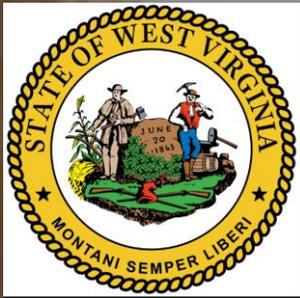# Response to Request for Quote

State of West Virginia – Purchasing Division

RFQ – Cybersecurity / Privacy Training

Solicitation No.: CRFQ OOT2500000016

RFQ Due Date: February 25, 2025, at 1.30 PM

Response Submitted To:
https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=USNH

Response Prepared By:
CCS Learning Academy
13475 Danielson Street, Suite 230
Poway, CA 92064
Email:
govsales@ccslearningacademy.com
Phone: (858) 788-3836

Table of Content

We have organized our Proposal as follows

Cover Sheet

Date: February 25, 2025

To Evaluation Committee,

Ref: RFQ – Cybersecurity / Privacy Training – West Virginia Purchasing Division – West Virginia Office of Technology – Solicitation number – CRFQ OOT2500000016

It is with great pleasure that we CCS Learning Academy, a division of CCS Global Tech is pleased to submit our proposal to West Virginia Office of Technology (hereafter refer 'WVOT '). After a careful review of the requirements, we have crafted our proposal that will emphasize our capability in providing Cybersecurity / Privacy Training.

As established players in the training ecosystem, with a deep understanding of requirements, we are confident in our ability to successfully cater to your needs. There are several reasons why we think we are ideally suited to be your trusted partner in providing Cybersecurity / Privacy Training.

- We have chosen **INFOSEC Institute** as our subcontractor to provide this Cybersecurity / Privacy Training.
- Strong understanding of the business environment and workflow as it pertains to business principles, standards, and awareness.
- Our local expertise with a global footprint gives us access to a diverse team of highly qualified professionals.
- We are dedicated to providing highly responsive customer service to ensure your experience is as smooth and straightforward as possible.

We have taken a good hard look at the scope and have matched the requirements with the solution and price best suited for your success. Our strategy for this effort is to first and foremost provide you with competent and reliable training as mentioned in the solicitation scope.

Person to be contacted related to the proposal:
Contact Name: Anand Dandapani – Director Global Education
Phone: (858) 788-3836 **Email:** govsales@ccslearningacademy.com

We hereby acknowledge all the addendum released till date. Proposals shall remain valid for the period of 180 days, commencing on the submission deadline date.

We have done our best to present supporting materials through this proposal and hope that you will consider allowing us to continue this conversation further. Let us know if you have questions about anything outlined in this document. We will be looking forward to your response.

Truly yours,

Hitesh Jain

Hitesh Jain, COO / CFO; CEO – CCS Learning Academy

About Us

Legal Name: California Creative Solutions, Inc. dba CCS Learning Academy
Legal form: DBA
Global Head Quarters: 13475 Danielson Street, Suite 230, Poway, CA 92064
FEIN: 330762869
DUNS:176550218
CAGE Code: 5VR09
NAICS Code: 611430, 541611, 541612, 541618, 611420
Business License Number: B20060112971
Main Contact Name: Anand Dandapani – Director Global Education
Phone: (858) 788-3836
Email: govsales@ccslearningacademy.com
Website: www.ccslearningacademy.com

California Creative Solutions, Inc. dba CCS Learning Academy is a full-service training and business solution provider with a rich history of serving private and public entities since 1997. We are a Minority Business Enterprise (MBE) that has evolved from a one-man shop to a thriving global company. Headquarter in Poway, CA, and locations in San Francisco, CA, Wayne, PA, Noida, India, Reading, UK, San Isidro de Pérez Zeledón, Costa Rica, and Toronto, CA with over 650+ full-time employees - Our international footprint affords us a vibrant corporate community focused on equity, diversity, and service to others.

With 25+ years of experience, our primary mission has always been to provide dynamic, innovative technology and business solutions to organizations of all sizes and backgrounds. Our training is customized to the audience's industry, organizational values, cultures, and language barriers. We custom-develop the subject matter for unique learning levels, styles, and needs. We take deep consideration into the user experience. Our ultimate goal is to expand and develop the capabilities of the participants to empower simple practical applications. Our training experiences are fully customizable and can be delivered in an array of modalities: live, online, hybrid, etc. Taught by industry SMEs, our courses combine theoretical know-how with real-life scenarios and projects, enabling your staff to use their new skills immediately.

When it comes to upskilling, CCS Learning Academy is designed to be your organization's secret weapon. We curate and deliver professional training for individuals, groups, and government and private entities.

CCS Learning Academy has partnered with many eLearning Solution Providers who are leaders in this category like OpenSesame, StormWind Studios, etc.

We offer a comprehensive catalog of courses that help keep staff relevant on different topics including Professional Development, Business Skills, IT Skills etc.

About CCS Learning Academy

When it comes to upskilling, CCS Learning Academy is designed to be your organization's secret weapon. We curate and deliver professional training for individuals, groups, government and private entities.

Designed to foster technical and non-technical professionals' knowledge and abilities, we use our 25+ years of consulting expertise from our parent company, CCS Global Tech to help keep individuals & teams up-to-date and relevant in the workplace. We offer a comprehensive menu of courses that help keep staff relevant including promoting diversity, equality, and inclusion in the workplace. Our diverse pool of instructors and subject matter experts adapt to project needs and conceptualize training solutions. Each training course is customized to accommodate skill levels, learning styles, and business goals.

WHY CHOOSE CCS LEARNING ACADEMY FOR TRAINING & CERTIFICATIONS

25+ years of active experience in the tech industry

As a division of a deep–rooted consulting firm, we use CCS Global Tech's 25 years to gain insights into what tech pros really need to know in today's marketplace; we know which training matters, and which doesn't.

