



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 @ 4

List View

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

Procurement Folder: 1003912

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000195808

Legal Name: CARAHSOFT TECHNOLOGY CORP

Alias/DBA:

Total Bid: \$1,269,654.92

Response Date: 04/05/2022

Response Time: 12:33

Responded By User ID: carahsoft

First Name: Grier

Last Name: Eagan

Email: Sales@carahsoft.com

Phone: 703-871-8500

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2200000007

Published Date: 3/29/22

Close Date: 4/5/22

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No5 Data Science-Fraud Detection Software and

Total of Header Attachments: 4

Total of All Attachments: 4



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: 1003912
Solicitation Description: Addendum No5 Data Science-Fraud Detection Software and Suprt
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2022-04-05 13:30	SR 0323 ESR03172200000005684	1

VENDOR
 000000195808
 CARAHSOFT TECHNOLOGY CORP

Solicitation Number: CRFQ 0323 WWV2200000007
Total Bid: 1269654.919999999925494194030 **Response Date:** 2022-04-05 **Response Time:** 12:33:14
Comments: Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk.

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	Setup, and Implementation				763144.44

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk

Extended Description:

Cost for One-Time Setup of System -Full Production
 Vendors must enter the subtotal amount for Section A of the Pricing page here
 Vendors must include Exhibit A Pricing Page with their Bid.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Licensing & Maintenance				464210.48

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments: Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk

Extended Description:

Licensing & Maintenance
 Vendors must enter the subtotal amount for Section B of the Pricing page here
 Vendors must include Exhibit A Pricing Page with their Bid.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Customization				42300.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments: Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk

Extended Description:

Customization
 Vendors must enter the subtotal amount for Section C of the Pricing page here
 Vendors must include Exhibit A Pricing Page with their Bid.

GOVERNMENT - PRICE QUOTATION



CARASOFT TECHNOLOGY CORP



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH
 WWW.CARASOFT.COM | SPLUNK@CARASOFT.COM

TO: Toby Welch
 Buyer
 Department of Administration
 2019 Washington Street, East
 Charleston, WV 25305 USA

FROM: Brendan Reed
 Carahsoft Technology Corp.
 Splunk Government Team
 11493 Sunset Hills Road
 Suite 100
 Reston, Virginia 20190

EMAIL: Toby.L.Welch@wv.gov

EMAIL: Brendan.Reed@carahsoft.com

PHONE: (304) 558-3970

PHONE: (571) 662-3998 **FAX:** (703) 871-8505

TERMS: FTIN: 52-2189693
 Shipping Point: FOB Destination
 Remit To: Same as Above
 Payment Terms: Net 30 (On Approved Credit)
 Cage Code: 1P3C5
 DUNS No: 088365767
 Credit Cards: VISA/MasterCard/AMEX
 Sales Tax May Apply

QUOTE NO: 33172435
QUOTE DATE: 03/11/2022
QUOTE EXPIRES: 04/10/2022
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$921,899.56

TOTAL QUOTE: \$921,899.56

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE	QTY	EXTENDED PRICE
1	SE-T-LIC-ST	Splunk Enterprise - Term License with Standard Success Plan - 200 GB/day Includes - Support as described at https://www.splunk.com/en_us/support-and-services/support-programs.html and the terms in any other agreement do not apply. (365 Days) Splunk, Inc Start Date: 10/29/2022	\$116,000.00	\$91,578.94	OM 1	\$91,578.94
2	ES-T-LIC-ST	Splunk Enterprise Security - Term License with Standard Success Plan - 200 GB/day Includes - Support as described at https://www.splunk.com/en_us/support-and-services/support-programs.html and the terms in any other agreement do not apply. (365 Days) Splunk, Inc Start Date: 10/29/2022	\$31,000.00	\$24,473.68	OM 1	\$24,473.68
3	PS-IMP-PRM-R	Services Implementation Package - Premium - Remote Includes Splunk Implementation Services as described at https://www.splunk.com/pdfs/legal/implementation-adoption-sku.pdf (Prepaid) Splunk, Inc	\$202,500.00	\$187,886.60	OM 1	\$187,886.60
4	PS-DAY-R	Splunk Professional Services Daily Rate (Remote) (Prepaid) Splunk, Inc - PS-DAY-R	\$2,200.00	\$2,041.24	OM 40	\$81,649.60



GOVERNMENT - PRICE QUOTATION

CARASOFT TECHNOLOGY CORP



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH
WWW.CARASOFT.COM | SPLUNK@CARASOFT.COM

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE	QTY	EXTENDED PRICE
5	PS-STAFF-AUG	Splunk Professional Services, Consultant Staff Augmentation (T&E not included) Splunk, Inc	\$375,000.00	\$347,938.14 OM	1	\$347,938.14
6	PS-PM-DAY-R	Splunk Professional Services - Project Management - Daily Rate (Remote) Splunk, Inc - PS-PM-DAY-R	\$1,700.00	\$1,577.32 OM	10	\$15,773.20
7	PS-SME-CORE-STN	Professional Services Assigned Expert Core and Platform - Standard, Subscription (Prepaid) Includes Splunk Core and Platform Assigned Expert Subscription as described at https://www.splunk.com/platform-assigned-expertdatasheet.html Splunk, Inc End Date: 10/27/2023	\$70,000.00	\$64,948.45 OM	1	\$64,948.45
8	PS-SME-SEC-STN	Professional Services Assigned Expert Security Suite - Standard, Subscription (Prepaid) Includes Splunk Security Suite Assigned Expert Subscription as described at https://www.splunk.com/security-assigned-expertdatasheet.html Splunk, Inc End Date: 10/27/2023	\$70,000.00	\$64,948.45 OM	1	\$64,948.45
9	EDU-CREDIT-1	One-Time Education Service Credit (Prepaid) Splunk, Inc	\$10.00	\$8.99 OM	4750	\$42,702.50
SUBTOTAL:						\$921,899.56
TOTAL PRICE:						\$921,899.56
TOTAL QUOTE:						\$921,899.56

carahsoft[®]

Carahsoft's Response to the

Department of Administration

Request for Quotation

Data Science - Fraud Detection

Solicitation Number: CRFQ0323 WWV2200000007

Tuesday
April 5, 2021

Solution Provided By

splunk[®] >

Carahsoft Technology Corp.

11493 Sunset Hills Road, Suite 100

Reston, VA 20190

888.662.2724 | www.carahsoft.com

April 5, 2021

Department of Administration
Purchasing Division on behalf of
Workforce WV
2019 Washington Ste.
Charleston, WV 25305

Re: Carahsoft's Response to the Department of Administration's Request for Quotation: Data Science - Fraud Detection, Solicitation Number: CRFQ0323 WWV220000007

Dear Toby Welch,

Carahsoft Technology Corp. appreciates the opportunity to respond to the Department of Administration on behalf of Workforce West Virginia ("State")'s Request for Quotation (RFQ): Data Science - Fraud Detection. Carahsoft is proposing Splunk which fully meets the State's requirements for Business Intelligence (BI), Analytics, and Data Management Software and Tools. Our team has reviewed and considered the State's requirements outlined in the RFQ, and has carefully put together a solution that will best meet your needs.

Carahsoft has built our reputation as a customer-centric organization dedicated to serving the needs of our technology manufacturers, government end users, and reseller ecosystem with Solutions for Government®. Carahsoft is submitting as the IT Schedule 70 GSA Contract holder (GS-35F-0119Y) and reseller for **Splunk**. As a Master Government Aggregator™ and top ranked GSA Schedule holder, Carahsoft has combined extensive knowledge of the technologies we provide with a thorough understanding of the government procurement process, to analyze needs, provide configuration support, simplify the ordering process, and offer special government pricing since 2004.

