

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: 1994002
Procurement Type: Central Master Agreement
Vendor ID: VS0000054268
Legal Name: Contrivian, Inc.
Alias/DBA:
Total Bid: $8,550,700.00
Response Date: 10/22/2026
Response Time: 13:28
Responded By User ID: matthew.ray
First Name: Matthew
Last Name: Ray
Email: matthew.ray@contrivian.co
Phone: 5854159951

SO Doc Code: CRFQ
SO Dept: 0231
SO Doc ID: OOT2700000007
Published Date: 10/16/26
Close Date: 10/22/26
Close Time: 13:30
Status: Closed
Solicitation Description: Addendum No 4 - LEO Satellite Internet
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:	1994002
Solicitation Description:	Addendum No 4 - LEO Satellite Internet
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-10-22 13:30	SR 0231 ESR10222600000003920	1

VENDOR

VS0000054268
Contrivian, Inc.

Solicitation Number: CRFQ 0231 OOT2700000007

Total Bid: 8550700 **Response Date:** 2026-10-22 **Response Time:** 13:28:04

Comments: Contrivian, Inc. submits this response in partnership with World Wide Technology (WWT), with installation by ENSPros, an SBA-certified Service-Disabled Veteran-Owned Small Business. Our full response, Exhibit A Pricing Page and required forms are attached, and Addenda 1-4 are acknowledged. Questions: Brian Hedges, 703-338-9899, Brian.Hedges@contrivian.com. Thank you for the opportunity to support West Virginia agencies.

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	LEO Internet Service	1.00000	LS	8550700.000000	8550700.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments: Contrivian, Inc. submits in partnership with World Wide Technology (WWT). Unit price equals the Exhibit A Pricing Page grand total ($8,550,700.00); Exhibit A and the full response are attached. Pricing is firm for the initial term and all renewal years.
Unlimited data, compliant with Sections 4.1.3/4.2.3 and Addendum 4 (Q12, Q21, Q38): every line runs on a Starlink Local Priority business plan with program-wide pooled priority data and automatic Top Up included in the monthly price. No line is capped, slowed or billed overage.
Fixed service meets typical 100/25 Mbps; mobile meets the 50/25 Mbps minimum (Q19). Static public IPv4 is delivered over a Contrivian-managed tunnel, never NAT (Q7/Q28/Q39). Installation includes up to 100 ft of cable (Q26) by ENSPros, an SBA-certified Service-Disabled Veteran-Owned Small Business. Equipment ships within 10 working days (5 for emergencies). 24x7x365 tier-3 support and the Contrivian NorthStar self-service portal are included at no additional cost.
Contrivian is an authorized reseller and installer of Starlink, Amazon Leo and Eutelsat OneWeb; Amazon Leo and OneWeb are available as backup or resilient LEO options. Addenda 1-4 acknowledged. Contact: Brian Hedges, 703-338-9899, Brian.Hedges@contrivian.com.

Extended Description:

Vendors Must fil out Exhibit A Pricing page in its entirety and submit with their bid*
Enter the grand total amount from the pricing page into the unit price field to give a lump sum amount.

Contract Item	Description	Unit of Measure	Estimated Quantity	Unit Price	Extended Price
Fixed LEO Service (4.1.2; 4.1.3; 4.1.4)	Monthly service providing typical 100/25 Mbps bandwidth, unlimited data, no routine throttling	Per Month	12,000	$507.00	6084000
Fixed LEO Equipment Kit (4.1.5)	Dish/antenna, modem, mounting hardware	Per Site	500	$1,493.00	746500
Professional Installation (≤50 ft demarc) (4.1.6)	Manufacturer-certified install, weatherproofing, grounding	Per Site	500	$599.00	299500
Static IPv4 WAN Address (Optional) (4.1.7)	Dedicated, publicly routable IPv4 address	Per Site / Per Month	300	$74.00	22200
Demarc Extension >50 ft (Optional) (4.1.6)	Additional cabling beyond included 50 ft	Per Linear Foot	10,000	$2.50	25000
Mobile LEO Service (4.2.2; 4.2.3; 4.2.4)	Typical 50/25 Mbps bandwidth, unlimited data	Per Month	6,000	$180.00	1080000
Mobile LEO Equipment Kit (4.2.5)	Mobile dish/antenna + modem (if required)	Per Unit	300	$299.00	89700
Mounting Hardware – Vehicle (4.2.5)	Vehicle mount	Per Unit	300	$22.00	6600
Mounting Hardware – Window (4.2.5)	Window mount	Per Unit	300	$45.00	13500
Mounting Hardware – Tripod (4.2.5)	Tripod mount	Per Unit	300	$74.00	22200
Mounting Hardware – Pole (4.2.5)	Pole mount	Per Unit	300	$89.00	26700
24x7x365 Technical Support (4.1.7; 4.2.6)	Included support for all equipment and services	Included	N/A	Included	Included
Replacement Hardware (Optional) (4.1.7; 4.2.6)	Replacement dish/modem due to failure	Per Unit	100	$1,348.00	134800
				Grand total	8550700

*****NOTE*****
Vendors must enter a unit price for every Contract Item listed on the Pricing Pages.
If a Vendor enters a unit price of '0.00,' the State will interpret this as the Vendor offering the item at no cost for the entire term of the Contract, including all renewal years.

Estimated quantities listed on the Pricing Pages are for evaluation purposes only.
No minimum or maximum purchase volume is guaranteed or implied. Actual usage may vary and the State makes no commitment to purchase any specific quantity of any Contract Item.