Certified SME Instructors

We curate a diverse pool of SMEs and instructors who bring extensive, real-world knowledge to the classroom as well as a passion for teaching. They're engaging, informative, and personable focusing on your project demands.

Tailored learning experiences for any group size

We specialize in crafting customized learning experiences that cater to groups of any size, guaranteeing personalized and effective educational programs tailored to meet the unique needs of each participant. They change to reflect what tech professionals need to know in today's marketplace.

Flexible scheduling and pricing

We offer businesses the flexibility of tailored training schedules and competitive pricing, ensuring seamless access to high-quality education that aligns perfectly with their needs and budget constraints.

25+ years

★★★★★

THE ONLY TRAINING COMPANY BACKED BY A GLOBAL, FULL-CYCLE TECHNOLOGY SERVICE PROVIDER

NMSDC
National Minority Supplier Development Council

Top-Notch Training Designed for Government Entities

Bringing high-quality professional training to a government or public sector agency isn't easy. There are a lot of moving parts and a mile (or two) of red tape. And with a limited selection of preferred providers, finding the needed course can feel like looking for a needle in a haystack.

We get it. We've been providing professional training to government and public sector entities for 25+ years. We understand your unique environment and challenges. Our one-stop-shop platform makes it quick and easy to find the right training for the right price at the right time.

Our eLearning training are taught by industry SMEs, our courses combine theoretical know-how with real-life scenarios and projects, enabling your staff to use their new skills immediately.

CCS Learning Academy intentionally focused on eLearning growth:

OUR WHY: We exist to help your organization grow best-in-class, to help improve your team's performance, to accelerate your market momentum and to ensure your team delivers outstanding customer experiences.

OUR HOW: We utilize interactive, participatory and web-based training environments to ensure concept retention. In addition, we can conduct pre and post assessments in measuring effective implementation and outcomes.

OUR WHAT: We inspire and add value to others using the best eLearning principles. We give your team tools to help reinforce effective learning behavior.

In terms of our methodology and approach

We believe that there is an art and science to effective organization and learning that the best initiatives are:

- Evidence-based and designed to produce measurable results.
- Designed and developed by experienced instructional designers who are well-versed in transformational learning theory, adult learning strategies, multiple intelligences, and social justice approaches to teaching and learning, and experiential learning.
- Facilitated by real-world experts with relevant eLearning and professional experience.

Training Delivery Options

Traditional in-class, in-person learning is no longer the only option when it comes to how you bring learning to your team. We offer a range of delivery platforms to ensure you maximize your training dollars by presenting the material in the most effective manner.

IN PERSON

Learn from a live instructor in a hands-on experience that includes peer collaboration and face-to-face interaction. It's adaptable to everyone's learning style.

LIVE ONLINE

Learn from a live instructor who delivers your training remotely via a live web feed. It's a great option for organizations with hybrid work models or teams in various locations.

ON DEMAND

Learn at your convenience with our flexible video- and lab-based interactive training. This gives your team the ability to self-pace their learning.

SUBSCRIPTION BASED

Receive unlimited access to our courses, allowing your team to maximize their skills and your budget. This ensures consistency across teams and helps bring new hires up-to-date.

BLENDED LEARNING

A mix of instructor-led training with computer-based modules; this option accommodates both needs.

BOOTCAMP

An intense, hands-on experience customized by our technical team; these sessions are designed to deliver on-trend knowledge and skills in a short amount of time for those with tight schedules.

A glimpse of our work till date:

As a distinguished Tier 1 training provider, we bring our expertise to support government and public sector entities of varying sizes. Our extensive course offerings provide a comprehensive selection to ensure your staff stays current, all while optimizing your budget allocation.

Our Government Portfolio

We actively work on Government RFPs and have extensive experience in providing solutions to the public sector entities large and small. Our specialty lies in providing customized and cost-effective solutions with an objective to accelerate organizational goals of the government departments whether at a City, County, State or Federal level. We're a preferred Training provider for numerous government entities across United States in more than 25 states as listed below.

Sector Experience

- Information Technology
- Aid Agencies
- Armed Forces – Military
- Governance – City, County, State
- Health
- Housing
- Insurance
- Public Transportation
- Schools
- Security
- Universities
- Utilities
- …and more!

Areas of Expertise

- Analytics & BI
- Business & Project Management
- Cybersecurity
- Infra & Networking
- Process & Framework
- Leadership Development
- Communication and Media Handling
- Professional Skills
- Business Skills
- Executive Coaching
- Diversity, Equity, Inclusion and Accessibility (DEIA)
- Assessment – Leadership & DEI
- Customer Service
- Human Resource and Compliance
- Financial Literacy
- eLearning
- Quality (Lean Six Sigma)
- De-escalation

Case Studies

- Transport Authority
- County Government

Partial Client List

- Bay Area UASI – Bay Area Urban Areas Security Initiative / Bay Area Training & Exercise Program, San Francisco Department of Emergency Management, CA
- Boston Public Health Commission, MA
- City of Los Angeles – Department of Transportation, CA
- City of Philadelphia, PA
- City of San Jose, CA
- City of Tucson - Business Services Department, AZ
- City of Durham - Human Resources Department, NC
- The City of Fort Collins, Financial Services Purchasing Division, CO
- City of New Orleans, Department of Finance, Purchasing Bureau, LA
- County of Alameda, CA
- Arlington County – Office of the Purchasing Agent, VA
- The County of Butte, Department of Employment and Social Services (DESS), CA
- County of Volusia – Growth and Resource Management, FL
- Harris County – Department of Education, TX
- Miami-Dade County, Small Business Development Division, FL
- Oakland County, MI
- St. Louis County, MO
- District of Columbia Courts, DC
- Greater Cleveland Regional Transit Authority, OH
- Inland Empire Utilities Agency – Municipal Water District, CA
- Los Angeles Unified School District, CA
- Massachusetts School Building Authority, MA
- Saint Regis Mohwak Tribe, NY
- State of Illinois – Department of Innovation and Technology, IL
- State of New Hampshire – Department of Administrative Services, NH
- State of West Virginia – Department of Administration Office of Technology, WV
- State of Vermont, Department for Children and Families, Disability Determination Services, VT
- State of Maine Department of Labor, ME
- State of Utah Division of Purchasing, UT
- Strategic Acquisition Center – Department of Veterans Affairs, MD
- Texas Health and Human Service Commission, TX
- Texas Woman's University, TX
- University of Oregon, OR
- The US Agency for International Development/Regional Development Mission for Asia (USAID/RDMA), Thailand
- U.S Department of Air Force, NM
- Washington State – Department of Enterprise Services, WA

