Agriculture (WVDA) a baseline block of hours for State Maintenance Support Baseline and Help Desk Support Baseline support that is currently needed by every state.

Maintenance and Support

The US Food and Drug Administration (FDA) provides funding through a cooperative agreement with the AFDO to support the underlying infrastructure of the USAFoodSafety (USFS) with one vendor, to develop master contracts, and to facilitate collaboration between states. FDA funding provides support to AFDO for the costs of the procurement and support of the underlying systems. WVDA would be responsible for funding the state specific support for the USAFoodSafety application that includes WVDA configuration, enhancements, help desk support, and hosting.

The number of supported users significantly varies from state to state. The contractual mechanism to successfully support state-specific programs contained within USFS must be scalable to the size of the user community within each participating state. The amount of support that each state will require depends on several factors. Some of these include unique configurations of the environment, any additional security requirements required by the state, system integrations, integration with different credit card providers, and the size of the user base needing support.

To align with the AFDO contract, we will be providing a baseline block of hours for maintenance and help desk support needed by WVDA. In the event WVDA needs additional support above the baseline maintenance and help desk level, funding can be procured by the process described and at rates indicated in the AFDO contract.

State Maintenance Support Baseline:

Our maintenance release schedule will include agreed upon change requests in a structured methodology and process. We will provide a major release during the performance period (POP) and emergency releases for critical production issues. These emergency releases will be tested and deployed as needed.

Using this approach, our dedicated team will carefully coordinate with the AFDO Project Manager, User Group Governing Council, and WVDA Point of Contact (POC) to prioritize and complete the requested work items within the allocated hours. These hours will be used for any state touch points from our team to plan/discuss the state specific deployments and configuration, state specific monthly meetings, and state backlog grooming/break fix/enhancements. We will provide utilization reports of State backlog grooming/Break Fix/Enhancements to AFDO and WVDA monthly to ensure that the hours are properly planned for and consumed within the annual period of performance. Any unallocated unused hours will expire at the end of the annual POP.

State Maintenance Support Baseline	Annual Number of Hours
State Specific Deployments and Configuration	100 hours
State Specific Monthly Meetings	35 Hours
State backlog grooming/Break Fix/Enhancements	65 hours
Total State Maintenance Support Baseline	200 hours

For workload planning purposes, within the first 120 days of the period of performance, the state will need to request the Precise PM to review the request item(s) for inclusion of the item(s) to be completed within the current POP.

State Help Desk Support Baseline:

Precise will establish and maintain a help desk ticket tracking system to record and manage incident tickets and monitor SLA goals. The cloud-based JIRA Service Desk is leveraged based on its rich features, flexibility, integration capabilities, and cost. The State Help Desk Support Baseline will be used to support the help desk needs for the state. This includes any item that is reported and researched for the specific state. To clarify, help desk hours may not be used for maintenance work items. Any unused hours will expire at the end of the annual POP.

Help Desk Support Baseline	Included Number of Hours
State Help Desk Support Baseline	50 hours

The Help Desk will provide a single POC for issue tracking and resolution for support requests. Our Help Desk team will work with our subject matter experts (SMEs) to identify solutions and ensure a timely incident response and resolution to any issues or needs identified. All problem calls will be logged and tracked by the help desk representative through resolution. Our Tier-1 support service will be available from 8:00 a.m. to 5:00 p.m. EST on business workdays.

Additional Support/Enhancements

Precise will provide additional support and/or software enhancements at the rate outlined in the *Pricing & Deliverables* section. For specific enhancements, we will provide an estimate, confirm the scope with WVDA, and invoice it as a fixed-price statement of work (SOW). Any changes to this SOW

will be mutually agreeable and made via Change Order first approved by the Agency and AFDO. Unused enhancement hours will carry over from year-to-year.

Reporting and Meetings:

Critical elements of our program monitoring, controlling, and reporting are proactive, customer-focused collaborations and open and honest communication. Our approach is to hold a monthly touch point with WVDA to review current support hour usage, maintenance support hour usage, backlog prioritization, discussion on other client activities or enhancement requests for prioritization, and coordinate with the state POC on release dates. The meeting will involve the state outreach coordinator and may involve others depending on the topic or advance notice from the state. In addition, our team will provide a detailed monthly report of help desk tickets, capturing metrics, (call volume, response time, resolution time, level of efforts, etc.) and highlighting significant problems via system dashboards/reporting tools. All project meeting action items, statement of works, contracts, and other related documentation will be recorded and stored within the AFDO Project Portal. We will address issues in accordance with AFDO SLAs and provide frequent updates in the help desk system to provide transparency to all.

Service Level Agreement (SLA)

Precise will follow our ITIL-based problem management process to provide responsive and proactive operations support and meet SLAs defined in the AFDO contract. The table below outlines the SLAs and our proposed resolution plan.