Failure to provide a unit price for every Contract Item may result in disqualification.

580 California St., Floor 12, San Francisco, CA 94104 | contrivian.com

October 22, 2026

Toby L. Welch, Buyer
Bid Clerk, Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Re: CRFQ 0231 OOT2700000007, LEO Satellite Internet, West Virginia Office of Technology

Dear Mr. Welch,

Contrivian, Inc. is pleased to submit this response to establish a statewide open-end contract for turnkey Low Earth Orbit (LEO) satellite internet service on behalf of the West Virginia Office of Technology. We are submitting in partnership with World Wide Technology (WWT), whose SLED team supports public sector customers across West Virginia and Pennsylvania.

Contrivian designs, deploys and operates connectivity for government agencies, public safety organizations and critical infrastructure operators. We are an authorized reseller and installer of Starlink, Amazon Leo and Eutelsat OneWeb. Starlink is priced in this response for the best value to the State, and Amazon Leo and OneWeb are available as backup or resilient LEO options, so agencies get flexibility across LEO networks and the expertise to run them through one trusted vendor. Our response covers every Contract Item on the Exhibit A Pricing Page: fixed-site service, equipment and professional installation, optional static IPv4, mobile service with vehicle, window, tripod and pole mounting options, replacement hardware, and 24x7x365 technical support at no additional charge.

Our response confirms compliance with each mandatory requirement in Sections 4.1, 4.2 and 4.3.2 of the specifications, as amended and clarified by Addenda No. 1 through 4, without exception. A few points we want to call out for the Agency:

- One accountable provider from order to activation. Contrivian owns equipment supply, activation and ongoing support, and manages every installation through ENSPros, our certified installation partner with rural and remote project experience in the region.
- Emergency readiness in West Virginia. Contrivian Horizon™ rapid-deployment kits are available for incident command and emergency response, and on request Contrivian can pre-position Horizon kits, equipment kits and spare terminals with ENSPros in West Virginia to shorten emergency response times.
- Engineers on the phone. Support calls go directly to experienced network engineers, 24 hours a day, every day of the year.
- Ordering the way the State works. We accept orders by TCR, wvOASIS, email and written request, and agencies can also order and track sites through the Contrivian NorthStar™ self-service portal, included at no additional cost.
- Government track record. Contrivian delivers LEO satellite service to state and federal government customers, including the State of Missouri, the Tennessee Administrative Office of the Courts and a federal Office of the Inspector General, and serves public safety agencies such as CAL FIRE.

Pricing is provided on the attached Exhibit A, with the grand total entered as the lump sum on the CRFQ form. Our pricing is firm for the initial contract term and all renewal years.

Brian Hedges will serve as Contract Manager and primary point of contact for this response. Chris Notarfrancesco of WWT (Chris.Notarfrancesco@wwt.com, 717-579-9438) is available as partner contact. Thank you for the opportunity. We look forward to supporting West Virginia agencies.

Sincerely,

Brian Hedges
Client Executive, Contrivian, Inc.
Brian.Hedges@contrivian.com | 703-338-9899

RESPONSE TO CRFQ 0231 OOT2700000007

LEO Satellite Internet

Submitted to the West Virginia Department of Administration, Purchasing Division, on behalf of the West Virginia Office of Technology

Contrivian, Inc. in partnership with World Wide Technology | Bid opening October 22, 2026, 1:30 p.m. ET

1. Vendor Information

Item	Response
Vendor	Contrivian, Inc.
Address	580 California St., Floor 12, San Francisco, CA 94104
wvOASIS Vendor Customer Code	VS0000054268
FEIN	93-1611332
Principal contact / Contract Manager (Section 9.6)	Brian Hedges, Client Executive | Brian.Hedges@contrivian.com | 703-338-9899
Partner contact	Chris Notarfrancesco, Client Executive, SLED PA & WV, World Wide Technology | Chris.Notarfrancesco@wwt.com | 717-579-9438
Installation partner	Emerging Network Solutions, LLC (ENSPros), SBA-certified Service-Disabled Veteran-Owned Small Business | Kenneth Best, Chief Executive Officer | 910-431-2217 | kenneth.best@enspros.net
Email for award notice	Brian.Hedges@contrivian.com

2. Company Overview

Contrivian is a carrier-neutral connectivity company that designs, deploys and operates networks for organizations that cannot afford downtime. Our customers include federal and state agencies, courts, public safety and fire services, utilities and energy producers, and multi-site enterprises. We combine fiber, broadband, LTE/5G and LEO satellite into one managed environment, and we deliver LEO service as an authorized reseller and installer of Starlink, Amazon Leo and Eutelsat OneWeb.

For this contract, Contrivian delivers turnkey LEO service: equipment, professional installation to the Agency demarcation point through our installation partner ENSPros, activation and 24x7x365 support. Agencies that later need more than a single LEO connection, such as multi-path resilience at critical sites or rapid-deployment kits for emergency operations, can add those capabilities through Contrivian without changing providers.

Starlink is priced in this response for the best value to the State. Because Contrivian is also an authorized reseller and installer of Amazon Leo and Eutelsat OneWeb, agencies can add a second LEO network as

a backup or resilient path at critical sites through Contrivian Constellation™, without changing vendors, support teams or portals. Amazon Leo is offered as its commercial service becomes available. See Appendix 3.