Visit Government Solutions - (ccslearningacademy.com) for more.

Our Key Personnel

People are at the heart of our corporate culture. Whether we're interacting with clients or providing training to potential employees, we foster an environment based on collaboration, respect, and empowerment. We cultivate this environment by promoting integrity, honesty, and transparency in all our interactions. Our goal is to develop a meaningful relationship with our clients and deliver exceptional service. We work towards this goal by supporting open communication with our clients.

We are a dynamic strategy and organizational effectiveness team with deep experience in, and passion for, the public sector. We understand the unique challenges and complexities facing many public agencies during these unprecedented times, and as a locally-based team we, CCS Learning Academy, are personally invested in helping the organizations in our communities thrive.

Our collective experiences and personal stories are rooted in a passion for Diversity, Equity, and Inclusion. As individuals and as a team, we value the strength of diversity and the importance of inclusive and equitable environments that enable individuals and communities to thrive. Like CCS Learning Academy, we embrace open thinking, empathy, and learning from other cultures.

All the team leaders mentioned below will work with you and are available throughout the contract.

The authorized person executing the contract for CCS Learning Academy

He is a highly skilled finance professional with international qualifications and experience. With over 20 years' global experience, Hitesh Jain is a proven strategic and innovative Chief Operating Officer (COO), Chief Financial Officer (CFO) for CCS Global Tech, and Chief Executive Officer (CEO) of CCS Learning Academy. CCS rapidly established global offices, increasing both company size and revenues. His passion for nurturing young IT enthusiasts has strengthened CCS Learning Academy and supported multiple levels of technology training. In his spare time, he loves spending quality time with his family, exploring new places, mountaineering, and hiking.

HITESH JAIN
COO/CFO/CEO

Telephone – (858) 208-4135; Email – hjain@ccsglobaltech.com

Person(s) who may be contacted regarding the proposal & Business Inquiry

He has been associated with CCS Learning Academy for the past 2 years. He has nearly 3 decades of multi-functional experience in the training industry in Business Operations, Education Delivery Management, Quality, Process & Systems, Product, Employee Skilling, New Initiatives Implementation, and Large Project management. He has a deep understanding of the L&D domain coupled with passion, diligence, and attention to detail in any task that he undertakes. Anand ensures that business and training initiatives are addressed multidimensional with an eye toward creating a positive impact for our customers.

ANAND DANDAPANI
Director of Global Education

Telephone – (858) 788-3836; Email – govsales@ccslearningacademy.com

Person(s) who may be contacted regarding the delivery of training

He is a Bachelor in Mechanical Engineering, and offers over 4 years of extensive experience in diverse training aspects. Recognized for his action-oriented approach, he specializes in operations management, customer support, talent acquisition, and content creation. With a profound understanding of the L&D sphere, Netish is dedicated to finding innovative solutions to meet evolving workforce needs.

NETISH SHARMA
Training Solution Manager

Telephone – (858) 687-5874; Email – govsales@ccslearningacademy.com

About our Subcontractor

We work with a pool of consultant trainers, SMEs and Sub Contractors. All our consultants are experts in their domains for several government entities who have worked on delivering projects, and Consulting work imparting training/assessment/facilitation for large businesses and among those partners we have chosen **INFOSEC Institute** who is the best fit for the West Virginia Office of Technology.

Infosec's mission is to put people at the center of cybersecurity. We help IT and security professionals advance their careers with skills development and certifications while empowering all employees with security awareness and phishing training to stay cyber-safe at work and home

We are proud to introduce to our partner for this requirement, **InfoSec Institute**'s IQ to meet the request of the Governor's Office of Information Technology to deliver measurable results for your security posture. The Infosec IQ awareness training platform uses a comprehensive approach to security awareness education. Using realistic phishing simulations, immersive awareness training, and offline reinforcement in one integrated platform, it'll transform your workforce into guardians of critical data and infrastructure.

InfoSec's IQ cybersecurity awareness training platform is one of the world's largest integrated platforms for security awareness training combined with simulated phishing attacks. InfoSec currently has more than 5 million learners on their platform, being utilized in 70% of Fortune 500 companies, and is in 185 countries.

The InfoSec Institute is helping thousands of IT and Cybersecurity professionals improve their network security in fields such as finance, energy, healthcare, government, insurance, and many more. InfoSec provides the best-in-class phishing simulation and training platform that allows organizations to improve their last line of defense: The Human Firewall.

In utilizing the many training capabilities that the InfoSec IQ platform provides, end-users are equipped to make smarter security decisions, every day. InfoSec delivers a data-driven IT security defense plan that starts with the most likely "successful" threats within any organization, the employees.