Please feel free to contact me directly at 571.662.3998/Brendan.Reed@carahsoft.com or Dallon Cochran at 703.889.9724/Dallon.Cochran@carahsoft.com with any questions or communications that will assist the State in the evaluation of our response. This proposal is valid for 90 days from the date of submission.

Thank you for your time and consideration.

Sincerely,

Brendan Reed

Brendan Reed
Account Representative

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EXECUTIVE SUMMARY

Prime Contractor: Carahsoft Technology Corp.

Carahsoft Technology Corp. is The Trusted Government IT Solutions Provider®, supporting Public Sector organizations across Federal, State and Local Government agencies and Education and Healthcare markets. As the Master Government Aggregator® for our vendor partners, we deliver solutions for Cybersecurity, MultiCloud, DevSecOps, Big Data, Artificial Intelligence, Open Source, Customer Experience and more. Working with resellers, systems integrators and consultants, our sales and marketing teams provide industry leading IT products, services and training through hundreds of contracts. Founded in 2004, Carahsoft is headquartered in Reston, Virginia and employs more than 1,900 professionals dedicated to serving our public sector customers and partners.

Vendor and Partner Relationships – In addition to establishing strategic, long-term relationships with the industry’s leading manufacturers, our partner ecosystem encompasses more than 3,000+ government contractors, resellers, and integrators who we support and enable with an entire suite of value-added opportunities that run the gamut from training/certification and pre-sales support to lead generation and business development.

Proven Execution – Carahsoft has deep expertise in government contracting and procurement, and has been awarded and maintain a wide variety of government-wide and agency-specific purchasing contract vehicles and purchasing agreements for agencies at the state, local, and federal levels. As a result, we now serve as the largest government partner for the majority of our vendors, who have also entrusted other major aspects of their businesses to Carahsoft including partner enablement, commercial sales, renewals and upsell, and help desk services.

Contract Vehicles – Since 2004, Carahsoft has acquired and maintained a wide variety of purchasing contract vehicles for agencies at all levels of government. Associated with all contracts are dedicated and experienced contract management resources. A list of available contracts can be found at www.carahsoft.com/contracts/index.php.

Growth & Stability – A stable, conservative, and profitable company, Carahsoft has demonstrated impressive growth year after year, with annual revenue of \$3.4 million in our first year in 2004 to \$8.1 billion in 2020. In September of 2020 our team of dedicated, highly trained marketing, sales, contracting and business operations experts processed 14,944 orders worth nearly \$1.6 billion.

Awards and Industry Recognition – Carahsoft receives awards for our excellent performance yearly. For more information on the hundreds of awards we have received please visit our website at <https://www.carahsoft.com/awards>.



Solution Provider: Splunk

Make Machine Data Accessible, Usable, and Valuable To Everyone

Splunk turns machine data into answers. Organizations use market-leading Splunk solutions with machine learning to discover their “aha” moments with machine data and solve their toughest IT, Internet of Things and security challenges. Use Splunk software in the cloud and on-premises to improve service levels,

reduce operations costs, mitigate security risks, enable compliance, enhance DevOps collaboration and create new product and service offerings.

Splunk Solutions	
Application Delivery	Get real-time visibility across the entire application stack—providing end-to-end views into application performance, transactions and user activity, enabling you to deliver faster releases, reduce MTTR and optimize application quality, performance and costs.
Big Data	Collect, index, search, analyze and visualize all your data in one place. Splunk provides a unified way to organize and extract real-time insights from massive amounts of machine data from virtually any source.
Business Analytics	Get visibility into complex business processes, customer behavior, product usage and digital marketing campaigns with timely and relevant business insights.
Cloud Solutions	Gain end-to-end visibility across your AWS and hybrid environment. Deploy as software (Splunk Enterprise) or as a cloud service (Splunk Cloud) to gain a complete view of your cloud, applications and services.
Internet of Things	Monitor operations, analyze usage and integrate insights into an end-to-end view of your business operations by leveraging data generated by connected devices, control systems, sensors, SCADA and more.
IT Operations Management	Gain real-time monitoring, proactive alerting and visibility into the health of IT services for any level of your organization
Log Management	Consolidate and index any log and machine data, including structured, unstructured and complex multi-line application logs. You can collect, store, index, search, correlate, visualize, analyze and report on any machine-generated data to identify and resolve operational and security issues in a faster, repeatable and more affordable way. It's an enterprise ready, fully integrated solution for log management data collection, storage and visualization.
Security and Compliance	Gain real-time security monitoring, historical analysis and visualization of massive data sets with the ability to perform comprehensive incident investigations, maintain a proactive defense and support the creation of ad hoc reports in minutes

Our Customers

Splunk has over 15,000 customers in more than 110 countries using our software to improve service levels, reduce operations costs, mitigate security risks, enable compliance, enhance DevOps collaboration and create new product and service offerings. With Splunk they break down traditional data silos, achieve new levels of operational intelligence and gain insights that benefit IT and business users.

Partners

The Splunk partner ecosystem is growing fast. The world's leading technology providers and over 50 system integrators, value added reseller and managed service provider partners are driving new business and fueling their offerings with Splunk. Leading companies like Accenture, Amazon Web Services (AWS), Booz Allen Hamilton, Cisco, Dell EMC, Palo Alto Networks, and Verizon partner with Splunk. Splunk is

dedicated to helping partners integrate Splunk into their products and services and to building profitable partner relationships.

CRFQ FORM

Please see the following pages for our completed CRFQ Form.



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: 1003912		Reason for Modification:	
Doc Description: Addendum No5 Data Science-Fraud Detection Software and Suprt		Addendum No 5 is issued to publish questions and answers	
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-03-29	2022-04-05 13:30	CRFQ 0323 WWV2200000007	6

BID RECEIVING LOCATION


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

VENDOR

Vendor Customer Code: 000000195808
Vendor Name : Carahsoft Technology Corporation
Address :
Street : 11493 Sunset Hills Road, Suite 100
City : Reston
State : VA **Country :** USA **Zip :** 20190
Principal Contact : Brendan Reed
Vendor Contact Phone: 571.662.3998 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X  **FEIN#** 52-2189693 **DATE** 4/5/22

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

ADDITIONAL INFORMATION

Addendum No. 5 is issued for the following reasons:

1) To publish a complete set of vendor questions with the responses. Addendum No. 3 was issued, but 2 questions were inadvertently left off. This addendum is issued to add questions No 63;64 to the entire list of questions and answers.

--no other changes--

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US		WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Setup, and Implementation				\$763,144.44

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Cost for One-Time Setup of System -Full Production

Vendors must enter the subtotal amount for Section A of the Pricing page here

Vendors must include Exhibit A Pricing Page with their Bid.

Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US		WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Licensing & Maintenance				\$464,210.48

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description:

Licensing & Maintenance

Vendors must enter the subtotal amount for Section B of the Pricing page here

Vendors must include Exhibit A Pricing Page with their Bid.

Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US		WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Customization				\$42,300.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description:
 Customization
 Vendors must enter the subtotal amount for Section C of the Pricing page here
 Vendors must include Exhibit A Pricing Page with their Bid.