Contrivian is submitting with World Wide Technology (WWT) as its partner for West Virginia. WWT's SLED team supports public sector agencies across West Virginia and Pennsylvania and will support account management and agency relationships throughout the contract. Contrivian is the vendor of record and contract holder, responsible for equipment, installation, activation, service and support.

3. Specification Compliance

Contrivian complies with the goals and objectives in Section 3 and every mandatory requirement below.

4.1 Fixed Location LEOS Internet Service

Section	Requirement	Contrivian Response
4.1.1	LEO satellite service with direct connectivity to the public internet, no reliance on terrestrial last-mile access	Comply. Service is delivered over the Starlink LEO constellation directly to the public internet. No terrestrial last-mile circuit is used.
4.1.2	Typical 100 Mbps down / 25 Mbps up, measured over a rolling 30-day period	Comply. Proposed plan: Starlink Local Priority (business plan) with program-wide pooled priority data. Typical performance meets or exceeds 100/25 Mbps under normal operating conditions. Each site is surveyed for sky view and obstructions, including tree cover, before installation.
4.1.3	Unlimited data, no fixed caps; fair-use policies disclosed	Comply. Starlink Local Priority includes unlimited data with no fixed caps, no hard monthly caps, no artificial speed caps and no overage or per-gigabyte charges. Contrivian provides program-wide pooled priority data sized for this contract, with automatic Top Up data included in the monthly unit price, so no line is slowed, cut off or billed for overage at any usage level, consistent with the Agency's responses to Q12, Q21 and Q38 in Addendum 4. The provider's fair-use and network management policy is attached as Attachment D.
4.1.4	No routine usage-based throttling; congestion management non-discriminatory and disclosed	Comply. No routine usage-based throttling is applied to Agency connections. No hard caps, soft caps that trigger speed reductions, or per-gigabyte billing apply. Any congestion management is applied by the network operator during peak periods in a non-discriminatory manner (Addendum 4, Q38). Network management terms are disclosed in Attachment D.

Section	Requirement	Contrivian Response
4.1.5	All equipment: dish/antenna, modem, mounting hardware	Comply. Each Fixed LEO Equipment Kit includes a Starlink Standard terminal, an enterprise-grade router, power supply, cabling and site-appropriate mounting hardware (wall mount or ground pole mount, with pipe adapter where required). Contrivian does not use roof-penetrating mounts; sites under or near trees receive a ground pole mount.
4.1.6	Professional installation by manufacturer-certified technicians; mount, secure, weatherproof, ground and activate; 50 ft demarc extension included	Comply. Installations are performed by ENSPros, Contrivian's installation partner, using technicians certified and trained on Starlink equipment. Each install includes site survey, mounting, weatherproofing, grounding, activation and up to 100 linear feet of outdoor-rated cabling and demarc extension to adjacent CPE networking equipment under typical site conditions, exceeding the 50 feet required by Section 4.1.6 (Addendum 4, Q26). Additional distance is priced per linear foot on Exhibit A. If extraordinary site work is required at a specific facility, such as heavy trenching, bucket lifts or major obstruction clearing, Contrivian will submit a site survey and task order scope for Agency review and approval before that work begins (Q26). Installs meet applicable safety, building and manufacturer standards. Installation examples are included as Attachment G.
4.1.7	24x7x365 technical support for service and equipment	Comply. Included at no charge. Support calls are answered by network engineers. See Section 4.
4.1.8	Static, publicly routable IPv4 on request, persistent across hardware replacement and renewal; TCR ordering	Comply. Contrivian-supplied static IPv4 is offered as an optional per-site monthly line item for fixed sites. The address is a persistent, publicly routable IPv4 owned by Contrivian and delivered to the site through the Contrivian Lighthouse™ virtual static IP service over a Contrivian-managed tunnel, so it is independent of the underlying satellite connection and is never a NAT'd address. It remains assigned through hardware replacement and service renewal. Additional addresses and WAN-link or routed configurations are available on request. Contrivian accepts State TCRs for ordering.

4.2 Mobile LEOS Internet Service

Section	Requirement	Contrivian Response
4.2.1	LEO satellite direct internet service	Comply. Mobile service is delivered over the Starlink LEO constellation.

Section	Requirement	Contrivian Response
4.2.2	Typical 50/25 Mbps over a rolling 30-day period (Section 4.2.2 and Exhibit A, as confirmed in Addendum 4, Q19)	Comply. Proposed plan: Starlink Local Priority (business plan) with program-wide pooled priority data. Typical performance meets or exceeds the 50/25 Mbps mobile minimum under normal operating conditions.
4.2.3	Unlimited data, no fixed caps; fair-use policies disclosed	Comply. Starlink Local Priority includes unlimited data with no fixed caps. Policy disclosed in Attachment D. Mobile lines share the program-wide pooled priority data, with automatic Top Up included in the monthly unit price, so no line is slowed, capped or billed for overage (Addendum 4, Q12, Q21 and Q38).
4.2.4	No routine usage-based throttling	Comply. No routine usage-based throttling is applied to Agency connections. No hard caps, soft caps that trigger speed reductions, or per-gigabyte billing apply (Addendum 4, Q38).
4.2.5	Vehicle, window, tripod and pole mount options, each priced separately	Comply. All four mount types are offered and priced as separate line items on Exhibit A. Agencies select mounts at time of order. Every mount type is compatible with the proposed mobile terminal, and mount and mobile kit prices include all hardware accessories, power adapters and standard field-assembly labor (Addendum 4, Q27). Mounts support temporary or semi-permanent vehicle attachment for rapid setup in stationary field operations (Q23). Upgraded fixed and vehicle mounts are available for demanding installations.
4.2.6	24x7x365 technical support	Comply. Included at no charge.
4.2.7	Accept State TCR for ordering	Comply.
4.2.8	Static external WAN IP address for Mobile LEOS Internet Service (Addendum 4, Q7, Q28, Q39). Vendor-managed VPN or tunnel acceptable; NAT'd addresses not acceptable	Comply. Every Mobile LEO connection is provisioned with a persistent, publicly routable static IPv4 address owned by Contrivian and delivered to the CPE through the Contrivian Lighthouse virtual static IP service over a Contrivian-managed tunnel. The address is not NAT'd and stays with the connection across hardware replacement and service renewal.