Level of Severity	Description	Initial Response	Resolution plan
Severity Level 1 (Critical)	Incident (a) renders the Contractor provided application un-Available, substantially un-Available or seriously impacts normal business operations, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.	1 hour	Resolution within 4 hours for fixes without code changes. Incidents that extend for multiple days, update notification intervals with the AFDO PM and State POC will be mutually agreed upon. Resolution with emergency release upon AFDO PM prioritization and approval for fixes requiring code changes
Severity Level 2 (High)	Incident that is characterized by the following attributes: the Incident (a) does not render the Contractor provided application un-Available or substantially unavailable, but a function or functions are not Available, substantially Available or functioning as they should, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.	1 hour	Resolution within 1 business day for fixes without code changes. Incidents that extend for multiple days, update notification intervals with the AFDO PM and State POC will be mutually agreed upon. Resolution with emergency release upon AFDO PM prioritization and approval for fixes requiring code changes
Severity Level 3 (Medium)	Incident that is characterized by the following attributes: the Incident causes a group or individual to experience an Incident with accessing the Contractor provided	2 hours	Resolution with maintenance release upon AFDO PM prioritization and approval for fixes requiring code changes

	application or a key feature thereof and a reasonable workaround is not available but does not prohibit the execution of productive work.		
Severity Level 4 (Low)	Incident that is characterized by the following attributes: the Incident reflects that a group or individual requires guidance in the proper use of the system.	4 hours	Resolution with maintenance release upon AFDO PM prioritization and approval for fixes requiring code changes

If AFDO or WVDA needs to escalate an incident for which a resolution has not been provided and/or has not been addressed in a timely or appropriate manner, the below describes our escalation path of communication. The AFDO PM will also be notified and kept up to date and we will assign a lead support and/or technical resource to coordinate and oversee resolution of such defect or request. In this scenario, resolution efforts will be communicated through daily emails and/or calls. If these escalation procedures fail to produce a satisfactory resolution, the executive advisor will discuss a corrective action plan to resolve the timeliness of correcting defects or requests.

Escalation Level	Contact
Level 1	State Outreach Coordinator, Katie Gaughan
Level 2	Project Manager, Ashley Wright
Level 3	Sr Vice President, Jeremy James
Level 4	Precise President & CEO, Zhensen Huang

Pricing & Deliverables

Description	Amount	Acceptance Criteria
State Maintenance Support Baseline Annual Period of Performance Only 7/1/2025 -6/30/2026	\$35,170.39	Start of the period of performance.
Total Amount	\$35,170.39	

Assumptions:

- Precise will provide additional support and/or software enhancements at the rate of \$144.97 per hour.
- The production release schedule will be dependent on state and current vendor availability.
- To align the out-year costs with the AFDO contract this will include a yearly 2.5% escalation on Maintenance Support Baseline, hosting, and enhancement rates.

PRE-DETERMINED DEVELOPMENT OPTION: NEW DISCONNECTED APPLICATION

Exercise of Pre-Determined Development Option

WVDA may exercise the Pre-Determined Development Option for the specific development work described as ('Pre-Determined Development Work') by submitting an Option Exercise Notice to Precise. The Pre-Determined Development Work, including all specifications, deliverables, milestones, and acceptance criteria, has been mutually agreed upon by the parties and documented in this quote:

To exercise this Option:

1. WVDA shall submit an email to Precise at the following email address: ashley.wright@afdo-support.com
2. The email must reference this Agreement and specifically state WVDA's intent to proceed with the Pre-Determined Development Work described in this quote dated April 17, 2025, referenced as "Pre-Determined Development Option".
3. WVDA shall remit the Development Initiation Payment of \$50,000 with Payment Terms of Net thirty (30) days of submitting the Option Exercise Notice via invoice from Precise.

The Pre-Determined Development Option shall remain available to WVDA for twelve (12) months from the Effective Date of this Quote. If WVDA does not exercise this Option within the specified period, Precise may modify the specifications, deliverables, timeline, and/or pricing for any future development work.

Funding Contingency for Pre-Determined Development Option.

If AFDO or WVDA is unable to secure or allocate sufficient funding to exercise the Pre-Determined Development Option described herein, the following provisions shall apply:

1. WVDA/AFDO shall provide written notice (email) to Precise at least thirty (30) days prior to the expiration of the Option period, stating that AFDO/WVDA is unable to exercise the Option due to funding limitations.
2. Any modifications to the Pre-Determined Development Work or the terms of this Option resulting from such discussions shall be documented in a written amendment (email) to this Agreement signed by both parties.

This Funding Contingency clause shall not be invoked by WVDA as a means to delay development or renegotiate more favorable terms when funding is, in fact, available.

Pricing – Development Option

Description	Amount	Acceptance Criteria
Optional: Disconnected Application	\$50,000.00	AFDO approval of USFS-2500
Total Amount	\$50,000.00	

Should you have any questions regarding the components of this quote, please feel free to reach out to:

Jacira Boggon, Director, Contracts
 Precise Software Solutions, Inc.
 1101 Wootton Parkway, Suite 1000
 Rockville, Maryland 20852
 Direct: 410-353-0655
 Office: 301-340-1418
 Email: Jacira.Boggon@precise-soft.com

STATEMENT OF WORK APPROVAL

The signature below acknowledges and confirms WVDA's agreement/approval to proceed with the SOW for the **Annual Maintenance, Support and Hosting Services**.

The Pre-Determined Development Option offered under this quote shall be authorized as directed in this quote.

WVDA		PRECISE SOFTWARE SOLUTIONS, INC.	
BY		BY	
		Jacira Boggon	
NAME		NAME	
		Director, Contracts	
TITLE	DATE	TITLE	DATE