



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1992907

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000186736

Legal Name: OPTIV SECURITY INC

Alias/DBA:

Total Bid: \$252,707.81

Response Date: 07/08/2026

Response Time: 10:29

Responded By User ID: GardinerD

First Name: Dan

Last Name: Gardiner

Email: dan.gardiner@optiv.com

Phone: 5712784653

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2600000031

Published Date: 7/1/26

Close Date: 7/8/26

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 Remote Monitoring and Support Tool.

Total of Header Attachments: 2

Total of All Attachments: 2



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: 1992907
Solicitation Description: Addendum No 2 Remote Monitoring and Support Tool.
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2026-07-08 13:30	SR 0231 ESR07082600000000128	1

VENDOR
000000186736
OPTIV SECURITY INC

Solicitation Number: CRFQ 0231 OOT2600000031
Total Bid: 252707.8099999999976716935634 **Response Date:** 2026-07-08 **Response Time:** 10:29:56
Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@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	Eighty (80) RSU-Fedramp-Cloud Bomgar Licenses- Two-year term	80.00000	EA	1879.780000	150382.40

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

4.1.1. Eighty (80) RSU-Fedramp-Cloud Bomgar Licences
4.1.1.1. 80 Concurrent Licenses

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Professional Svcs for installation, setup and configuration	1.00000	EA	4576.850000	4576.85

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

4.2. Professional Services for installation, setup and user training

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Software Upgrade Maintenance and SupportYr 3 Renewal Year:	1.00000	EA	1879.780000	1879.78

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Software Upgrade Maintenance and SupportYr 3 Renewal Year:

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Software Upgrade Maintenance and SupportYr 4 Renewal Year:	1.00000	EA	1879.780000	1879.78

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Software Upgrade Maintenance and SupportYr 4 Renewal Year:

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Additional RSU-Fedramp-Cloud Bomgar Licences as needed	50.00000	EA	1879.780000	93989.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Additional RSU-Fedramp-Cloud Bomgar Licences as needed

SOLICITATION NUMBER: CRFQ OOT2600000031

Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum no 2 is issued for the following reasons:

To publish a copy of vendor questions with the Agency's response.

---no other changes-----

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CRFQ OOT2600000031

Remote Monitoring and Support Tool

Contract / Commercial Clarifications

1. Can you clarify whether the requested BeyondTrust cloud solution must strictly match the existing Bomgar functionality, or if equivalent or enhanced capabilities will be considered acceptable?

A. RFQ does not state "or equal", so it must be the BeyondTrust cloud solution.

2. How do you anticipate license usage evolving over the contract term, and are there any minimum or maximum commitments beyond the initial 80 licenses outlined in the RFQ?

A. We will not go under the initial license purchase. I anticipate this as a one-year requirement, followed by utilizing another 10-50 licenses for other agencies if required in year 2

3. Can you provide additional detail on how renewal years (Years 3 and 4) will be evaluated, approved, and priced under the contract?

A. Years 3 and 4 are optional renewal years agreed to by both parties. The Price for these optional years will be submitted with bid.

4. What service level requirements, response times, or support obligations are expected from the awarded vendor for both implementation and ongoing support?

A. Normal Contract Support Terms under our Specifications and Terms and Conditions

5. Can you describe the expected roles and responsibilities between the vendor, WVOT, and any third parties during installation, configuration, and training?

A. Vendor is responsible for providing WVOT with the specifications listed in the RFQ

6. Are there any additional compliance, data handling, or security requirements beyond FedRAMP authorization that the awarded vendor will need to meet?

CRFQ OOT2600000031

Remote Monitoring and Support Tool

A. Vendor must be authorized by Beyond Trust to provide software maintenance and support for the Licenses and provide proof upon request." That is the only requirement for the awarded vendor.

7. Can you outline any specific contractual terms related to liability, indemnification, termination, or insurance requirements that will apply to this contract?

A. Those listed in the Terms attached.

Technical / Operational Clarifications

1. Can you share more detail on the current Bomgar environment (e.g., version, integrations, and any known limitations driving this upgrade)?

A. Currently, we have a FedRAMP-Cloud trial tenant with BeyondTrust, and it is connected via SAML to our Entra ID.

2. What are the primary use cases or workflows WVOT expects to support with the new cloud-based solution?

A. Remoting into PCs, Macs, iPhones, and Android devices for support purposes.

3. Are there any specific integration requirements with existing systems (e.g., identity management, ticketing systems, or other ITSM tools)?

