



State of West Virginia
Response to CRFP 0201 SEC2600000001

One-stop-shop Permitting Portal for the State of West Virginia

Cost Proposal Response - Master

Buyer: Tara Lyle, Buyer Supervisor
Solicitation Number: CRFP SEC2600000001
Bid Opening Date: December 4, 2025
Bid Opening Time: 1:30 PM
Fax Number: 304.558.3970



December 4, 2025

Tara Lyle, Buyer Supervisor
State of West Virginia
Department of Administration – Purchasing Division
2019 Washington Street
East Charleston, West Virginia 25305

Dear Ms. Lyle:

Visionary Integration Professionals (VIP) is fully prepared to support the State in fulfilling the requirements for the One Stop Shop Permitting Portal. We invite you to review our strategic plan that outlines how we will bring each required State Agency live by the mandated date of January 1, 2027.

Herein we provide the cost proposal and the assumptions we made to craft our technical approach and pricing (technical approach provided separately).

With TeamVIP, the State of West Virginia can confidently advance beyond legacy challenges to a streamlined, citizen-focused program built to serve the State well into the future.

Based upon our understanding of the State's needs, TeamVIP is the right partner to implement this Salesforce-based permitting and licensing framework. Together, we will ensure all required agencies modernize permitting & licensing operations, strengthen customer service, and realize your vision of a more efficient, effective, and future-ready One Stop Shop Permitting program.

As the Chief Executive Officer at VIP, I am authorized to bind and enter into Agreements on behalf of VIP. If you have questions or need further information, please feel welcome to contact me at the telephone number or e-mail below. You may also contact Hope Robillard, Chief Growth Officer, with any questions you may have. She can be reached at hrobillard@trustvip.com or 813.841.1496.

Sincerely,

Jonna Ward, Chief Executive Officer
legal@trustvip.com
916.985.9625

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Cost Proposal

Our offer has been included on the State's worksheet and follows this cover sheet.

Category	Description	Unit/Qty	Rate	Total Cost
Implementation Fee	One-time setup, configuration, onboarding, and training	1	Year 1 = \$1,914,347.00 Year 2 = \$1,913,791.50 Year 3 = \$1,913,791.50	\$5,741,930.00
Annual License Fee	Recurring license for platform usage	1 year	Included	See 'internal user' cost
Maintenance	System updates, and ongoing maintenance	1 year	Included	See 'internal user' cost
Unlimited Users	Platform access for unlimited internal/external users	Included	See user line items below for costs	See 'internal user' cost
Customer Support	Email/chat support, knowledge base, ticketing system	1 year	Included	Included in total costs
Call Center Support	Dedicated phone support for agencies and public inquiries	1 year	Software support for agencies is included, phone support for public inquiries is not included in pricing & can be negotiated at a later date.	
Internal Users	Staff/admin access across agencies	500	Bundle price includes Gov Cloud: Core Salesforce Platform, Mulesoft & Marketing Cloud components -- Annual Cost Breakdown: Year 1 = \$744,846, Year 2 = \$925,573, Year 3 = \$1,191,707, Year 4 = \$1,275,127, Year 5 = \$1,364,386, Year 6 = \$1,459,891	Year 1 = \$744,846
External Users	Public-facing portal for applicants, businesses, and citizens	Unlimited	Unlimited public access for all non-authenticated user activities (5,500 monthly authenticated account logins @ .41/login included)	See 'internal user' cost
Data Migration	Import of legacy digital data into new system		Included	See 'implementation cost'
Paper to Digital Migration	Scanning, digitization, and indexing of paper records	At least one agency will require full digital transition	\$0.04-0.08/pg (TBD)	TBD

Optional Add-Ons

Add-On	Description	Rate	Total Cost	
Agency Expansion	Support for onboarding additional agencies beyond initial 9	\$X,.XX/agency	TBD	
Onboarding Additional Agencies	API connections to third-party systems (e.g., CRM, payment gateways)	\$25,000-35,000/system	TBD	
Creating additional custom License/Permit Types	Automated alerts for users and admins in addition to initial setup	\$X.XX/year	Included	
E-Signature Integration	Configuration of multiple license/permit workflows	\$X.XX/type	Depends on complexity & scope - TBD	
Storage	Digital signatures for applications and approvals	\$X.XX/year	Included	
	Storage of documents and Hosting of System, should the State elect not to transition to its own cloud storage	\$X.XX/TB/year	TBD	