Pricing is based of off of ingest and is subject to change/grow as additional data is ingested into Splunk

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 4:00 p.m.	2022-03-08

	Document Phase	Document Description	Page
WWW2200000007	Final	Addendum No5 Data Science-Fraud Detection Software and Suprt	4

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

DESIGNATED CONTACT FORM

Please see the following page for our completed Designated Contact Form.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Brendan Reed Account Manager

(Name, Title) Brendan Reed, Account Manager

(Printed Name and Title)
11493 Sunset Hills Road, Suite 100, Reston, VA 20190

(Address)
571.662.3998 / 703.871.8505

(Phone Number) / (Fax Number)
Brendan.Reed@Carahsoft.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

Carahsoft Technology Corporation

(Company)
Kristina Smith Director of Contracts

(Authorized Signature) (Representative Name, Title)

Kristina Smith, Director of Contracts

(Printed Name and Title of Authorized Representative)

4/5/22

(Date)

703.871.8500 / 703.871.8505

(Phone Number) (Fax Number)

PURCHASING AFFIDAVIT

Please see the following pages for our completed Purchasing Affidavit.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Carahsoft Technology Corporation

Authorized Signature:  Date: 4/5/22

State of Virginia

County of Fairfax, to-wit:

Taken, subscribed, and sworn to before me this 5th day of April, 2022.


My Commission expires 07/31, 2023.

AFFIX SEAL HERE

Elise B. Roell
Electronic Notary Public
Commonwealth of Virginia
Notary Expiration #: 7/31/2023
Notary Registration #: 7852639

Digitally signed
by Elise B Roell
Date:
2022.04.05
08:52:20 -04'00'

NOTARY PUBLIC



ADDENDUM ACKNOWLEDGEMENT

Please see the following page for our addendum acknowledgement.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV22*7

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.

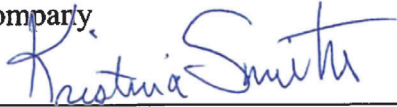
Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

Carahsoft Technology Corporation

Company



Authorized Signature

4/5/22

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

SPECIFICATIONS

3. GENERAL REQUIREMENTS:

3.1 *Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on a continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below. This contract shall be awarded to one vendor. There shall be no third-party vendors.*

3.1.1 *Scope of Service will include:*

3.1.1.1 *Front-end (BI) Software for enterprise reporting including the following: ad hoc, query and analysis, dashboarding, state requested special reporting, and analytics.*

3.1.1.1.1 *5 Cal (Client Access Licenses),*

3.1.1.1.2 *5 Test cases*

Splunk will deploy and configure a UI Fraud analysis solution that includes a mature, fully licensed instance of a UI integrity and Fraud prevention platform. This platform is a best-of-breed component that is scalable and flexible. It has been developed to be functional in a Windows Server environment and it provides no-code/low-code functionality, which means the 4-month window for configuration and deployment to production will be achievable. The licensing includes long-term support provided by traditional on-premises patches and upgrades for the life of WFWV's contract. This patch and upgrade process will involve use of FTP downloads and specified servers to pull core application updates as well as component software patches to the platform. Our solution also supports a patch, upgrade, test, and verification sandbox.

Splunk and our partners have successfully implemented, configured, and deployed multiple fraud analytic systems for state unemployment agencies, including agencies in New Jersey and Maryland.

The Splunk data platform inherently supports adhoc queries of structured and unstructured data, scheduled reporting and alerts, dashboarding, and a variety of analytic capabilities from simple statistical tabulations through complex Machine Learning. Our UI Fraud Analytic and Machine Learning Toolkit will be configured in addition, to provided out of the box support for some use cases, and the professional services will configure additional custom (test) cases, working with stakeholders at WFWV. Licensing is not typically tied to specific user access licenses, and the system will support access for more than 5 concurrent clients.

3.1.1.2 *Data Management Software, which includes Tier 1 ETL (Extract, Transform, Load) tools, Data Quality Management tools, cleansing, standardization, Merge/Match/Deduplication tools, Data Governance tools, Data Profiling, Matapedia/data dictionary/business glossary and a Metadata repository.*

The data analytic platform can serve as a unified data management layer, bringing together native analytics on claim and applicant data, external risk scoring from in-house data science platforms, and any other external services that can enrich, validate, or refute portions of an applicant's claim, such as data from a variety of identity management and validation services. It can add additional risk information as it is discovered, and present summarized evidence and connections to other fraudulent activity.

3.1.1.3 *Data Science Software. Proven Data Science methodology from Use Case definition to data cleansing, to automated analysis, to model development, to model management, to adoption and buy in,*

and to deployment to ensure the algorithms are prescriptive and triggering action to support business process improvement.

The Splunk data analytics platform is able to flexibly ingest data. It can consume raw data as well as alerts and intelligence from outside systems, including external data science or case management systems. With this platform, changes to data formats can be accommodated on the fly using a graphical user interface to adapt to new sources of data, in near-real-time, without disrupting existing users. Also, analytic queries can be performed easily on old and new formats of data simultaneously, without the need to re-ingest old data. In addition, user interface assistants provide guidance that make integrations into separate systems via APIs easy to update. This means any source of intelligence—from raw server logs to highly refined outputs from carefully curated data science tools—can all be correlated in analytic queries.

This data analytics platform also includes a Machine Learning Toolkit that allows any data to be used with a variety of machine learning algorithms. A combination of guided modes can be used to test the fit of various classifiers and predictive analytic models as well as analytic commands to use the models in queries. This opens up machine learning capabilities to non-data scientists.

Moreover, given the Python machine learning libraries underpinning the Machine Learning Toolkit, an advanced analyst or data scientist can write and integrate custom machine learning models written in R and Python. This extensible platform allows for deep integrations with other data science tools, pre-built machine learning models, and shared training data sets.

Splunk will incorporate into the scope of this project integration with WFWV's existing Data Science Library and associated testing based on the future provision and validation of State specifications regarding the Data Science Library.

3.1.1.4 Data Mining Software. Expansive data mining tools to evaluate a very large range of variables to narrow the focus on key variables associated with predicting outcomes.

Splunk's Machine Learning Toolkit supports several different algorithms that can evaluate multi-variate data sources to select the best predictor fields based on univariate statistical tests, as well as which models and sets of fields

3.1.1.5 Predictive Analytics Software that includes automated analysis tools to speed the process of identifying the optimal algorithms to support the predictive models and outcomes. Integrated deployment of predictive models and algorithms into visualizations, reports, dashboards, analytics, and applications.

Splunk's data platform also provides extensive high-end dashboard analytics. Dashboards and predictive analytics tools will provide visibility, actionable insights, and predictions that support WFWV fraud investigators with insights on patterns. The analytics offered by the platform can be configured to offer insights on claimant information such as IP address information. This includes:

- Changes to IP addresses
- Shared and common IP addresses
- Location information
- Employer IP addresses

The analytics capabilities in our solution can also offer insights based on claimant profile data, including possible associations with fraudulent profiles, employer data on wages (as compared with the stored value of wages), and points of filing chosen by the claimant as well as the distance between those points.

These dashboards are supported by self-service reporting capabilities that enable every user to understand the progress of their case or cases in one single view. This allows users to make queries, create reports, and visualize data better through a straightforward, easy to navigate interface that facilitates an engaging, insightful analytics process.

The solution also includes powerful business intelligence tools such as automatic online report generation and distribution, real-time dynamic data manipulation and filtering, ad hoc output to CSV or text files, advanced geocoding, and configurable grouping, annotations, and aliasing. Our solution also delivers readily available views and parameter-driven dashboards to give supervisors an at-a-glance view of how the program is performing. These dashboards are interactive, so users can quickly drill down to an appropriate level of detail and make fast, effective decisions, driving each case toward resolution and recovery.

3.1.1.6 Project Management

To effectively govern this project, efficiently manage delivery of multiple solution components, and maintain a consistent level of delivery quality, Splunk will establish a project team. This model includes proven processes for IT project, program, and portfolio management, including processes for obtaining the right resources and tools to make projects and programs a success.

Please see the attached Professional Services summary, for a breakdown of tasks across the initial implementation and on-going services.

3.1.1.7 Setup services to integrate software with existing mainframe extract reporting.

Splunk has a zLinux forwarder to enable direct collection of data from IBM mainframes. Additional custom data collection can setup via shared files, databases, web services, APIs or scripts. Many types of data sources are preconfigured in Splunk (<https://docs.splunk.com/Documentation/Splunk/8.2.5/Data/Listofpretrainedsourcetypes>) and even more are supported by Splunk and third-party Add-ons available free from <https://splunkbase.splunk.com>. If the data format or collection method is already available, then the Splunk Add-on Builder provides a guided GUI interface to onboarding new, potentially complex and custom data sources. Professional services can perform this onboarding work and also train customers on how to build and maintain integrations.

3.1.1.8 Support Windows Server 2019 and later, Microsoft Office 365, SQL Server 2015 and later.

Splunk Enterprise supports running on Windows Server 2019 and later. The Splunk Universal Forwarder agent also supports Windows Server 2019 and later, for collection of data from non-Splunk servers. Splunk maintains its own internal “database” of ingested data, called indexes, as well as a separate Key Value pair data store. So while Splunk can read and write to relational databases from a wide variety of vendors,

including SQL Server 2015, the Splunk server software doesn't use any relational database as a backend component.

Integration with Microsoft Office 365 is available, both for alerting by sending email from Splunk via O365, as well as a data source, logging headers and email meta-data.

3.1.2 Licensing and Maintenance Fees will include:

3.1.2.1 Business Intelligence Portal, Enhanced Auditing, Backup Tools, Query Platter, Universe Platter, Predictive Analytics Suite, Data Management Suite, or equal

Splunk's proposal will include licensing and ongoing support for the Splunk Enterprise software to be deployed on-premises, along with the Splunk Enterprise Security application and Splunk Machine Learning Toolkit, which provide the additional frameworks necessary for our included UI Fraud App. This combined platform will provide both data onboarding as well as analytical functions, and built-in auditing capabilities.

3.1.2.2 Custom Audit Reports

Adhoc searches of case data and other raw logs can be saved as reports and dashboards. The solution will include professional services to develop custom reporting.

Additionally, our solution maintains a detailed, secure, and immutable audit trail for every action, event, notification, and data modification. The solution ensures the maintenance of a high bar on data protection and privacy controls for all customer content, including data which is PII or otherwise. Protection of all data including PII is ensured using object encryption and database table encryption to prevent unauthorized access.

Administrators can access the audit trail that is sent to the analytics engine to analyze the system interactions for any time specified period at a highly granular level including by user / role / type of action performed. This allows quick and focused investigations of security incidents and identification of the source of a data breach, as well as the extent of the breach.

The solution's auditing functionality ensures critical information creation, modification, and viewing; these are constantly monitored by auditing user activities. Some of the auditing types include:

- Audit person search with input criteria
- Audit person viewed by a user
- Audit who has viewed case details
- Audit who has uploaded or modified an attachment
- Audit who has created or modified the claims
- Audit who has viewed financial data,
- Audit date and time of information being modified

3.1.2.3 Data Science integration updates as required.

Splunk will incorporate into the scope of this project integration with WFWV's existing Data Science Library and associated testing based on the future provision and validation of State specifications regarding the Data Science Library.

3.1.3 SCHEDULE: *One time service listed in 3.1.1 to take between two - four months.*

The implementation timeline reflects our proposed 4-month implementation timeline based on the information provided by the State. We will use an agile-based approach to delivery that includes a number of sprints. Through these sprints, our delivery team will "burn down" a list of State requirements while providing WFWV frequent reviews of project progress.

Note that our pricing includes rates for ongoing support, maintenance, and organizational change management (OCM) for Year 1 as well as three optional renewal years. This estimate is based on our experience with projects of similar size and scope. A mutually agreed upon statement of work (SOW) and timeline will be created in accordance with finalized requirements and assumptions.

Please see the attached Professional Services summary, for a timeline of tasks across the initial implementation.

3.1.4 DELIVERABLES: *Proprietary bundle product via web-based application that will deliver the following functionality.*

3.1.4.1 *BI tools for enterprise reporting, self-service reporting, ad hoc reporting, dashboarding, what-if analysis, and visualizations.*

Our solution provides powerful BI tools to provide automatic online report generation and distribution, near real-time dynamic data manipulation and filtering, ad hoc output to text files, files based on comma-separated variables (CSV), report PDFs, advanced geocoding, configurable grouping, annotations, and aliasing. Our solution delivers readily available views and parameter-driven dashboards to allow supervisors and administrators an at-a-glance view of how the program is performing. The dashboards are interactive, so users can quickly drill down to an appropriate level of detail, which helps them make fast, effective decisions.

The solution provides configurable dashboards based on the roles and preferences of individual users. Administrators and users with appropriate privileges can authorize role-based users to configure their dashboards.

The solution includes embedded analytics that allows real-time reports at the system, division, unit, and individual level to support supervision and monitoring requirements. Furthermore, our case management system's database has dedicated tables and views focused on enabling WFWV's existing business intelligence and visualization tools to provide the most compelling reports and pertinent analyses and key performance indicators (KPIs) on case management.

3.1.4.2 *"Embedded Br' application integration capability, which allows vendor to expose BI functionality into other web based applications (like SharePoint, Salesforce, Extranets, or other web applications).*

Yes, Splunk can expose reports to external web based platforms, including Sharepoint.

3.1.4.3 Front-end BI Portal application that provides a customizable, brand-able, easy-to-use front-end user interface for internal and external customers.

All of the out of the box reporting and dashboarding content, as well as custom content, can be modified using the GUI. Modifications can include the type of visualizations used to display the data, coloring, layout and sizing. New, existing and modified views can be placed inside of dashboard pages with other images and decorations, allowing uniquely brand-able and visually customizable presentations. For efficiency and ease of maintenance, the same report can be referenced in multiple different dashboards - allowing the same data to be presented in multiple distinct ways.

3.1.4.4 Self-service scheduling engine to deliver reports and other information. Secure web-based, interactive, viewing, editing, creating, and scheduling environment.

A report builder feature in our solution helps users build reports by selecting fields and statistics from the main interface. Because fields are extracted at search time, the way data is loaded does not limit a user's ability to do custom reports later. Moreover, the solution provides multiple discrete views from the same data set. Once a user has created a report, that user can keep it private or share it with others. The analytics application also provides the ability to automatically create a report based on any completed search. Users can format reports by adding titles, formatting legends, and choosing chart types. Reports also can be saved and run according to a schedule, and they can be included in dashboard panels.

3.1.4.5 The BI Platform provides secure access to content and reports with auditing and monitoring capabilities.

The Splunk platform uses industry standard SSL/TLS 1.2+ (Secure Sockets Layer/Transport Layer Security) encryption for data in transit. All data forwarders and user sessions can be secured in this manner. Electronic messaging is secured by opportunistic TLS encryption on email gateways.

A built-in monitoring console and free included audit reports can be used to monitor activity within the platform. Custom auditing reports can be built against the internal audit logs.

3.1.4.6 ETL tool for robust data extraction, transformation, and loading capabilities.

Splunk's data platform can load data from nearly any source, transform it permanently at ingest time (loading or indexing), or transform data at search time using our schema-on-the-fly techniques to allow complete flexibility with unstructured data. Ingest time transformations are typically used to sanitize data, removing or hashing sensitive personal information that customer's don't want to be responsible for storing. Search time transformations make use of dynamic "knowledge objects" that tell Splunk how to interpret different data sources and our robust search language. This process is different than traditional ETL techniques, in that there is no rigid schema required in order to load or analyze data. The extraction of specific fields and data sets can change on the fly, as data sources and use cases change over time.

3.1.4.7 Integrate and view Microsoft Power BI, SSRS reports, SAP BusinessObjects, Crystal Reports, Microsoft Office documents, Google documents and agnostic documents via portal user interface.