The items below are what expectations you can count on being met with InfoSec IQ:

Dedicated Customer Success Team Included in Your Subscription
Our Customer Success team gets you going in no time. With dedicated success managers to get you onboarded, you can have your baseline phishing test setup within minutes. As soon as your purchase process is complete, your dedicated Customer Success Manager will reach out to you within 48 hours. We work with you to help customize your security awareness training strategy using the massive library of training content and walk you through easy steps to roll out your entire phishing and training campaign schedule. Customer loyalty is second to none! Nearly 90% of InfoSec IQ customers renew across all subscription levels after they see the value of always fresh training content, new features, and dedicated customer support.

Built by Admins for Admins
The InfoSec IQ platform has been developed by "admins for admins", designed with intuitive navigation and an easy UI that takes minimal time to deploy and manage. From day one, it was built to scale and can handle unlimited end-users with ease.

Globally Recognized Security Awareness Training and Simulated Phishing Platform
In the fight against phishing and ransomware InfoSec IQ provides a best-in-class phishing platform combined with the largest library of interactive web-based training materials at your fingertips, including 1000+ interactive modules, videos, games, posters, and newsletters. The library is constantly refreshed and always growing, which gives enough phishing and training campaign combinations that you could set up an entire year's campaign 'set-it-and-forget-it' that delivers unique content to all your employees. The content development staff stays ahead by different educational flavors that give you access to new and fresh training content fast.

Real Proof that Changing Your Employee
Behavior Improves Your IT Security Human error, though mostly unintentional, is one of the main causes of cybersecurity incidents. When your employees are the weakest link in your IT security, your threats of compromise will increase over time unless you educate them and educate them consistently.

Allows for Real-World Phishing Simulations
Your end-users use LinkedIn, Twitter, Amazon, Office 365, Dropbox. All are well-known platforms used in phishing attacks. InfoSec IQ enables REAL phishing simulations that teach your users how to watch out for phishing scams from the brands they are most familiar with. With the world's largest library of phishing and email templates, you are well-equipped to deliver real-world testing campaigns that help your employees learn fast!

Frequent Releases of New Features

InfoSec IQ knows how important it is to always have the most up-to-date and cutting-edge features and functionality to bolster your IT security posture. With new features that help make your job easier, we release minor new features every month. As part of our product strategy and vision, we target at least one major "licensed" feature per quarter. That means you get access to real new-school security awareness training features that lower-tiered platforms are not able to deliver.

InfoSec IQ is an IT Security Company

The InfoSec IQ team understands that security best practices are just as important as the vendors' practices you choose to trust. With over 5 million students in 185 countries across the globe with a high customer retention rate,

InfoSec has become an Industry Standard in security awareness training and simulated phishing. InfoSec IQ is proud to be positioned highest and furthest overall in the Leaders' Quadrant for Security Awareness Computer-Based Training in the 2019 Gartner Magic Quadrant and has the world's largest security awareness platform.

Recognized Industry Leader

Featured awards

Infosec IQ - Users Love Us
G2 | 2023

Infosec IQ - 2023 Leader and Outperformer in GigaOm Report for Security Awareness and Training
GigaOm | 2023

Global Excellence Grand Winner - Infosec Brand
Globee Awards | 2022

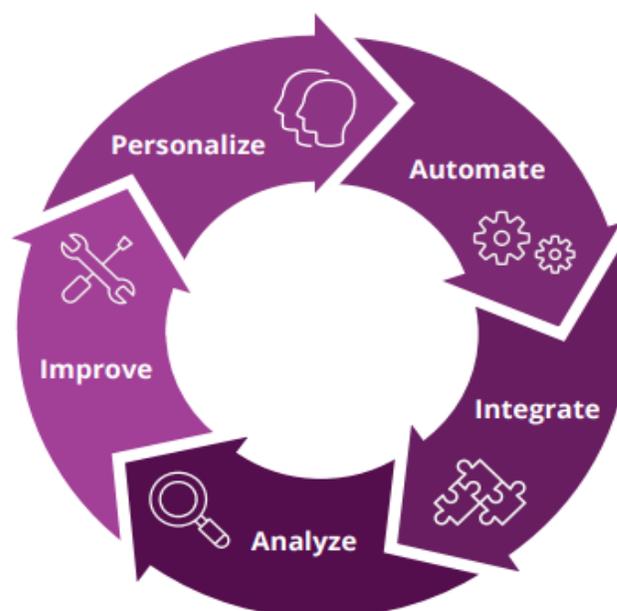**Top 20 Online Learning Library**
Training Industry | 2022

Why Infosec

Security awareness training & phishing simulator

Employees are not a cybersecurity problem. They're part of the solution. Empower them with the knowledge and skills to stay cyber secure at work and at home

Build cybersecurity into your organization's culture

☑ **Personalize** employee training with role-based modules and gamified lessons in a variety of themes and styles to engage learners and strengthen your cybersecurity culture.

☑ **Automate** learner management, training campaigns and phishing simulations to keep lessons relevant — and save you time.

☑ **Integrate** with your LMS, identify provider, endpoint protection and SOC to streamline program management, reporting and attack response.

☑ **Analyze** employee risk scores, learning outcomes and your cybersecurity culture to identify weaknesses and anticipate cyber threats.

☑ **Improve** your training efforts with actionable data to make secure behaviors second nature for every employee.

9+ annual training plans

400+ training modules

CHOOSE YOUR OWN ADVENTURE®
6+ security awareness games

200+ newsletters, posters & infographics

1,000+ phishing templates

34+ supported languages

Security awareness training built to educate & engage
Comprehensive training made easy Activate pre-built program plans in a variety of themes and styles to jumpstart awareness and deliver comprehensive training mapped to NIST recommendations. Choose from gamified, Choose Your Own Adventure® education to traditional, computer-based training to fit your organization's existing culture or build a cyber secure culture from the ground up.

Stay compliant & train for your industry's top threats
Does your organization have regulatory requirements for security awareness training? Choose industry-tailored education mapped to specific standards and regulations such as HIPAA, PCI DSS, FERPA, GDPR and more.

Address every need with custom education
Customize your training program to match your brand, tailor training to your security policy or address unique cybersecurity threats facing your organization. Virtually every training resource in Infosec IQ is customizable including:

- Assessments
- Phishing templates
- Phishing Education
- Newsletters, And more

Deliver the right training for every learner
Automatically deliver training tailored to each employee's role and security aptitude. Learners can review their training history, watch recommended content and select their preferred language from their personalized dashboard. Infosec IQ training is diverse, inclusive and accessible for all learners in compliance with WCAG 2.1 AA and Section 508

Prepare every employee with phishing simulations & training

Turn simulated phishing into lasting behavior change
Choose from our library of 1,000+ templates updated weekly to build your own phishing campaigns or run simulations automatically.

Every phishing template is paired with microlearning tailored to the specific attack. This allows you to automatically serve the most relevant training in the teachable moment to maximize training impact

Simulate the most sophisticated phishing attacks
Prepare your employees for the most challenging threats they face by simulating the same domain spoofing, typosquatting and attack techniques scammers find most effective.

Customize phishing templates or build your own
Every aspect of the Infosec IQ phishing simulator and training is customizable, giving you the ability to tailor employee phishing training to your organization's greatest threats.
Copy and paste real emails to send as simulated phish, use the drag-and-drop template editor to quickly update existing phishing emails or build your own from scratch

Empower employees to report phishing emails
Turn your employees into active members of your cybersecurity defense with the PhishNotify email reporting plugin. Install the reporting button globally and encourage employees to report phishing emails with a single click.

Infosec IQ thanks employees when they report phishing simulations and moves real email threats to quarantine for review and automated threat analysis

Simulated phishing attack types

| Drive by | Data entry | Business Email Compromise (BEC) | Spearphishing | Social engineering | Malware and malicious attachments |

Build a security awareness program that works for you

Track results easier than ever
Browse our library of reporting dashboards and surface your most impactful data in seconds. Want to share results with executives and stakeholders? Deliver personalized dashboards filtered by learner group, department and more, to get the right data to the right people, automatically

Automate your security awareness training

- Provision learners using one of our automated solutions and dynamically assign learners to groups for personalized education
- Respond to employee-reported emails faster with PhishHunter threat analysis
- Stream Infosec IQ training modules from your learning management system (LMS) with SCORM packages

- Integrate your endpoint protection to deliver training the moment it blocks a security event
- Connect with your identity provider to authenticate employees via SSO or deliver a universal training link
- Build your own custom integrations using our open API

Measure your cybersecurity culture
Your cybersecurity culture is one of the greatest reflections of your security practices and a top predictor of employee behaviors. We made it easy to measure your employees' attitudes and perceptions towards cybersecurity and your security training efforts.

This allows you to go beyond traditional success metrics like phishing click rate, giving you a new way to quantify success, identify weaknesses and build strategies for improvement.

INFOSEC IQ SERIES OVERVIEW

	Work Bytes	Just the Facts	Need to Know	Pick Your Path	Core Concepts	WORKed	Hacker Headlines
Style	Live-action, humorous	Live-action, straight-forward	Animated, fun & educational	Gamified	Animated, straight-forward	Live-action, humorous	Live-action, current events
Number of training modules	13	27	45	7	44	11	8
Training module length (avg.)	3-4 min	4-5 min	2-4 min	6-8 min	3-10 min	2-3 min	3-4 min
Number of languages	31 (CC only)	35	35	31	31	12	12
Number of assessments	13	27	35	7	43	0	0
Program Resources (Posters, Infographics, etc.)	✓	✓	✓	✓		✓	
Pre-built training program available	1-year	1-year 2-year	1-year 2-year		1-year 2-year	1-year	
Compliance Topics			✓		✓		
SCORM Support (Company brand & multi-language)	✓	✓	✓	✓	✓	✓	✓
Accessible (WCAG 2.1 AA)	✓	✓	✓		✓	✓	✓
Available on all plans	✓	✓	✓	✓	✓	✓	✓

Language coverage

Vocally translated:

1.	English	8.	French Canadian
2.	Spanish (Latin America)	9.	French
3.	German	10.	Italian
4.	Portuguese (Brazilian)	11.	Japanese
5.	Dutch	12.	Korean
6.	Chinese (Simplified)		
7.	Chinese (Traditional)		

Closed caption (CC) only:

1.	Russian	8.	Hungarian	15.	Spanish (EU)
2.	Polish	9.	Hebrew	16.	Hindi
3.	Vietnamese	10.	Finnish	17.	Bengali
4.	Turkish	11.	Czech	18.	Danish
5.	Romanian	12.	Arabic	19.	Malay
6.	Norwegian	13.	Indonesian		
7.	Swedish	14.	Thai		

Future Plans

As CCS Learning Academy continues to expand its reach and impact, our future plans focus on enhancing our training capabilities, particularly in emerging technology fields such as Artificial Intelligence (AI), cybersecurity, and cloud computing. We are committed to broadening our partnerships with industry leaders like Infosec and others to deliver cutting-edge training programs that address the evolving needs of our clients. Additionally, we plan to further invest in innovative learning solutions, including virtual and augmented reality for immersive training experiences, as well as expanding our global presence to serve a more diverse and international clientele. Our goal is to remain at the forefront of the learning and development industry by continuously adapting to the latest trends and delivering value-driven, high-impact training solutions.

3.1 Mandatory Contract Requirements

3.1.1 Custom Privacy and Cybersecurity Training Solution

3.1.1.1 The Privacy and Cybersecurity Training Solution must be an adaptive curriculum for Cybersecurity (Information Security) and Privacy training. The State of West Virginia must be able to customize the training topics.

Our Privacy and Cybersecurity Training Solution, powered by Infosec IQ, offers an adaptive curriculum tailored for Cybersecurity (Information Security) and Privacy training. The State of West Virginia will have full flexibility to customize training topics to meet specific needs, ensuring a relevant and engaging learning experience for users.

3.1.1.2 The Privacy and Cybersecurity Training Solution must provide integration with the State's current Active Directory environment.

Our Privacy and Cybersecurity Training Solution supports seamless integration with the State's current Active Directory environment. We provide both local and Azure sync options, along with a SCIM connection option for enhanced flexibility. Detailed documentation on sync types is available to ensure smooth implementation and compatibility with existing systems.

https://support.infosecinstitute.com/s/article/Learner-Sync-and-Automation

3.1.1.3 The Privacy and Cybersecurity Training Solution must have editable modules for the following topics, at a minimum:

3.1.1.3.1 Understanding Security Threats
Our solution includes modules that comprehensively cover security threats, their impact, and mitigation strategies.

3.1.1.3.2 Security Responsibilities
We provide modules that outline user responsibilities in maintaining security and compliance within an organization.

3.1.1.3.3 Physical Threats
Our training covers physical security risks and best practices to mitigate potential threats.

3.1.1.3.4 Emergency Preparation
We offer training modules that guide users in emergency response planning and preparedness for security incidents.

3.1.1.3.5 Securing Work Areas and Resources
Our modules educate employees on safeguarding physical and digital workspaces to prevent unauthorized access.

3.1.1.3.6 Access Controls
The solution includes modules on implementing and adhering to access control policies to secure sensitive information.

3.1.1.3.7 Safe Computing and Electronic Threats

Our training addresses best practices for safe computing and protection against electronic threats such as malware and ransomware.

3.1.1.3.8 Social Engineering Threats

We provide modules on recognizing and preventing social engineering attacks, including phishing and impersonation scams.

3.1.1.3.9 Password Guidelines

Our training includes best practices for password creation, management, and security to prevent unauthorized access.

3.1.1.3.10 Safe Remote and Mobile Computing

We offer training on securing remote access, mobile devices, and cloud-based systems.

3.1.1.3.11 Acceptable Use

Our modules define acceptable use policies and ensure employees understand proper IT resource usage.

3.1.1.3.12 Phishing Identification and Prevention

We provide detailed training on detecting and preventing phishing attempts through real-world scenarios.

3.1.1.3.13 Physical Security and Emergency Preparation

Our training combines physical security measures with emergency response protocols to enhance preparedness.

3.1.1.3.14 Responsible Social Networking

We cover guidelines for maintaining privacy and security while using social media platforms.

3.1.1.3.15 Protecting and Handling Data

Our solution includes modules that educate users on secure data handling, storage, and transmission.

3.1.1.3.16 Records Management and Data Classification

We provide training on organizing, storing, and classifying data according to compliance and business needs.

3.1.1.3.17 Privacy Awareness and Privacy Principles (PII)

Our modules cover the importance of privacy, handling Personally Identifiable Information (PII), and related compliance regulations.

3.1.1.3.18 Complying with PCI-DSS

We offer training on the Payment Card Industry Data Security Standard (PCI-DSS) and how organizations can comply with its requirements.

3.1.1.3.19 Complying with HIPAA

Our training includes modules covering the Health Insurance Portability and Accountability Act (HIPAA) requirements and compliance best practices.

3.1.1.3.20 Understanding PII

We provide comprehensive training on recognizing, managing, and securing Personally Identifiable Information.

3.1.1.3.21 Social Engineering
Our solution includes in-depth modules on various social engineering techniques and countermeasures.

3.1.1.3.22 Identity Theft
Our training covers identity theft risks, prevention strategies, and response measures.

3.1.1.3.23 Incident Reporting
We provide training on the importance of timely incident reporting and the proper procedures for escalating security concerns.

3.1.1.3.24 HIPAA Training, including:

3.1.1.3.24.1 What is HIPAA?
Our modules provide an overview of HIPAA, its purpose, and its impact on organizations.

3.1.1.3.24.2 Personal Health Identifying Information
We cover what constitutes Personal Health Information (PHI) and its security requirements.

3.1.1.3.24.3 Covered Entities
Our training explains HIPAA-covered entities and their compliance responsibilities.

3.1.1.3.24.4 HIPAA Privacy Rule
We provide an in-depth look at HIPAA's Privacy Rule and how it affects data protection.

3.1.1.3.24.5 HIPAA Security Rule
Our training details the HIPAA Security Rule's requirements for safeguarding electronic health information.

3.1.1.3.24.6 HIPAA Enforcement Rule
We offer modules covering HIPAA enforcement, penalties, and compliance measures.

3.1.1.3.24.7 HIPAA Breach Notification Rule
Our training explains breach notification requirements and incident response protocols.

3.1.1.3.24.8 The Importance of Confidentiality
We emphasize the significance of confidentiality in handling sensitive health information.

3.1.1.3.24.9 The Minimum Necessary Standard
Our modules teach the principles of limiting access to necessary information only.

3.1.1.3.24.10 Business Associate Agreements
We provide training on Business Associate Agreements (BAAs) and their role in HIPAA compliance.

3.1.1.3.24.11 Patient Rights
Our modules educate employees on patient rights under HIPAA, including access, amendments, and privacy protections.

3.1.1.4 The Privacy and Cybersecurity Training Solution must have the option to include Role-Based Training.

Our solution includes modules that support Role-Based Training, ensuring that employees receive training tailored to their specific job functions and security responsibilities. These modules cover various roles, including IT administrators, executives, HR personnel, finance teams, and general staff, allowing organizations to deliver targeted and relevant cybersecurity and privacy training.

3.1.1.5 The Privacy and Cybersecurity Training Solution must support 25,000 active employees and on-site contractors.

Our solution is fully scalable and capable of supporting 25,000 active employees and on-site contractors. We have experience delivering training at this scale, ensuring seamless access, performance tracking, and compliance reporting for large organizations.

3.1.1.6 The Privacy and Cybersecurity Training Solution must be hosted in an LMS that is compatible with SCORM 2.0 or higher.

Our platform provides SCORM 1.2 files, which can be downloaded and integrated into compatible Learning Management Systems (LMS). While our solution does not currently support SCORM 2.0 or higher, SCORM 1.2 remains widely accepted and functional across most modern LMS platforms.

3.1.1.7 The LMS must allow for additional 3rd party SCORM-compliant courses to be uploaded.

Our platform does not support SCORM uploads; however, we do support MP4 uploads, allowing organizations to incorporate additional training content in video format.

3.1.1.8 The LMS must be able to integrate with Microsoft Lightweight Directory Access Protocol (LDAP).

Our platform does not support user syncs through LDAP. However, we offer sync options through an enterprise/OAuth app with Azure, an agent on a local AD server, or a SCIM connection to facilitate user management and authentication.

3.1.1.9 The Privacy and Cybersecurity Training Solution must be branded with the West Virginia State Seal and Office of Technology Logos.

Our platform supports branding customization, allowing the inclusion of the West Virginia State Seal and Office of Technology Logos as required.

3.1.1.10 The Privacy and Cybersecurity Training Solution must contain appropriate images to the training content and contain West Virginia-specific graphics.

Our training content features relevant and appropriate imagery for state audiences. While our standard modules include high-quality visuals, we can work with the State of West Virginia to incorporate state-specific graphics where needed.

3.1.1.11 The Privacy and Cybersecurity Training Solution must contain a customer-customizable "Resources" section.

Our platform includes a customizable "Resources" section, allowing the State of West Virginia to add and manage content as needed. This feature is available with subscription.

3.1.1.12 The Privacy and Cybersecurity Training Solution must generate optional Certificates of Completion.

Our platform supports the generation of Certificates of Completion, which can be optionally enabled for learners. This feature is included with the subscription.

3.1.1.13 The Privacy and Cybersecurity Training Solution must provide options for course rollout assistance, specifically:

3.1.1.13.1 Launching an entire course

Our Privacy and Cybersecurity Training Solution supports the ability to launch an entire course. This feature is available with subscription.

3.1.1.13.2 Launching sections of a course

Our Privacy and Cybersecurity Training Solution supports the ability to launch sections of a course. This feature is available with subscription.

3.1.1.13.3 Noting students as "passed" or "failed"

Our Privacy and Cybersecurity Training Solution includes the ability to note students as "passed" or "failed." This feature is available with subscription.

3.1.1.13.4 Pass or failed percentage or score must be customizable

Our Privacy and Cybersecurity Training Solution allows customization of the pass or fail percentage or score. This feature is available with the subscription.

3.1.1.14 The Privacy and Cybersecurity Training Solution must allow knowledge checks and graded assessments

Our Privacy and Cybersecurity Training Solution includes knowledge checks and graded assessments to evaluate user understanding. This feature is available with subscription.

3.1.1.15 The Privacy and Cybersecurity Training Solution must have a targeted length of at least 30 minutes, and no more than 45 minutes, of education content.

Our Privacy and Cybersecurity Training Solution includes educational content that aligns with the required duration of at least 30 minutes and no more than 45 minutes. This feature is included with the subscription.

3.1.1.16 The Privacy and Cybersecurity Training Solution must provide a phishing simulator along with training if an end user fails the phishing simulation.

Our Privacy and Cybersecurity Training Solution includes a phishing simulator that provides targeted training for users who fail the phishing simulation. This feature is included with the subscription.

3.1.1.17 The Phishing Simulator must have predesigned and editable phishing templates for users conducting the simulation.

Our phishing simulator includes a library of predesigned phishing templates that can be fully edited to meet specific requirements. This feature is included with the subscription.

3.1.1.17.1 Customization must be included for the email message itself along with; attachments and web address the end user will click on.

Our phishing simulator includes full customization options for the email message, including the ability to modify attachments and the web address that the end user will click on. This feature is included with the subscription.

3.1.1.17.2 Predesigned templates must mimic current real-world phishing attacks.

Our Phishing Simulator includes predesigned templates that mimic current real-world phishing attacks. This feature is available with subscription.

3.1.1.18 The phishing simulator must support multi-factor authentication for log-in.

Our Phishing Simulator supports multi-factor authentication (MFA) for log-in. This feature is available with the subscription.

3.1.1.19 The phishing simulator must integrate with Microsoft Lightweight Directory Access Protocol (LDAP). We do not support user syncs through LDAP.

Our Phishing Simulator does not support user syncs through LDAP. However, we offer sync options through an enterprise/OAuth app with Azure, an agent on a local AD server, or an SCIM connection.

3.1.1.20 Provide reports, visualizations and graphs showing user interactions.

Our solution provides reports, visualizations, and graphs showing user interactions. This feature is included with the subscription.

3.1.1.20.1 Reports must be able to be exported to popular file formats for distribution such as .pdf, .csv, .xlsx, etc.

Our solution allows reports to be exported in popular file formats such as .pdf, .csv, and .xlsx. This feature is included with the subscription.

3.1.1.20.2 Reports must be able to generate reports for specific end-users or specific state.

Our solution supports generating reports for specific end-users or a specific state. This feature is included with the subscription.

3.1.1.21 The phishing simulator must support automation for creating future tests and automatically launching them on the specified date.

Our phishing simulator includes automation capabilities, allowing future tests to be scheduled and launched automatically on specified dates. This feature is available with subscription.