4.3.2 Mandatory Qualification and Experience Requirements

Section	Requirement	Contrivian Response
4.3.2.1	Authorized direct provider or reseller; authorization documentation from the underlying provider	Comply. Contrivian is an authorized reseller of Starlink. Contrivian is also an authorized reseller and installer of Amazon Leo and Eutelsat OneWeb. Authorization letter attached as Attachment A.

Section	Requirement	Contrivian Response
4.3.2.2	Installation and support by technicians certified and trained on the proposed equipment	Comply. All installations are performed by ENSPros technicians certified and trained on Starlink equipment. As permitted by Addendum 4 (Q30), ENSPros serves as Contrivian's installation subcontractor for this contract. All support is delivered by Contrivian network engineers trained on the proposed equipment.
4.3.2.3	LEO services to at least two state or federal government entities in the past five years	Comply. Contrivian provides LEO satellite services to the state and federal government entities listed below.
4.3.2.4	At least five completed satellite or network installation projects in rural, remote or geographically challenging environments within CONUS or OCONUS in the past five years (as amended by Addendum 4, Q11)	Comply. Contrivian and its installation partner ENSPros, which performs all installations under this contract, have completed the projects listed below.

Government references (4.3.2.3)

Entity	Services and contract term	Dates	Contact
State of Missouri	Active Starlink LEO satellite service. Amazon Leo service is reserved under the contract and will be added once commercially available. 5-year contract with a 1-year renewal.	April 1, 2026 to March 31, 2031	Coordinated on request
State of Tennessee, Administrative Office of the Courts	Underlying circuits, LTE and LEO satellite services	January 2026 to January 2029	Coordinated on request
Office of the Inspector General (D.C.)	Circuits and active Starlink LEO satellite service	May 2024 to May 2027	Coordinated on request

Rural and remote installation projects (4.3.2.4, as amended by Addendum 4)

#	Customer / site	Location (county, state)	Completed	Project description
1	Asphalt plant, remote processing location	Greenbrier County, WV	June 2026	Starlink installation at an active industrial site, delivered as part of a nationwide installation program.
2	Building supply, remote supply location	Nicholas County, WV	March 2026	Starlink installation under construction-site conditions, delivered as part of a nationwide installation program.

#	Customer / site	Location (county, state)	Completed	Project description
3	Building supply, remote supply location	Greenbrier County, WV	March 2026	Starlink installation under construction-site conditions, delivered as part of a nationwide installation program.
4	Concrete plant	Putnam County, WV	September 2026	Starlink installation at an active industrial site, delivered as part of a nationwide installation program.
5	State of South Carolina, government and residential sites	Statewide, SC	August 2025	Statewide Starlink installation contract. One of two vendors selected; awarded all government sites after demonstrating compliance with each department's regulations. Custom mounting solutions designed to preserve historic sites. References available on request.

Installation photos from these and related projects are included as Attachment G.

4. Support, Ordering and Delivery

Technical support (4.1.7, 4.2.6)

- 24x7x365 support by phone and email for all service and equipment, included at no charge: +1 415 579 0488 / support@contrivian.com.
- Calls are answered by network engineers who can troubleshoot the service directly while a ticket is opened.
- Contrivian's managed service covers device management, service monitoring, Contrivian NorthStar portal access, equipment replacement and router configuration.
- Contrivian keeps replacement Starlink terminals and routers in inventory for fast replacement. Static IP assignments carry over to replacement equipment.
- Support is delivered remotely through helpdesk, remote diagnostics, phone and ticket.
- Replacement hardware for warranty failures, or ordered under the optional Replacement Hardware line, ships by expedited courier within two (2) business days of ticket confirmation (Addendum 4, Q29).
- Onsite technical dispatch is available when requested on a release order.

Ordering (6.3) and online ordering portal

Contrivian accepts orders through State TCR, wvOASIS, regular mail, email and other written communication. Agencies may also use the Contrivian NorthStar self-service portal, included at no additional cost, a secure online platform where authorized users can place and track orders, view site inventory and service status, and open support cases. Access is provisioned per agency with role-based user accounts.

Delivery and installation (Section 7, as clarified in Addendum 4)

- Standard orders: equipment delivered within ten (10) working days of order receipt, with full installation and operational verification within thirty (30) calendar days. Emergency orders:

equipment delivered within five (5) working days, with emergency deployment and operational verification within fifteen (15) calendar days, subject to weather and site access (Section 7, as clarified in Addendum 4, Q17 and Q31).

- Each order begins with a site survey to confirm sky view, mount type and cable path, so the installation crew arrives with the right equipment.
- Recurring monthly service billing begins only after installation is complete and operational ping and throughput are verified (Addendum 4, Q31).
- On request, Contrivian can pre-position Contrivian Horizon rapid-deployment kits, fixed and mobile equipment kits and spare terminals with ENSPros in West Virginia to shorten emergency response. Inventory levels and location would be agreed with the Agency.
- Any anticipated delay is communicated in writing to the ordering Agency.
- Standard delivery is F.O.B. destination with shipping included in bid pricing. Orders are not held for minimum quantities.

Reporting (9.5)

Contrivian will provide quarterly reports and annual summaries of items purchased, quantities and total dollar value by Agency, and ad hoc reports on request.

Payment (General Terms 15)

Contrivian accepts payment by electronic funds transfer and the State of West Virginia Purchasing Card.

5. Pricing

Official pricing is submitted on the State's Exhibit A Pricing Page (Attachment B), with a unit price for every Contract Item. The Exhibit A grand total is entered as the lump sum in the CRFQ unit price field. The summary below mirrors Exhibit A. Pricing is firm for the initial one-year term and all renewal years, and standard shipping is included.

Contract Item	Unit	Est. Qty	Unit Price	Extended Price
Fixed LEO Service (4.1.2, 4.1.3, 4.1.4)	Per month	12,000	$507.00	$6,084,000.00
Fixed LEO Equipment Kit (4.1.5)	Per site	500	$1,493.00	$746,500.00
Professional Installation, up to 50 ft to demarc, includes site survey (4.1.6)	Per site	500	$599.00	$299,500.00
Static IPv4 WAN Address, optional (4.1.7)	Per site / month	300	$74.00	$22,200.00
Demarc Extension beyond 50 ft, optional (4.1.6)	Per linear foot	10,000	$2.50	$25,000.00
Mobile LEO Service (4.2.2, 4.2.3, 4.2.4)	Per month	6,000	$180.00	$1,080,000.00
Mobile LEO Equipment Kit (4.2.5)	Per unit	300	$299.00	$89,700.00

Contract Item	Unit	Est. Qty	Unit Price	Extended Price
Mounting Hardware, Vehicle (4.2.5)	Per unit	300	$22.00	$6,600.00
Mounting Hardware, Window (4.2.5)	Per unit	300	$45.00	$13,500.00
Mounting Hardware, Tripod (4.2.5)	Per unit	300	$74.00	$22,200.00
Mounting Hardware, Pole (4.2.5)	Per unit	300	$89.00	$26,700.00
24x7x365 Technical Support (4.1.7, 4.2.6)	Included	N/A	Included	Included
Replacement Hardware, optional (4.1.7, 4.2.6)	Per unit	100	$1,348.00	$134,800.00
Grand Total				$8,550,700.00

Line-item comments

Contrivian's comment on each Exhibit A Contract Item. Appendix 1 gives the full basis for each unit price.

Contract Item	Unit price	Contrivian comment
Fixed LEO Service	$507.00 / month	Starlink Local Priority business plan with program-wide pooled priority data and automatic Top Up included, so no line is capped, slowed or billed for overage. Includes 24x7x365 support and the Contrivian NorthStar self-service portal.
Fixed LEO Equipment Kit	$1,493.00 / site	Purchased outright by the agency. Starlink Standard terminal, enterprise-grade router, power, cabling and a non-penetrating wall or ground pole mount.
Professional Installation	$599.00 / site	Site survey, certified ENSPros technician, weatherproofing, grounding, activation and up to 100 ft of outdoor-rated cable to the demarcation point (Addendum 4, Q26).
Static IPv4 WAN Address	$74.00 / site / month	Service add-on. Carrier-independent public IPv4 owned by Contrivian and delivered over a managed tunnel, never NAT. Persists through hardware replacement and renewal, and covers the mandatory static IP on mobile connections (Addendum 4, Q7, Q28, Q39).
Demarc Extension	$2.50 / linear foot	Applies only beyond the 100 ft of cable included with installation.
Mobile LEO Service	$180.00 / month	Meets the 50/25 Mbps mobile minimum (Addendum 4, Q19), on the same pooled priority data and automatic Top Up model as fixed service.
Mobile LEO Equipment Kit	$299.00 / unit	Starlink Mini kit with vehicle power adapter, accessories and standard field-assembly labor included (Addendum 4, Q27).

Contract Item	Unit price	Contrivian comment
Mounting Hardware, Vehicle	$22.00 / unit	Compatible with the proposed mobile terminal; supports temporary or semi-permanent vehicle attachment for stationary field use (Q23, Q27).
Mounting Hardware, Window	$45.00 / unit	Suction-cup window mount compatible with the proposed mobile terminal; hardware and assembly included.
Mounting Hardware, Tripod	$74.00 / unit	Tripod compatible with the proposed mobile terminal for rapid field setup; hardware and assembly included.
Mounting Hardware, Pole	$89.00 / unit	Pole mount compatible with the proposed mobile terminal for semi-permanent placement; hardware and assembly included.
24x7x365 Technical Support	Included	Never billed. Tier-3 engineers around the clock, device management, monitoring and the Contrivian NorthStar self-service portal.
Replacement Hardware	$1,348.00 / unit	Replacement terminal and router, shipped by expedited courier within 2 business days of ticket confirmation (Addendum 4, Q29).

Optional Services (not included in the bid total)

The following services are offered for information only. They are not Contract Items, are not part of the Exhibit A grand total, and do not modify the pricing above. Agencies may request them separately where a site needs more than a single LEO connection.

Service	Description	NRC	MRC
Contrivian Lighthouse Gateway	Edge appliance with integrated Wi-Fi that runs LEO and cellular links together and steers traffic to the best-performing path in real time	On request	On request
Contrivian Lighthouse multi-path service	Adds a second path (LTE/5G or terrestrial) to a LEO site, managed as one connection	On request	On request
Contrivian Constellation	Multi-constellation LEO service (Starlink with Amazon Leo or Eutelsat OneWeb) for sites that need satellite-layer diversity	On request	On request
Contrivian Horizon rapid-deployment kits	Portable LEO kits (backpack, case or vehicle) with power and Wi-Fi for incident command and emergency response. Can be pre-positioned in West Virginia on request	On request	On request
Upgraded fixed and vehicle mounts	Heavy-duty mounting options for high-wind, high-vibration or hard-to-reach installations	On request	N/A
Contrivian NorthStar portal	Online ordering, site inventory, service status and support cases for authorized agency users	Included	Included

6. Exceptions and Clarifications

Contrivian takes no exceptions to the Solicitation, specifications or terms and conditions.

7. Insurance, Licensing and Required Forms

- Commercial General Liability, $1,000,000 per occurrence: certificate furnished prior to award.
- Automobile Liability, $1,000,000 per occurrence: certificate furnished prior to award.
- Workers' compensation maintained as required by law.
- Contrivian is registered with the West Virginia Purchasing Division (vendor code VS0000054268). Contrivian has completed its registration filings with the West Virginia Secretary of State and the West Virginia Tax Department, and Contrivian will provide the releases needed for the State to verify good standing on request.
- ENSPros, as installation subcontractor, has been notified of and will comply with West Virginia licensing and good-standing requirements prior to performing work, per the Subcontractor Compliance provision.
- Signed CRFQ form, Exhibit A Pricing Page, signed certification pages, and the Addendum Acknowledgement Form acknowledging Addenda No. 1, 2, 3 and 4 are included with this response.

Attachments

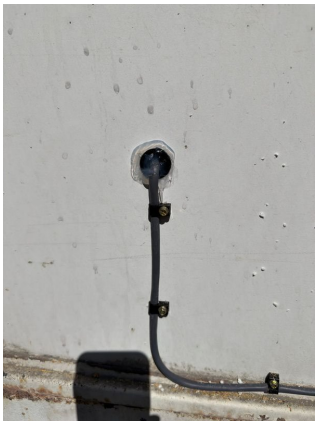
Attachment	Description
A	Starlink authorized reseller letter
B	Exhibit A Pricing Page
C	Signed CRFQ form, certification and signature page, Addendum Acknowledgement Form
D	Service plan terms, fair-use and network management disclosure
E	Equipment specification sheets (fixed and mobile)
F	Certificate of insurance (on request or prior to award)
G	Installation photo portfolio (ENSPros projects in West Virginia and South Carolina)
Appendices 1–3	Pricing basis and line-item detail; why active-active matters for LEO networks; Starlink business plans and multi-LEO resilience

Attachment G. Installation Photo Portfolio

Representative installations completed by ENSPros, Contrivian's installation partner. Mounts are non-penetrating, cabling is sealed at the building entry and dressed to the demarcation point.



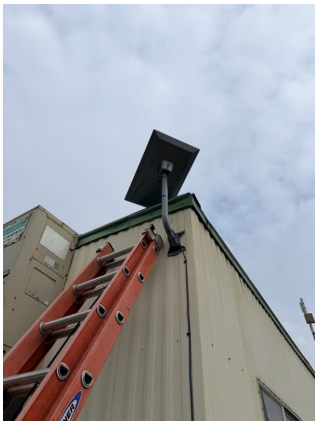
Pole mount, Crawley, WV



Sealed cable entry with dressed cabling, Crawley, WV



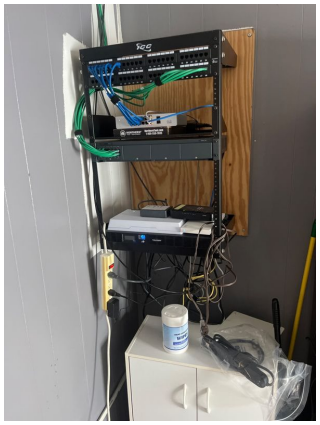
Interior cable entry, Crawley, WV



Wall-bracket mount, Lewisburg, WV



Router installation, Lewisburg, WV



Equipment rack and router, Summersville, WV



Wall-bracket mount, Newberry Fire Department, SC



Standing-seam roof clamp mount, McClellanville, SC



Ballasted non-penetrating roof mount, Dillon, SC

Appendix 1. Pricing Basis and Line-Item Detail

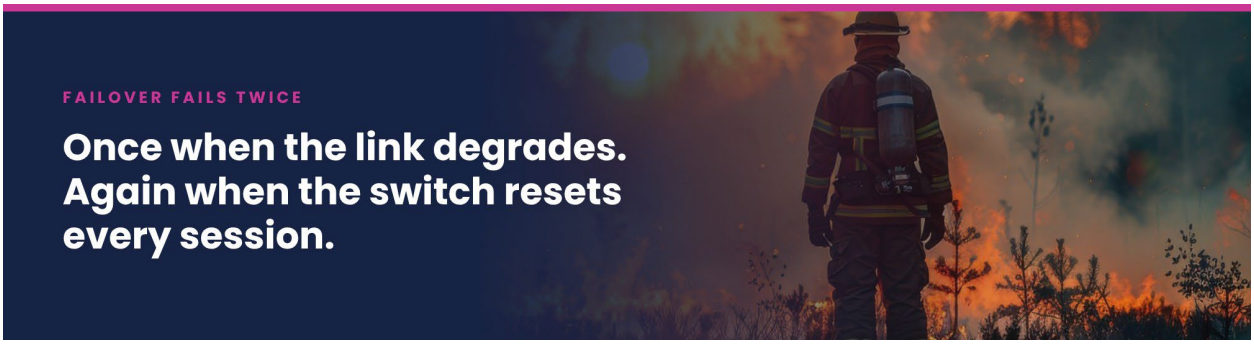
This appendix gives the basis for each Exhibit A unit price and the detail behind the line-item comments in Section 5. Pricing is firm for the initial term and all renewal years, and standard shipping is included.

Contract Item	What the unit price includes	Additional detail
Fixed LEO Service	Starlink Local Priority business plan meeting typical 100/25 Mbps, program-wide pooled priority data with automatic Top Up, terminal access, 24x7x365 support, monitoring and the Contrivian NorthStar self-service portal.	Priority data is pooled across all State lines and sized from measured usage. Pool data is purchased in 12-month blocks; when the pool runs low, Contrivian adds data so every line keeps full priority with no caps, speed drops or overage charges to agencies.
Fixed LEO Equipment Kit	Starlink Standard terminal, enterprise-grade router, power supply, cabling and a non-penetrating wall or ground pole mount, with pipe adapter where required.	Purchased outright by the agency, with no lease. Sites under or near trees receive a ground pole mount. The router supports the Contrivian Lighthouse virtual static IP service.
Professional Installation	Site survey, ENSPros technician certified and trained on Starlink equipment, mounting, weatherproofing, grounding, activation and up to 100 ft of outdoor-rated cable to the demarcation point.	Some locations need complex installs. Extraordinary work such as heavy trenching, bucket lifts or major obstruction clearing is scoped through a site survey and an Agency-approved task order before work begins (Addendum 4, Q26).
Static IPv4 WAN Address	Persistent, publicly routable IPv4 owned by Contrivian.	Delivered over a Contrivian-managed tunnel, never NAT. Stays with the site through hardware replacement and renewal. Additional addresses and WAN-link or routed configurations are available on request.
Demarc Extension	Outdoor-rated cable and labor per linear foot.	Applies only beyond the 100 ft included with installation, at $250 per 100 ft.
Mobile LEO Service	Starlink Local Priority business plan meeting the 50/25 Mbps mobile minimum, pooled priority data with automatic Top Up, static IP, 24x7x365 support and the NorthStar portal.	Mobile lines draw from the same program pool, so uneven use across vehicles and field kits balances out across the fleet.
Mobile LEO Equipment Kit	Starlink Mini kit with vehicle power adapter, accessories and standard field-assembly labor.	Built for portable and vehicle use and stationary field operations (Addendum 4, Q23).
Mounting Hardware (Vehicle, Window, Tripod, Pole)	Each mount type compatible with the proposed mobile terminal, with hardware and assembly included.	Agencies select the mount on each release order. Upgraded fixed and vehicle mounts are available for high-wind, high-vibration or hard-to-reach installations.

Contract Item	What the unit price includes	Additional detail
24x7x365 Technical Support	Included. Tier-3 engineers by phone and email around the clock.	Covers device management, service monitoring, the Contrivian NorthStar self-service portal, device replacement and configuration of the Contrivian-supplied router, including complex configurations. Onsite dispatch is available when a release order requests it.
Replacement Hardware	Replacement Starlink terminal and router for a failed unit.	Contrivian inventories replacement terminals and routers and ships by expedited courier within 2 business days of ticket confirmation (Addendum 4, Q29). Static IP assignments carry over to the replacement.

Appendix 2. Why Active-Active Matters for LEO Networks

Most resilience designs rely on failover: wait for a link to fail, decide it has failed, then move traffic to a backup. Every step is visible to users. Sessions drop, VPNs rebuild and public IPs change. For a 911 center, an incident command vehicle or a state office running cloud applications, each switch is an outage. Contrivian keeps every path active and steers traffic continuously, so a degraded link only reduces capacity and sessions stay up.



Why LEO and hybrid networks make failover worse

- LEO handoffs are normal. A LEO terminal moves between satellites every 30 to 90 seconds, with a brief packet drop on each handoff. Failover logic can read that as a dying link.
- Obstructions come and go. Trees, buildings and terrain cut a terminal's sky view for seconds at a time, especially in the field.
- Cellular quality swings. Signal and tower load shift minute to minute, so a backup that works in the morning can be unusable by evening.
- Carrier-owned addresses break sessions. Each link hands out its own public IP, often behind shared carrier NAT, so every switch breaks the sessions that depend on a stable address.