A. Entra ID SAML integration is required.

4. What does a successful implementation look like from WVOT's perspective, and are there any key performance indicators or outcomes the team is targeting?

A. Our technicians can access and utilize the product seamlessly. We are able to retrieve real-time metrics for both usage and

CRFQ OOT2600000031

Remote Monitoring and Support Tool

specific users. SAML is connected, and all firewall exceptions have been presented, approved, and implemented by security to ensure secure connectivity. The packages required for desktop installation have been delivered and tested.

5. Are there any anticipated migration challenges or constraints (e.g., data migration, user transition, downtime expectations) that vendors should plan for?
 - A. **No anticipated migration challenges. We currently are using the trial tenant with 10 licenses and it appears to be functioning properly.**

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT26*031

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)

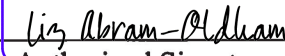
- | | |
|--|--|
| ☒ Addendum No. 1 | ☐ Addendum No. 6 |
| ☒ Addendum No. 2 | ☐ Addendum No. 7 |
| ☐ Addendum No. 3 | ☐ Addendum No. 8 |
| ☐ Addendum No. 4 | ☐ Addendum No. 9 |
| ☐ Addendum No. 5 | ☐ Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Optiv Security Inc.

Company

Signed by:


Authorized Signature

7/8/2026 | 6:54:51 AM MDT

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1992907

Doc Description: Addendum No 2 Remote Monitoring and Support Tool.

Reason for Modification:

Addendum No 2 is issued to
publish Questions and Answers

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2026-07-01	2026-07-08 13:30	CRFQ 0231 OOT2600000031	3

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:

Vendor Name : Optiv Security Inc.

Address : 5100 W 115th Place

Street :

City : Leawood

State : KS

Country : USA

Zip : 66211

Principal Contact : Dan Gardiner

Vendor Contact Phone: +1 (571) 278 4653

Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Signed by:

Liz Abram-Oldham

8CDCE9D09B524D9...

Vendor
Signature X

FEIN# 43-1806449

DATE 7/8/2026 | 6:54:51 AM MDT

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

ADDITIONAL INFORMATION
Addendum no 2 is issued for the following reasons: To publish a copy of vendor questions with the Agency's response. ---no other changes----

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Eighty (80) RSU-Fedramp-Cloud Bomgar Licenses- Two-year term	80.00000	EA	\$1,879.78	\$150,382.40

Comm Code	Manufacturer	Specification	Model #
43230000	BeyondTrust	Remote Support Concurrent User Cloud for FedRamp Accounts	RSU-CLOUD-FEDRAMP

Extended Description:
4.1.1.Eighty (80) RSU-Fedramp-Cloud Bomgar Licences
4.1.1.1.80 Concurrent Licenses

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Professional Svcs for installation, setup and configuration	1.00000	EA	\$4,576.85	\$4,576.85

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:
4.2.Professional Services for installation, setup and user training

INVOICE TO			SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US			WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Software Upgrade Maintenance and SupportYr 3 Renewal Year:	1.00000	EA	\$1,879.78	\$1,879.78

Comm Code	Manufacturer	Specification	Model #
43230000	BeyondTrust	Remote Support Concurrent User Cloud for FedRamp Accounts	RSU-CLOUD-FEDRAMP

Extended Description:

Software Upgrade Maintenance and SupportYr 3 Renewal Year:

INVOICE TO			SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US			WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Software Upgrade Maintenance and SupportYr 4 Renewal Year:	1.00000	EA	\$1,879.78	\$1,879.78

Comm Code	Manufacturer	Specification	Model #
43230000	BeyondTrust	Remote Support Concurrent User Cloud for FedRamp Accounts	RSU-CLOUD-FEDRAMP

Extended Description:

Software Upgrade Maintenance and SupportYr 4 Renewal Year:

INVOICE TO			SHIP TO		
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US			WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Additional RSU-Fedramp-Cloud Bomgar Licences as needed	50.00000	EA	\$1,879.78	\$93,989.00

Comm Code	Manufacturer	Specification	Model #
43230000	BeyondTrust	Remote Support Concurrent User Cloud for FedRamp Accounts	RSU-CLOUD-FEDRAMP

Extended Description:
Additional RSU-Fedramp-Cloud Bomgar Licences as needed

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2026-06-24

DocuSign Envelope ID: D12277FD-CEEB-859C-828B-4198B4BCF088	Document Phase	Document Description	Page 5
OOT2600000031	Final	Addendum No 2 Remote Monitoring and Support Tool.	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions