



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: 1228506

Procurement Type: Central Master Agreement

Vendor ID: 000000186731

Legal Name: GL SUITE INC

Alias/DBA:

Total Bid: \$270,374.16

Response Date: 06/28/2023

Response Time: 10:47

Responded By User ID: GLSuite

First Name: Sarah

Last Name: Pilon

Email: administration@glsolutions.c

Phone: 541-312-3662

SO Doc Code: CRFQ

SO Dept: 0506

SO Doc ID: MIS2300000003

Published Date: 6/9/23

Close Date: 6/29/23

Close Time: 13:30

Status: Closed

Solicitation Description: CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM

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: 1228506
Solicitation Description: CLOUD BASED STATEWIDE CASE MANAGEMENT SYSTEM
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2023-06-29 13:30	SR 0506 ESR06282300000006663	1

VENDOR
 000000186731
 GL SUITE INC

Solicitation Number: CRFQ 0506 MIS2300000003
Total Bid: 270374.1599999999743886291980 **Response Date:** 2023-06-28 **Response Time:** 10:47:25
Comments:

FOR INFORMATION CONTACT THE BUYER
 Crystal G Husted
 (304) 558-2402
 crystal.g.husted@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	One Time Implementation	0.00000	EA	126151.050000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: One time implementation for 11 users.

Extended Description:

One Time Implementation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Initial Year Term	5.00000	YR	53109.210000	265546.05

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Quoted for 11 users.

Extended Description:

Initial Year Term

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year One Optional Renewal	0.00000	YR	53109.210000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: 1 year renewal quoted for 11 users.

Extended Description:

Year One Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year Two Optional Renewal	0.00000	YR	106218.420000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: 2 year renewal quoted for 11 users.

Extended Description:

Year Two Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Year Three Optional Renewal	0.00000	YR	159327.630000	0.00

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: 3 year renewal quoted for 11 users.

Extended Description:

Year Three Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Additional user licenses	1.00000	EA	4828.110000	4828.11

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: Quote is per additional user license.

Extended Description:

Additional user licenses

State of West Virginia Department of Health & Human Resources Case Management System

Centralized Request for Quote from GL Solutions CRFQ-0506-MIS2300000003-2 Case Management System

Submission Deadline: June 29, 2023, 1:30 PM EDT

Contact Information:

Bill Moseley, CEO

moseley@glsolutions.com

GL Solutions

P.O. Box 595, Kalispell, MT 59903

541-312-3662 (ph)

www.glsolutions.com





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Cover Letter

GL Solutions
P.O. Box 595
Kalispell, MT 59903
June 26, 2023

State of West Virginia
Department of Health & Human Resources

RE: RFQ CRFQ-0506-MIS2300000003-2

Response Review Committee:

GL Solutions is pleased to submit this response to the State of West Virginia Department of Health & Human Service's Request for Quote: CRFQ-0506-MIS2300000003-2 for a Cloud Based Statewide Case Management System.

Regulatory agencies need a strategic, building block approach to transform the regulatory process from applicants to agency staff. Architecting a model regulatory agency requires a steady, thoughtful, and incremental approach. Agencies need resources, objectives, plans, and partners to help them build their vision. Agency transformation that advances agency operations can be accomplished without breaking the bank or overwhelming agency staff.

The Regulatory Maturity Model

The regulatory maturity model offers a building-block platform for agencies to achieve outstanding regulatory performance within the context of modern workplace constraints. The model features five "phases of development" which present a generalized view of the problems, costs and solutions experienced at each phase. Government agencies face a variety of challenges from staffing shortages and turnover to legislative requirements. The goal of the maturity model encompasses working with agencies through logical, feasible steps to improve their overall operational effectiveness and efficiency. While most agencies share characteristics from each phase of development, agencies will find that completing the solutions in predecessor phases builds a solid foundation for further agency growth.

GL Solutions helps agencies to build that solid foundation.

Modernize and digitally transform your regulatory agency with GL Solutions. Developed by former regulatory officials, our GL Suite software automates every step of your regulatory process—applications, renewals, notifications, suspensions, and anything else your agency requires. Our step-by-step agency and board transformation modernizes and simplifies your regulatory process.

With 25 years of regulatory software experience GL Solutions implements a faster, more accurate, more efficient process that improves both your agency's capacity and the customer experience you deliver.



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GL Solutions continues to innovate and evolve its regulatory software and related services. Today, GL Suite transforms and digitizes operations for scores of agencies and departments nationwide, including (but not limited to):

- | | |
|--|----------------------------|
| Departments of Human Services | Contractors’ Boards |
| Departments of Health | Medical Boards |
| Departments of Environmental Health | Veterinary Boards |
| Departments of Criminal Justice | Cosmetology Boards |
| Departments of Professional Licensure | Accountancy Boards |

Our company strives to improve government agencies through better software and more efficient workflows, empowering public servants to better serve the citizens they protect.

GL Solutions is a privately owned company located in Kalispell, Montana with 53 staff members. Since our founding, we have implemented our highly flexible system to support licensing, permitting, compliance, certification, inspection, credentialing, registration, continuing education and enforcement activities in various professional regulation, health and safety environments for over 43 government agencies in 21 states.

GL Suite is our highly secure, SaaS regulatory licensing and permitting solution for automating the operations of regulatory agencies. GL Suite will simplify your procedures and handle every aspect of regulation to meet the agencies’ missions, including application intake, review, inspection, investigation, permit status, and compliance activities. Its intuitive design and web-based interface help our customers streamline every process and activity, eliminating the need for many manual processes and bringing efficiency to the agency and trust to the public.

GL Solutions has substantial experience, a record of success, a talented team of employees and a mature, comprehensive software solution to help with the Department of Health & Human Resource’s ongoing strategic IT goals for the state of West Virginia. We appreciate the opportunity to offer this proposal in response to the Department of Health & Human Resource’s RFQ CRFQ-0506-MIS2300000003-2 for a Cloud Based Statewide Case Management System. We are pleased to be considered as a candidate and look forward to the prospect of working with you to create an efficient system to support your daily efforts and strategic IT initiatives. I am the President and CEO of GL Solutions and the person designated to answer questions about this response. Please find my contact information on the cover page of this response.

Sincerely,

Bill Moseley
President and CEO, GL Solutions



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Solicitation/Contractual Agreement:

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.

(Printed Name and Title)

Bill Moseley, CEO

(Address)

555 Corporate Dr., Suite 301, Kalispell, MT 59901

(Phone Number)

541.312.3662

(Email address)

moseley@glsolutions.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through MNOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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: and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.



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GL Solutions

Company

A handwritten signature in black ink, appearing to be "J. R. [unclear]", is written over a horizontal line. To the right of the signature, the letters "CEO" are written in a similar hand-drawn style.

Authorized Signature

06/26/23

Date

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

Acknowledgment of Addendum No. 1:

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ-0506-MISC00000003-2

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 type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input 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.

GL Solutions

Company

(Company)


Authorized Signature

06/26/23

Date

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



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www.glsolutions.com

Vendor Proof of State Agency Case Management Clients:

3. General Requirements

- 3.1.2 Vendor must actively provide a statewide case management, customer relationship management, or investigations management system to a minimum of three state agencies. Evidence of compliance with requirement shall be provided with bid. Vendor must provide contact information including contact name, phone number and email address of a director (or equivalent) of a program where they have successfully installed and supported an Enterprise level, Cloud-based statewide case management system. Evidence of compliance with requirement shall be provided with bid response.

GL Solutions has over 40 clients with successful implementations in 24 states. Our proprietary software, GL Suite is a highly scalable and configurable Software-as-a-Service (SaaS) Regulatory Licensure and Case Management Solution. Secure portals can be developed for providers, office staff (backend), as well as public-facing websites for online application and payment processing. GL Solutions has extensive batch and automated processing capabilities and will be configured to satisfy your current, and future, needs while meeting the demands of an ever-evolving regulatory landscape. Additionally, Microsoft Azure cloud hosting affords the highest level of security required by government agencies and law, including FedRamp compliance.

We offer the following current, and relevant, clients as references:

1. Virginia Department of Behavioral Health & Developmental Services

Jae Benz Director, Officer of Licensing

804-432-3326 | jae.benz@dbhds.virginia.gov

Virginia Department of Behavioral Health & Developmental Services uses GL Suite to regulate providers within the state of Virginia. With GL Suite, agency staff can perform inspections and investigations. GL Suite tracks when the agency registers providers and tracks applicants' status, complaints and issues with the application or facility. GL Suite provides case management solutions from investigation and inspections to incident reporting.

2. Alaska Division of Business Corporations and Professional Licensing

Erika Prieksat, Chief Investigator

907-269-8195 | erika.prieksat@alaska.gov

Alaska Division of Business Corporations and Professional Licensing utilizes GL Suite for case management and to monitor staff workflow. The division monitors 43 different professions overseen by 23 boards, while the agency's 19 investigators handle about 1,300 cases per year. By utilizing GL Suite's



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configurable dashboards, the agency can manage large volumes of cases and tasks while adhering to strict deadlines.

3. North Dakota Department of Health and Human Services

Carmen Traeholt, Early Childhood Licensing Administrator

701-328-4010 | ctraeholt@nd.gov

North Dakota Department of Health and Human Services utilizes GL Suite for Child Care Licensing and case management. GL Suite tracks when the agency registers Child Care Providers, applicants' status, and any complaints and issues with the application or facility. GL Suite provides case management solutions from investigation and inspections to incident reporting.



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Miscellaneous:

8. Miscellaneous

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: **Bill Moseley**

Telephone Number: **541.312.3662**

Email Address: **moseley@gl solutions.com**



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Attachment 1, Federal Funds Addendum Acknowledgment:

In implementing the prohibition under Public Law 115—232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia

Vendor Name: **GL Solutions**

By: _____

By:

Printed Name: _____

Printed Name:

Bill Moseley

Title: _____

Title:

CEO

Date: _____

Date:

06/23/23

Attachment 2

West Virginia Department of Health and Resources

Case Management System Quote

GL Solutions Pricing Page

Submittal Numbers: 11 Users	Total
Line 1: One Time Implementation	\$126,151.05
Line 2: Initial Year Term – 5 years	\$265,546.05
Line 3: Optional Renewal – 1 year	\$53,109.21
Line 4: Optional Renewal – 2 years	\$106,218.42
Line 5: Optional Renewal – 3 years	\$159,327.63
Line 6: Additional User Licenses per year	\$4,828.11

Final Quote - Line 1 (One Time Implementation) + Line 2 (Initial 5yr Term) = \$391,697.10