Failover vs. active-active

	Legacy failover	Active-active (Contrivian)
Link state	One primary carries traffic; backups wait idle	Every link carries traffic all the time
Trigger	Acts after a link is judged dead	Steers traffic every second on measured loss, latency and jitter
Public IP	Changes with each link; sessions drop on every switch	One static IP owned by Contrivian, independent of any carrier
VPNs, VoIP, radio-over-IP	Tear down and rebuild on each event	Stay up through link loss and satellite handoffs
Backup health	Unknown until needed	Proven every second under production load
Failback	A second disruption	Does not exist

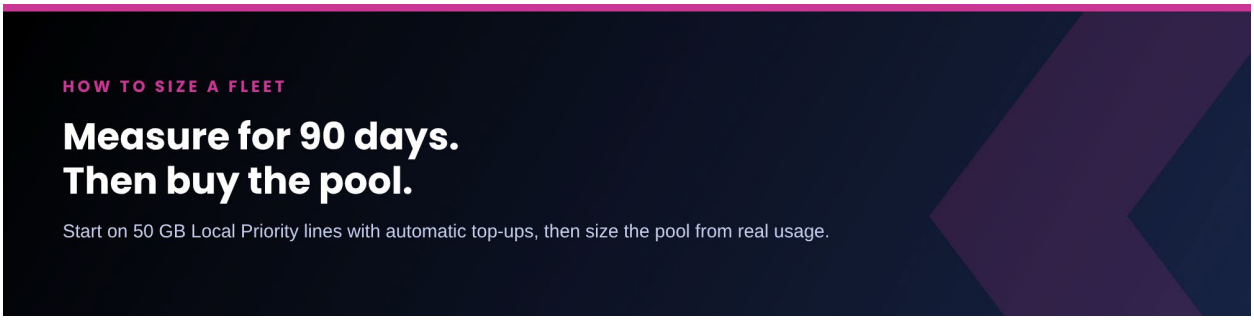
Uptime Institute's 2025 outage analysis puts networking and connectivity behind about 30% of end-to-end IT service outages. More than half of significant outages cost over $100,000, and one in five costs over $1 million.

Appendix 3. Starlink Business Plans and Multi-LEO Resilience

Starlink sells consumer plans (Residential and Roam) and business Priority plans (Local Priority and Global Priority). Only the Priority plans are licensed for business use and give State traffic priority on the network. Contrivian activates every State line on a business Priority plan under a reseller-managed business account.

How Contrivian delivers unlimited data on business plans

Priority plans include a monthly priority data allowance. Contrivian pools priority data across the State program and includes automatic Top Up in the monthly unit price, so every line keeps full priority with no caps, speed drops or overage charges. The pool is sized from measured usage after onboarding and grows with the program.



Static IP that survives every change

Starlink does not sell static IPs on any plan; Priority plans offer an optional public IPv4 that can change. Contrivian delivers a carrier-independent static IPv4 from the managed layer, so the address holds through hardware replacement, satellite handoffs and path changes.

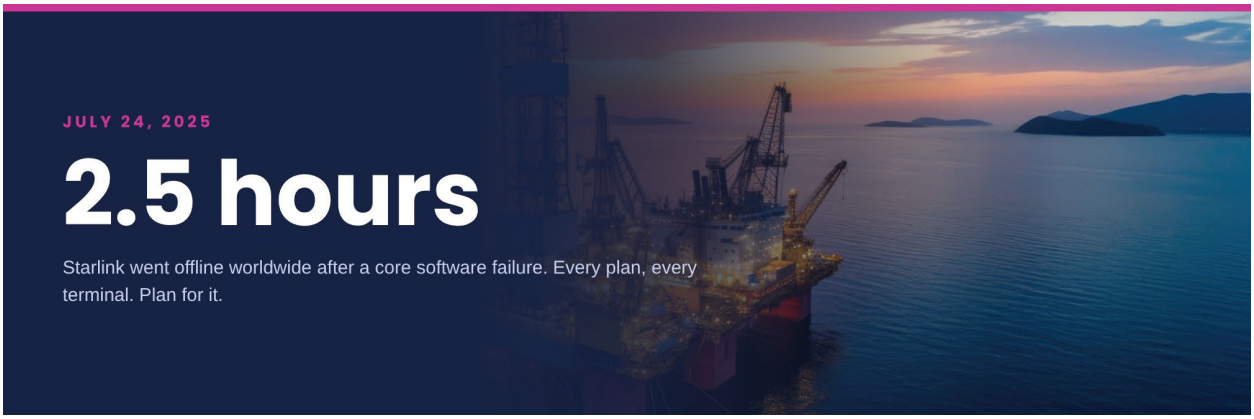
How much resilience to build

Risk	One Starlink + cellular	Several Starlinks + cellular	Multi-constellation + terrestrial
Satellite handoff drops	Protected	Protected	Protected
Short obstructions (trees, bridges)	Protected	Protected	Protected
One dish with a blocked sky view	Partial (cellular only)	Protected	Protected
Terminal, cable or power failure	Partial (cellular only)	Protected	Protected
Throughput above one terminal	Not protected	Protected	Protected
Constellation-wide outage	Partial (cellular only)	Not protected	Protected

MULTI-CONSTELLATION

Two constellations. One static IP. One connection.

A Starlink-wide outage becomes a capacity dip. Sessions stay up on the other network.



On July 24, 2025, a core software failure took Starlink offline worldwide for about two and a half hours, business and residential terminals alike. Bonded Starlink terminals share that exposure. Because Contrivian is an authorized reseller and installer of Amazon Leo and Eutelsat OneWeb as well as Starlink, agencies can add a second LEO network at critical sites through Contrivian Constellation, running active-active with Starlink behind one static IP. Starlink is priced in this response for the best value; Amazon Leo and OneWeb are available as backup or resilient options through the same vendor, support team and portal.

Sources: Uptime Institute, Annual Outage Analysis 2025; Starlink Service Plan Descriptions and Priority Plan Service Level Agreement; ISPreview, Starlink global outage (July 2025). Adapted from the Contrivian white papers “Failover Is Failure” and “Starlink for Business.”