



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 5

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 779602

Procurement Type: Central Master Agreement

Vendor ID: VS0000022166

Legal Name: Reciprocity, Inc.

Alias/DBA: Recipro inc.

Total Bid: \$60,000.00

Response Date: 10/06/2020

Response Time: 23:42

Responded By User ID: reciprocitylabs

First Name: Joe

Last Name: Atkins

Email: joe@reciprocitylabs.com

Phone: 9259635238

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2100000001

Published Date: 10/7/20

Close Date: 10/14/20

Close Time: 13:30

Status: Closed

Solicitation Description: GRC Software Solution (OT21047)

Total of Header Attachments: 5

Total of All Attachments: 5

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	GRC Software Solution				60000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

See attached Pricing Page

EXHIBIT A – Pricing Page
GRC Software Solution RFQ - OT21047

Section	Description	Unit of Measure	Estimated Quantity	Unit Cost	Extended Cost
4.1, 4.2	Contract Item #1: Governance, Risk, and Compliance (GRC) Software Solution, Training and Support	LS	1.00	20000.00	\$ 20,000.00
4.1.3	Contract Item #2: Post Implementation Customization	HR	200.00	200.00	\$ 40,000.00
4.1, 4.2	Optional Renewal Year 2: Contract Item #1: Governance, Risk, and Compliance (GRC) Software Solution, Training and Support	LS	1.00	20000.00	\$ 20,000.00
4.1.3	Optional Renewal Year 2: Contract Item #2: Post Implementation Customization	HR	200.00	200.00	\$ 40,000.00
4.1, 4.2	Optional Renewal Year 3: Contract Item #1: Governance, Risk, and Compliance (GRC) Software Solution, Training and Support	LS	1.00	20000.00	\$ 20,000.00
4.1.3	Optional Renewal Year 3: Contract Item #2: Post Implementation Customization	HR	200.00	200.00	\$ 40,000.00
4.1, 4.2	Optional Renewal Year 4: Contract Item #1: Governance, Risk, and Compliance (GRC) Software Solution, Training and Support	LS	1.00	20000.00	\$ 20,000.00
4.1.3	Optional Renewal Year 4: Post Implementation Customization	HR	200.00	200.00	\$ 40,000.00
Total Cost				\$	240,000.00

Contract will be evaluated on all lines but only awarded on first year. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

Vendor Signature:

Date:



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: 779602		Reason for Modification:	
Doc Description: GRC Software Solution (OT21047)		Addendum No. 01 is being issued to address all technical questions received.	
Proc Type: Central Master Agreement		No other changes.	
Date Issued	Solicitation Closes	Solicitation No	Version
2020-10-02	2020-10-07 13:30	CRFQ 0231 OOT2100000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000022166
Vendor Name : Reciprocity, Inc.
Address :
Street : 755 Sansome street
City : San Francisco
State : CA **Country :** USA **Zip :** 94111
Principal Contact : Joe Atkins
Vendor Contact Phone: 925-963-5238 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers
 (304) 558-0246
 jessica.s.chambers@wv.gov

Vendor Signature X 

FEIN# 800597136

DATE 10/6/2020

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology to establish an open-end contract for a Governance, Risk, and Compliance (GRC) software solution. This software will be a component of the Cyber Risk Program that was procured under CRFP ISC ISC2000000001. The GRC software solution will enhance the ability of the State of West Virginia to maintain compliance with industry regulatory requirements, federal regulatory requirements, applicable laws, and security expectations. The vendor will provide a GRC technology solution that enables the State and its individual agencies to implement an adaptive and effective internal control system for establishing, maintaining, assessing, and reporting effective internal controls per the terms and conditions and specifications as attached.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV 25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:
See attached Pricing Page

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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	Document Phase	Document Description	Page
OOT210000001	Final	GRC Software Solution (OT21047)	3

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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ZenGRC

PREPARED FOR: The State of West Virginia

PREPARED BY: Joe Atkins



ZenGRC will enable the State of West Virginia to establish a system of record that gets the State of West Virginia away from spreadsheets, manual tasks, and simplifies the compliance process.

We have implemented our GRC solution at many state and local governments; City of Phoenix, DFW International Airport, and City of Seattle to name a few.

Our SOC 2 is available upon request, and you also have it from the last bid.

We are compliant with IRS 1075, section 9.3.1.12 and by utilizing ZenGRC's SSO/SAML connectors, customers may set login policies via their SSO/SAML.

ZenGRC is built to easily manage NIST CSF, and 800-53, and map to PCI, FERPA, CJIS and other compliance programs (<https://reciprocitylabs.com/compliance-framework-content-registry/>).

Our team of subject matter experts will keep all of these frameworks up to date and alert you of any changes or updates.

ZenGRC can be used to maintain and update the Security Requirements Traceability Matrix.

ZenGRC can identify and assess strategic risks, opportunities, and mitigating controls. ZenGRC can monitor and manage strategic risks and opportunities, and report strategic risks and opportunities.

ZenGRC includes a workflow management component that allows for work to be created and shared (internally or externally), including the ability to record user comments. ZenGRC GRC can automatically push out control assessments to control owners annually, which also includes reminders and feedback on due tasks and dates to all relevant resources and other stakeholders. ZenGRC can deliver escalations and multi step workflows with reviewers and verifiers.

ZenGRC comes out of the box with reporting templates, questionnaire templates, risk register templates, control assessment templates and many more. ZenGRC makes it easy to document risk/control issues/findings/remediation plans and track remediation deadlines/timelines.



We will conduct training with State of West Virginia's power users to enable a "train-the-trainer" approach, this is all included in the lump sum cost in Exhibit A. We will provide technical support within one (1) business day and make best efforts to resolve problems as quickly as possible. We also guarantee application has 99.9% uptime, and here is a link to our SLA's <https://reciprocitylabs.com/servicelevel/>.

ZenGRC dashboards can be used to show which updates are outstanding, the last Security Requirements Traceability Matrix review dates, and when testing is overdue.

We provide data visualization tools and allow export of data to other tools such as Microsoft Office and Tableau.

We provide a means to summarize and track data in the system, this includes performance metrics as well.

We have user/access management tools to allow for creation/management of user accounts (Active Directory integrated preferred for future use; role-based access required).

In ZenGRC Role-based access can be defined at the functional level (i.e. allow user access to data only relevant to their function).

ZenGRC can restrict certain functions to authorized staff only (i.e. certain user groups have read-only access, another user group has ability to delete records). Solution has the ability to help manage the incident management process including use of templates, automated workflows, and dashboards.

We will provide technical support within one day and make best efforts to resolve problems as quickly as possible.

We update customers on planned and unplanned outages, with regular updates

Each of our customers is assigned their own S3 bucket so that your data is not commingled with other customer's data. We also integrate with OneDrive, Dropbox, Box and G Drive if you would like to bring your own storage.

We ensure that all data can be exported at any time and returned to the state. Customer Data is securely deleted within 30 days of termination. Backups are retained for 90 days then securely deleted.

We support TLS 1.2 +

We use AES-256 bit for at rest and in transit.



All access is protected via SSO w/ MFA

We will also provide the State of West Virginia with the following:

- Hosting for the State of West Virginia’s instance of ZenGRC
- Ongoing support for the State of West Virginia’s ZenGRC instance
- Training, expert GRC consulting, data import, and post-rollout training/co-working.
- Features:
 - System of Record
 - Evidence Collection
 - Issue Tracking
 - Control Matrix
 - Internal Audit
 - Basic Dashboards
 - Advanced Dashboards
 - Basic Risk
 - Advanced Risk Management
 - Vendor Risk
 - Workflow Management
 - Business Continuity Management
 - Pre-loaded Content
 - RESTful API
 - SAML
 - Slack Integration
 - Jira Integration
 - Storage Integrations: Internal or 3rd Party

Included Onboarding Services

- **GRC consulting**

The Reciprocity GRC team is available to help with consulting as needed, including writing controls, building a consolidated control framework, and more. Additional expert GRC consulting can be purchased.
- **Content import/data entry assistance**

The Reciprocity data import team is available to help import existing compliance data into ZenGRC.

Ongoing Customer Support

- **Customer support**

Your account manager and the Reciprocity support team are available via email/phone to answer any questions about ZenGRC. This service continues for the entirety of the contract. Please note



that non-standard support requests may incur an additional fee.

- **Release notes and web-based training on new ZenGRC features**

Reciprocity periodically releases new features to the ZenGRC product. You will receive notice of any features before they are released, as well as the release notes and, when needed, web-based training on the new features. This service continues for the entirety of the contract.

- **Export of data as needed**

If your organization requires export of data, an account manager is available to help facilitate the export of data.