Splunk dashboards support embedding remote HTML content, with security configurations to limit the scope and type of sources. Documents, dashboards and reports from other web sites can be included inline, and also be accessed as drilldowns from native Splunk dashboards.

In reverse, Splunk dashboards may also be included in other web portals using a few possible techniques. The most secure method is to use the Splunk Cloud Gateway and Splunk Connected Experiences to share content to a variety of mobile devices, but other mechanisms and architectures are possible as well.

3.1.4.8 Mobile information delivery via responsive design application that supports iPad, Tablet and mobile devices.

Splunk provides web-based User Interface that ensures consumers can securely access Splunk via any standard browser or using Apple iOS or Android mobile devices.

The UI can operate on multiple browsers as well as Apps for Android and iOS. Splunk Enterprise officially supports the following browsers:

- Firefox (latest)
- Internet Explorer 11
- Safari (latest)
- Chrome (latest)

Splunk Connected Experiences provides a Splunk Cloud Gateway that allows users to connect to Splunk via:

- *Splunk Mobile for iOS
- *Splunk Mobile for Android
- *Splunk TV
- *Splunk AR

For more information, see: <https://docs.splunk.com/Documentation/Mobile/CX/Overview/Overview>

3.1.4.9 Ability to use Data Lineage to review reports and see the lineage of where the calculations or transformations took place.

Splunk's analytical approach is closely tied with the time ranges of the data being processed. All data points are timestamped, and all searches reference specific time ranges. When a report is generated, the job execution itself is also timestamped, showing both when the search ran and what time period the searches referenced. Similarly, visualizations in a dashboard indicate how long ago they were refreshed, and job details can be inspected by administrators.

3.1.4.10 Impact Analysis that gives the ability to evaluate the impact of a table change to downstream BI application.

Splunk's data platform is capable of introspection on all content used to parse and categorize data ("knowledge objects"), create searches, reports and dashboards. If a specific data source or a class of

related data sources will change, it's possible to audit all the custom and out-of-the-box content to see what will be impacted. This can be done in advance of changes, to programmatically update content due to reorganization of the data, updated naming conventions or new Role-Based Access Control requirements. It can also be done reactively, with data quality alerting done if a source goes missing, or specific content changes in a way that produces anomalous results.

3.1.4.11 Data Profiling tools that provide the ability to review the data to analyze cardinality, quality of data, percent of nulls, and other data type analysis used for appropriate modeling of the data and understanding data quality issues and opportunities.

Splunk provides data profiling tools both within the context of a specific search, as well as across a raw data source. In the adhoc Search interface, top values for fields are shown, along with the percentage of events that include a value for this specific field, as well as the cardinality. The Data Table view provides a visual analysis across both raw data sources, as well as data models which are a normalized view that can span many divergent raw data sources.

The built-in Monitoring Console provides views into Data Quality issues, indicating problems with timestamp processing, excessively long events (which indicate a line breaking problem), nonsensical times too far in the future or past (configurable to allow for deep historical imports) and other issues.

The Splunk search syntax provides capabilities to manipulate and transform data at search time, allowing for cleaning, coalescing and mapping of specific values. Selection criteria can also exclude events that don't meet minimum data quality standards.

The screenshot shows the Splunk Data Tables interface for a search named 'Authentication'. The 'Summarize Fields' view is active, displaying a table with columns for field names and their data quality metrics. The table includes columns for host, source, sourcetype, authentication methods, authentication services, destination units, and destination categories. Each cell in the table contains a status icon (green for 'Matched type', blue for 'Mismatched type', yellow for 'Null or empty'), a percentage, and a breakdown of single and multivalued data counts.

Field	Matched type	Mismatched type	Null or empty	Single value	Multivalued	Unique values
host	100.00%	0.00%	0.00%	29187	0	119
source	100.00%	0.00%	0.00%	29187	0	6
sourcetype	100.00%	0.00%	0.00%	29187	0	7
authentication_method	0.00%	0.00%	100.00%	0	0	0
authentication_service	0.00%	0.00%	100.00%	0	0	0
dest_bunit	0.00%	0.00%	100.00%	0	0	0
dest_category	0.00%	0.00%	100.00%	0	0	0
1270.01	96.73%	0.00%	0.00%	29187	0	6
win-lenovo-13171	0.98%	0.00%	0.00%	0	0	0
macbook-09125	0.97%	0.00%	0.00%	0	0	0
macbook-87701	0.96%	0.00%	0.00%	0	0	0
NY_DC_010	0.96%	0.00%	0.00%	0	0	0
win-hp-00709	0.96%	0.00%	0.00%	0	0	0
win-hp-45025	0.95%	0.00%	0.00%	0	0	0
macbook-69814	0.94%	0.00%	0.00%	0	0	0
macbook-13273	0.93%	0.00%	0.00%	0	0	0
macbook-12545	0.93%	0.00%	0.00%	0	0	0
win-lenovo-03355	0.92%	0.00%	0.00%	0	0	0
macbook-00480	0.92%	0.00%	0.00%	0	0	0
macbook-47187	0.91%	0.00%	0.00%	0	0	0
win-lenovo-23482	0.91%	0.00%	0.00%	0	0	0
macbook-07162	0.91%	0.00%	0.00%	0	0	0
win-lenovo-40609	0.91%	0.00%	0.00%	0	0	0
win-lenovo-64998	0.9%	0.00%	0.00%	0	0	0
win-lenovo-80332	0.9%	0.00%	0.00%	0	0	0
win-lenovo-46268	0.9%	0.00%	0.00%	0	0	0
macbook-05665	0.9%	0.00%	0.00%	0	0	0

Figure 1 - Splunk Data Tables - Summarize Fields
Data quality and cardinality view of high cardinality, valid fields and others

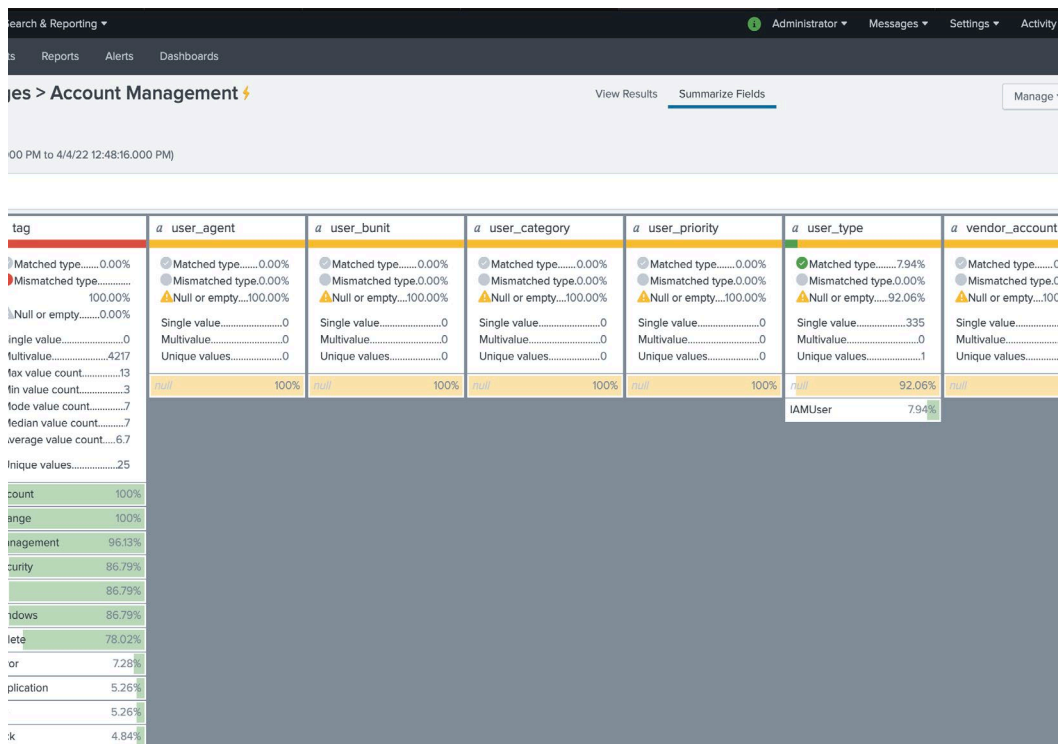


Figure 2 - Splunk Data Tables - Summarize Fields
Data quality and cardinality view of incorrect typing and nulls

3.1.4.12 Expansive data mining tools to evaluate a very large range of variables to narrow the focus on key variables that are associated with predicting the outcomes.

Splunk’s proposal includes the Splunk Machine Learning Toolkit, which supports several different algorithms that can evaluate multi-variate data sources to select the best predictor fields based on univariate statistical tests, as well as which models and sets of fields

3.1.4.13 Predictive Model management and automated model optimization.

The machine learning models in our solution quickly and continuously search, detect, and identify potentially fraudulent activity and flag it for review. These machine learning models use a variety of techniques, including:

- Supervised learning techniques for categorical decisions
- Rule-based fraud prevention techniques that imply the creation of exact written rules and “tell” the algorithm which types of operations seem normal and which ones appear suspicious.

Most importantly, our data analysts and machine learning engineers will build powerful analytical models with historical data. This will enable identification of possible predictors of fraud associated with known fraudsters and their historical actions.

Continuous training and re-training of models can be automated using the same scheduling mechanisms used for other reporting and alerting.

3.1.4.14 Provide on-going annual support.

Our proposal includes provision and pricing for ongoing support and maintenance of the system. Note that our pricing includes rates for ongoing support, maintenance, and organizational change management (OCM) for Year 1 as well as three optional renewal years. This estimate is based on our experience with projects of similar size and scope. A mutually agreed upon statement of work (SOW) and timeline will be created in accordance with finalized requirements and assumptions.

3.2 Customization Services must include:

3.2.1 A yearly total of an estimated six thousand hours (6,000) of professional services that will be utilized each year to maintain, enhance and modify, and tailor the product consistent with WorkForce West Virginia's unique and changing needs.

Splunk's proposed solution includes services to perform the initial software implementation and provide ongoing development and support for all the custom use cases required. These services will be provided by project managers, security architects, business and technical analysts, and fraud subject matter experts. Please see the attached Professional Services Plan for a proposed breakdown of hours and rates by role.

Sample Report Screens and Analytics Dashboards

The screenshots provided in Figure 3, Figure 4, and Figure 5 are intended to provide a small sample of the mature, robust dashboard capabilities available in our proposed solution.

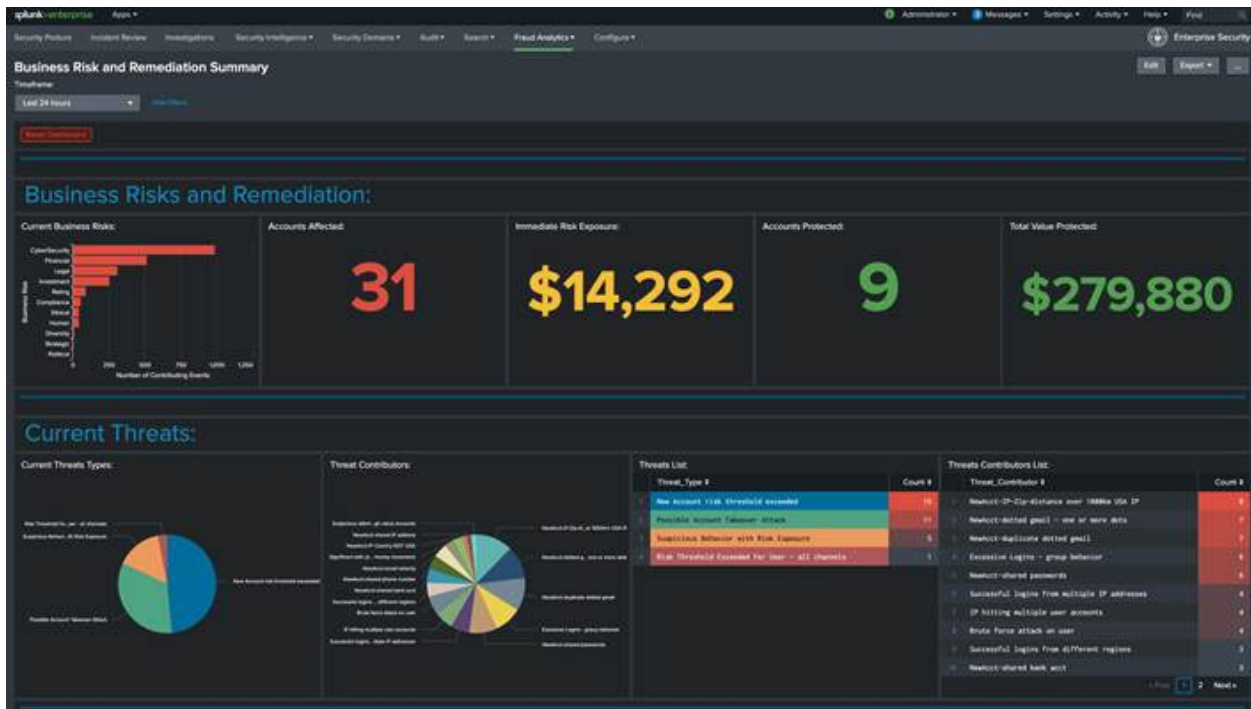


Figure 3. This screenshot provides an overview of a hypothetical workforce agency’s business risks and current threats.



Figure 4. This screenshot provides an overview of a hypothetical state workforce agency’s fraud posture.