Suggested Payment Schedule				
Milestone	% of Total	Due Upon		
Contract Signing & Kickoff	10%	After Kick-Off Meeting and Deliverable Schedule Presented and Agreed to by both parties	Payment schedule will be determined at contract negotiations	
Completion of System Configuration	25%	After configuration and initial testing		
Data Migration & Agency Onboarding	25%	After successful migration and agency setup		
Go-Live & User Training	20%	Upon go-live and completion of training		
Final Acceptance & Warranty Start	20%	30 days post go-live, after issue resolution		

Visionary Integration Professionals, LLC (VIP)

Vendor Name

Gonna Ward

Authorized Signature

12/2/2025

Date

Required Information

The following content is included in this section:

- Assumptions
- Signature for Cost Proposal

Assumptions

1. **Contractual Agreements.** TeamVIP will work with the State of West Virginia during contract negotiations to review and finalize Master Service Agreements and other terms governing service delivery.
2. **Governance & Decision-Making.** A dedicated State of West Virginia Product Manager will be appointed with decision-making authority for the State. This individual will attend daily scrums with the TeamVIP Project Manager to guide backlog prioritization and sprint scoping. State of West Virginia will also designate a Product Owner (or Owners per Department) with full authority to make final decisions on solution features throughout the project.
3. **Project Methodology.** The project will follow a customized Agile methodology tailored to its unique needs. TeamVIP will configure and manage the proposed Permitting Solution using JIRA.
4. **JIRA Licenses.** TeamVIP will provide State of West Virginia up to 30 JIRA user accounts for configuration and delivery support. If additional licenses are required, the parties will negotiate a mutually agreeable solution during contract discussions.
5. **Project Plans & Deliverables.** During project initiation, TeamVIP and the State of West Virginia will define the complete set of project plans and deliverables. In alignment with Agile/Scrum principles, unnecessary plans will be minimized. Sprint deliverables will serve as the primary recurring outputs throughout the project.
6. **Deliverable Templates & Invoicing.** Both teams will collaborate to define deliverable templates, acceptance criteria, and invoicing schedules consistent with the Baseline Project Schedule and Payment Milestone Breakdown outlined in the RFP.
7. **Schedule & Work Plan.** Final schedules, work plans, payment milestones, and scope details will be finalized during contract negotiations and early project stages. Variances or gaps compared with cost estimates will be escalated and resolved collaboratively.
8. **Change Control Process.** The State of West Virginia Product Team may request changes, but all changes will follow the mutually agreed-upon change control process. Each change will be reviewed for impacts to scope, schedule, and cost prior to inclusion in the product backlog. Workflow analysis will follow TeamVIP best practices, while allowing additional optimization as needed.
9. **Delivery Model.** TeamVIP will use a hybrid onsite/remote delivery model. Tools for meetings, collaboration, messaging, document management, and video conferencing will be available to all team members. Monthly onsite travel and associated costs can be estimated for budgeting purposes.
10. **Estimates & Scope.** TeamVIP has developed project estimates based on the interpreted scope defined in the RFP. These assumptions will be validated with the State of West Virginia team and incorporated into the contract Statement of Work (SOW).
11. **Scoping Considerations**
 - Project duration: 36 months
 - Record types: 282
 - Data conversion: maximum of 2,750 hours
 - Reports: 150 total (50 high complexity, 50 medium, 50 low)

- Report writing: State staff will be trained to develop additional reports in Salesforce as needed
 - Automation scripting: up to 5,584 hours
 - User Acceptance Testing (UAT): capped at 6 weeks per Phase (3 Phased Go-Lives at the end of Years 1, 2 & 3)
12. **Integrations.** The State technical team will provide necessary details for identified interfaces. Interfaces are in scope : e-Gov Payment System
13. **User Acceptance Testing (UAT).** TeamVIP will support UAT planning and acceptance activities but will not execute UAT test scripts. Mutually agreed acceptance criteria will be defined during project initiation. UAT is not expected to exceed 30 business days (6 weeks) per Phase (3 Phased Go-Lives at the end of Years 1, 2, & 3). Any extension will require additional negotiated support under the change control process.

REQUEST FOR PROPOSAL

CRFP SEC2600000001 - One-Stop-Shop Portal

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 – $\$1,000,000 / \$1,000,000 = \text{Cost Score Percentage of 1 (100\%)}$
Step 2 – $1 \times 30 = \text{Total Cost Score of 30}$

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

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.

Visionary Integration Professionals, LLC (VIP)

(Company)

DocuSigned by:

Jonna Ward

FC00021100200440

(Representative Name, Title)

Jonna Ward, CEO | 916.985.9625 | 916.985.9632

(Contact Phone/Fax Number)

11/12/2025 | 1:04:50 PM PST

11/20/2025

(Date)