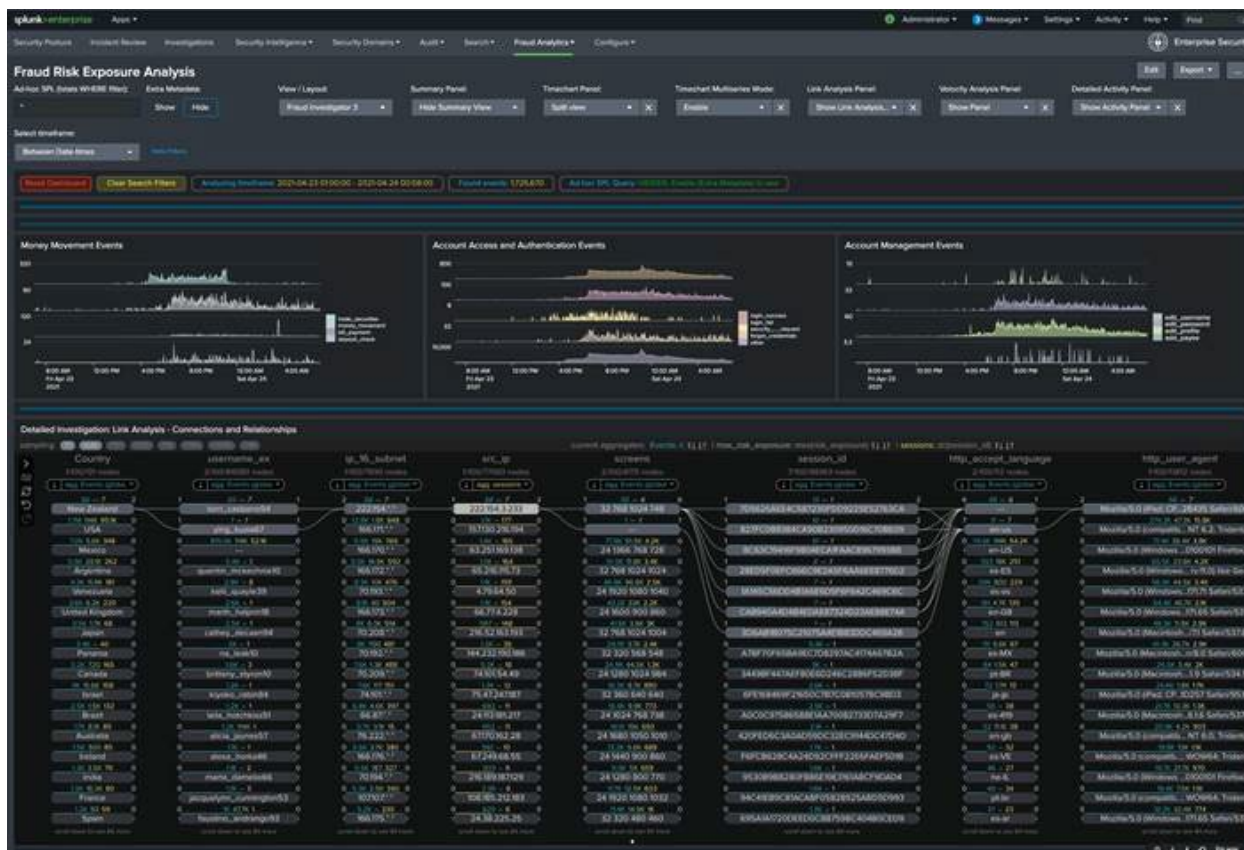


Figure 5. This screenshot provides a relationship map showing the interrelationship of suspect claims.

4. CONTRACT AWARD:

4.1 *Contract Award: The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.*

We agree and have completed the pricing pages accordingly.

4.2 *Pricing Pages: If submitting a bid online, Vendors should enter the Unit Price into each commodity line and the system will sum the total amount automatically. If responding with a paper bid, Vendors should download and/or print the assembled Final Solicitation document (with the highest version number) from wvOasis and insert their Unit Prices for each Commodity Line. Vendors should submit Exhibit A pricing with their bids.*

We agree and have completed the pricing in wvOasis accordingly.

5. ORDERING AND PAYMENT:

5.1 *Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e mail, or any other written form of communication. Vendors may, but are not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.*
5.2 *Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia*

We agree to these terms.

6. DELIVERY AND RETURN:

6.1 *Delivery Time: Vendor shall deliver standard orders within thirty days (30) working days after orders are received. Vendors shall deliver emergency orders within fifteen (15) working day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.*
6.2 *Late Delivery: The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party. Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.*
6.3 *Delivery Payment/Risk of Loss: Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.*
6.4 *Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are*

unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

We agree to these terms.

7. **VENDOR DEFAULT:**

7.1 The following shall be considered a vendor default under this Contract.

7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.

7.1.2 Failure to comply with other specifications and requirements contained herein.

7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

7.1.4 Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to the Agency upon default.

7.2.1 Immediate cancellation of the Contract.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

7.2.3 Any other remedies available in law or equity.

We agree to these terms.

8. **MISCELLANEOUS:**

8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

8.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

8.4 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Brendan Reed

Solicitation Number: CRFQ0323 WWV220000007

Telephone Number: 571.662.3998

Fax Number: 703.871.8505

Email Address: Brendan.Reed@carahsoft.com

IN SUMMARY

Carahsoft Technology Corporation and Splunk appreciate the opportunity to offer this solution for the State's initiative.

The Carahsoft Team has proposed a superior and cost-effective solution that fully complies with the State's requirements set forth in Data Science - Fraud Detection Solicitation Number: CRFQ0323 WWV2200000007. We understand the importance of your project goals, and we are confident you will benefit from this solution and our expertise.

Carahsoft looks forward to the opportunity to speak with you regarding the details of this proposal, as well as the opportunity to work with Department of Administration on this project.

Cost Sheet for Data Science Fraud Detection

Implementation of software for fraud detection and data science services. Implementation includes Project Management, Software Installation, Configuration, Testing, Training, and Reporting.				
<i>Note: Reference the RFQ Sections: 3.1.1; 3.1.3; 3.1.4</i>				
A. Cost for One-Time Set-up of System into full Production (Section 3.1.3)			Subtotal for A.	\$763,144.44 \$763,144.44
Licensing and Maintenance Fees (Year 1,2,3,4) <i>Note: Reference the RFQ Sections: 3.1.2</i>				
Description	Time Period	Quantity	Unit Cost	Extended Cost
Licensing & Maintenance	Year 1	1	\$ 116,052.62	\$ 116,052.62
Licensing & Maintenance	Year 2	1	\$ 116,052.62	\$ 116,052.62
Licensing & Maintenance	Year 3	1	\$ 116,052.62	\$ 116,052.62
Licensing & Maintenance	Year 4	1	\$ 116,052.62	\$ 116,052.62
B. Software Yearly Fees for Contractual Obligation (4-Year)			Subtotal for B.	\$464,210.48
Master Service Agreement yearly hours will be utilized by the Agency to enhance the Application. These hours will be utilized to upgrade the Application, potentially provide additional staff training, develop new reporting, develop new components, etc. <i>Note: Work could involve all areas mentioned in RFQ Sections: 3.2.1</i>				
Description	Time Period	Number of Hours (estimated)	Unit Cost per Hour	Extended Cost
Customization	Year 1	6000	\$ 7.05	\$ 42,300.00
Customization	Year 2	6000	\$ -	\$ -
Customization	Year 3	6000	\$ -	\$ -
Customization	Year 4	6000	\$ -	\$ -
C. Customer Work Yearly for Contractual Obligation (4-Year)			Subtotal for C.	\$42,300.00

Grand Total- add all subtotals together to get a Total Bid Amount (Sections A + B + C = Total Bid amount)

\$1,269,654.92

Instructions for completing the above Cost Sheet. The excel spreadsheet has been formatted to automatically provide the Subtotals and Grand Total. You will enter the cost associated with each Section as well as each year (1-4). All data entry items on the form are designated by a RED font. Please make sure you have entered costs in each line.

All costs provided above shall be fixed and cannot be modified after bid submission.

Do not alter this cost sheet or provide any additional pricing not specifically requested hereinabove. Doing so will result in disqualification of your bid.

Professional Services Plan

Splunk Professional Services proposes the following roles to ensure seamless implementation and adoption of Splunk Enterprise and Enterprise Security for WorkForce WV:

Role	Responsibility
Splunk Assigned Experts	<p>Splunk Assigned Experts provide on-demand advisory support for stakeholders across complex and growing deployments by focusing on the following tasks:</p> <ul style="list-style-type: none"> ● Leading discovery and developing implementation roadmaps, ● Creating a prescriptive use case roadmap and assessing data readiness ● Providing “phone-a-friend” assistance and mentorship ● Overseeing integration of premium applications and SIEM migrations ● Focused on Core/Platform or Security <p>Certifications: Splunk Architect, CISSP Accreditations: Cloud, Enterprise Security</p>
Splunk Certified Architect	<p>Splunk Architects engage with large scale or complex deployments to ensure design and implementation meet best practices found in organizations of similar scope.</p> <ul style="list-style-type: none"> ● Overseeing Splunk service & system architectural design ● Designing, scaling, and optimizing Splunk architecture in a distributed environment ● Establishing and ensuring adoption of best practices and development standards ● Ensuring on-going growth and scale for Splunk platform and premium apps <p>Example Certifications: Splunk Architect Accreditations: Cloud, Enterprise Security</p>
Splunk Certified Core Consultants	<p>Splunk professional services consultants have experience with complex, specialized tasks including premium app deployments, custom app development, and integration automation including:</p> <ul style="list-style-type: none"> ● Deploying and upgrading premium applications such as Enterprise Security ● Implementing premium app features ● Building custom apps and add-ons ● Onboarding custom data types ● Installing, configuring, and scaling large distributed Splunk implementations <p>Certifications: Splunk Core Consultant Accreditations: Cloud, Enterprise Security</p>

<p>Splunk Project Manager</p>	<p>Splunk project managers oversee resource scheduling and allocation, timeline management, status reporting and scope management. The Splunk project managers will be focused on the following tasks:</p> <ul style="list-style-type: none"> ● Developing and tracking milestones and requirements for period of engagement ● Managing resource scheduling, timeline management. and project plan of the Splunk team ● Ensuring Splunk deployment meets business requirements ● Conducting regular status updates, and providing communication on progress and risks <p>Certifications: Project Management Professional (PMP), ITIL, Splunk Power User</p>
<p>Splunk Staff Augmentation</p>	<p>Splunk staff augmentation consultants have years of experience providing hands-on-keyboard services, best practices implementation, and “on-the-job” training for technical staff. Splunk service engineers will be focused on the following:</p> <ul style="list-style-type: none"> ● Monitoring, maintaining, and operating the Splunk environment and configuration ● Undertaking day-to-day operational and user support ● Executing on new projects and user onboarding ● Onboarding data ● Developing dashboards, alerts and reports development <p>Certifications: Splunk Admin, Splunk Core Consultant</p>

<p>At NTT DATA we have assembled a team of IT professionals and UI subject matter experts with the experience and breadth of skills needed to successfully deliver services that fully address WFWV’s needs.</p>	
<p>NTT Project Manager</p>	<ul style="list-style-type: none"> ● Leads project management support staff ● Serves as the central point of contact for the project team ● Plans, manages, and controls the integration project ● Manages integration project scope, schedule, risks, quality, change controls, and communications ● Coordinates deliverable reviews and approvals
<p>NTT Security Architect</p>	<ul style="list-style-type: none"> ● Performs preliminary risk analysis ● Validates development and production environment security ● Develops a security architecture ● Performs security unit tests ● Configures and monitors the web application firewall ● Performs a code security review

NTT UI BA / SME(s)	<ul style="list-style-type: none"> ● Understand and identify business and user goals through direct user observation and contextual interviews ● Analyze current workflow and information needs to develop the user needs matrix ● Define future state information architecture for key workflows illustrated via conceptual wireframes and site maps ● Contribute to emerging hypotheses, estimation, project summaries, and prioritization activities ● Conduct data architecture and integration interviews and workshops to understand data needs ● Define future state data architecture to address current state pain points and future needs ● Understand and identify opportunities for automation across multiple technologies ● Analyze UI flow to identify automation steps at a task level, and in turn at a process level
NTT System / Technical Analyst	<ul style="list-style-type: none"> ● Collaborates with the solution architect ● Supports the solution architect in developing a modernization recommendation ● Supports the solution architect in leading the development team ● Participates in development activities ● Provides input into user interface guidelines
NTT Technical Writer	<ul style="list-style-type: none"> ● Leads technical writing support staff ● Authors, reviews, and formats deliverable documentation

Splunk Professional Services: Time & Materials Duration

ES Implementation Success Offering – Premium, Remote	ES Architect	120 hours
	ES Consultant	480 hours
Splunk Staff Augmentation, Remote	Senior Staff Augmentation Consultant	1,840 hours
Splunk ES Consultant, Remote	ES Consultant	320 hours
Splunk Project Manager, Remote	Splunk Project Manager	200 hours

Splunk Professional Services: Subscription Duration

Assigned Expert	Core/Platform	1 year
Assigned Expert	Security	1 year

Professional Services + EDU Rate Card

Description	Unit	SKU	Per Unit Rate (Budgetary)*
ES Implementation Success Offering – Premium, Remote**	1 package	PS-IMP-PRM-R	202,500
Splunk Staff Augmentation, Remote***	230 days (1840 hours)	PS-STAFF-AUG	375,000
Splunk ES Consultant, Remote	1 day (8 hours)	PS-DAY-R	2,200
Splunk Project Manager, Remote	1 day (8 hours)	PS-PM-DAY-R	1,700
Assigned Expert, Core/Platform***	1 year	PS-SME-CORE-STN	70,000
Assigned Expert, Security***	1 year	PS-SME-SEC-STN	70,000
Splunk Education Credits	1 credit	EDU-CREDIT-1	10

*Actual pricing must be provided by a Splunk authorized reseller

**Can only be transacted as a package

***Can only be transacted in a 1-year quantity

Professional Services + EDU Proposed Delivery Plan: Year 1

Description	Duration	SKU	Quantity	Unit Price	Total (Budgetary)*
ES Implementation Success Offering – Premium, Remote	75 days	PS-IMP-PRM-R	1	202,500	202,500
Splunk Staff Augmentation, Remote	230 days	PS-STAFF-AUG	1	375,000	375,000
Splunk ES Consultant, Remote	40 days	PS-DAY-R	40	2,200	88,000
Splunk Project Manager	10 days	PS-PM-DAY-R	10	1,700	17,000
Assigned Expert, Core/Platform	1 year	PS-SME-CORE-STN	1	70,000	70,000
Assigned Expert, Security	1 year	PS-SME-SEC-STN	1	70,000	70,000
Splunk Education Credits	N/A	EDU-CREDIT-1	4,750	47,500	47,500
Total (Budgetary)					870,000

*Actual pricing must be provided by a Splunk authorized reseller

Professional Services + EDU Proposed Delivery Plan: Year 2

Description	Duration	SKU	Quantity	Unit Price	Total (Budgetary)*
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Splunk Staff Augmentation, Remote	230 days	PS-STAFF-AUG	1	375,000	375,000
Splunk ES Consultant, Remote	40 days	PS-DAY-R	40	2,200	88,000
Splunk Project Manager	25 days	PS-PM-DAY-R	25	1,700	42,500
Assigned Expert, Core/Platform	1 year	PS-SME-CORE-STN	1	70,000	70,000
Assigned Expert, Security	1 year	PS-SME-SEC-STN	1	70,000	70,000
Splunk Education Credits	N/A	EDU-UNIT-100	1	47,500	47,500
Total (Budgetary)					693,000

*Actual pricing must be provided by a Splunk authorized reseller

Choosing Splunk Professional Services

To deliver Splunk Professional Services within a customer production environment, internal and partner consultants are required to complete significant training and enablement. This enablement includes mandated certification of our core Enterprise offerings and associated accreditations on any of our premium applications. All the required training involves both instructor-led course work and rigorous assessments. Additionally, Splunk Professional Services coordinates shadows for each Splunk internal or partner consultant to ensure field readiness. Splunk Professional Services also provides internal and partner consultants access to proprietary documentation on best practices and methodology, communication channels to expert teams of technical consultants and architects, and operational support from the Professional Services organization. Splunk requires recertification and re-accreditation on a periodic basis and as new enablement materials become available.

Purchasing Splunk Professional Services SKUs via a Splunk Distributor, Reseller, or MSP (such as NTT) is the only way to ensure that your consultants have passed and will maintain Splunk's rigorous certification and accreditation criteria.

Project Scoping and Delivery Plan

****The roles and delivery duration outlined above are a draft, and are designed to meet the requirements outlined in the RFP. Should NTT/Splunk be selected as the winning vendor, Splunk Professional Services and NTT will engage with WorkForce WV to develop a Statement of Work and project plan specifying the number of hours by role to execute the project plan. ****