3.1.1.22 The phishing simulator must also include a reporting option for the end users to report phishing emails and track the reporting statistics for testing campaigns.

Our phishing simulator includes a reporting option that allows end users to report phishing emails. It also tracks reporting statistics for testing campaigns. This feature is available with subscription.

3.1.1.22.1 The reporting option must be able to be utilized for all phishing emails reported to the Office of Technology.

Our reporting option can be utilized for all phishing emails reported to the Office of Technology. This feature is available with the subscription.

3.1.1.22.2 Be sure to describe and list all tools or processes that can be used to analyze malicious email with the reporting tool.

Our platform offers two options for analyzing malicious emails with the reporting tool: Organizations can configure our system to bypass their email infrastructure and route reported phishing emails directly to their existing incident response tool, ensuring seamless integration with established security workflows. Alternatively, users can leverage PhishHunter, our built-in phishing analysis tool, to examine reported emails. PhishHunter provides in-depth email analysis, including identifying malicious links, attachments, and sender anomalies, helping organizations respond to threats effectively. Both options enhance phishing detection and incident response, supporting a robust cybersecurity strategy.

3.1.1.23 The phishing simulator must have the ability to test user input (i.e.

Our phishing simulator includes the capability to test user input by tracking whether users not only click on phishing links but also enter requested information, simulating real-world phishing attacks. This feature helps assess user susceptibility and provides targeted training to enhance cybersecurity awareness.

3.1.1.24 The phishing simulator must support attachments.
Our phishing simulator supports attachments, allowing for more realistic phishing attack simulations. This feature helps in assessing user awareness and response to potentially malicious email attachments.

3.1.1.25 The phishing simulator must be able to provide, at a minimum, statistics on: users that clicked links and/or visited sites, provided credentials, opened or forwarded the email, time stamps for interactions, phishing training and test results.
Our phishing simulator provides comprehensive statistics, including users who clicked links, visited sites, provided credentials, opened or forwarded emails, time stamps for interactions, and phishing training and test results. This data helps track user engagement and assess cybersecurity awareness.

3.1.1.26 The phishing simulator must support phishing campaigns up to 5,000 users/email addresses.
Our phishing simulator supports phishing campaigns for up to 5,000 users or email addresses, ensuring broad coverage for security awareness training and testing.

3.1.1.27 The phishing simulator must have end-user education options in the form of an educational landing page, reply email, or training module.
Our phishing simulator includes end-user education options through an educational landing page, reply email, or training module, ensuring users receive immediate and relevant training.

3.1.2 Vendor should provide documentation with its bid showing how its product meets the specifications contained in this solicitation. This information must be provided prior to the award.
To know more about our product please visit below mentioned links.
Features overview: https://www.infosecinstitute.com/globalassets/downloads/infosec-iq-subscription-plans.pdf

Implementation guide: https://www.infosecinstitute.com/globalassets/downloads/infosec-iq-getting-started-guide.pdf

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.

Jump to: PROUD Go | Home | Personalize | Accessibility | App Help | About

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Welcome, Christopher W Sockman

Solicitation Response(SR) Dept: 0231 ID: ESR0231250000000288 Ver: 1 Function: New Phase: Final | Modified by batch - 03/25/2025

Header @ 1

List View

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

Procurement Folder: 1610071

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000017442

Legal Name: CALIFORNIA CREATIVE SOLUTIONS INC

Alias/DBA: CCS GLOBAL TECH

Total Bid: $339,625.00

Response Date: 03/25/2025

Response Time: 12:05

Responded By User ID: MBEprogram

First Name: Raminder

Last Name: Singh

Email: gov@ccsglobaltech.com

Phone: (858) 436-4857

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: CCT2500000016

Published Date: 2/18/25

Close Date: 2/25/25

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 1 Cybersecurity/ Privacy Training (CT125069)

Total of Header Attachments: 1

Total of All Attachments: 1

Proc Folder:	1619671
Solicitation Description:	Addendum No 1 Cybersecurity/ Privacy Training (OT25069)
Proc Type:	Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2025-02-25 13:30	SR 0231 ESR02252500000005209	1

VENDOR
VS0000017442 CALIFORNIA CREATIVE SOLUTIONS INC

Solicitation Number:	CRFQ 0231 OOT2500000016				
Total Bid:	330625	**Response Date:**	2025-02-25	**Response Time:**	12:05:59
Comments:					

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Privacy and Cybersecurity Training Solution	1.00000	YR	77050.000000	77050.00

Comm Code	Manufacturer	Specification	Model #
43232502			

Commodity Line Comments: The pricing for each year is based on an estimated 25,000 users annually.
Pricing above would be for if you renewed 1yr agreements year after year, we do have multi-yr contract options where you could lock in a discounted rate for multiple years.
Proposal shall remain valid for the period of 90 days, commencing on the submission deadline date.
Scheduling of the deliverables will be mutually decided between WVOT& CCSLA.
In any circumstances cancellation is required of any scheduled class, it must be updated to CCSLA at least 14 Calendar days prior. In the event of a cancellation request made by the client less than 14 Calendar days before the class start, the client will be charged 100% of the course fees

Extended Description:

Specification 3.1.1. Vendor must provide a Lump Sum Cost for Year One Contract Services.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Privacy and Cybersecurity Training Solution-Optional YR2	1.00000	YR	80500.000000	80500.00

Comm Code	Manufacturer	Specification	Model #
43232502			

Commodity Line Comments: The pricing for each year is based on an estimated 25,000 users annually.
Pricing above would be for if you renewed 1yr agreements year after year, we do have multi-yr contract options where you could lock in a discounted rate for multiple years.

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Two Contract Services.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Privacy and Cybersecurity Training Solution-Optional YR3	1.00000	YR	84525.000000	84525.00

Comm Code	Manufacturer	Specification	Model #
43232502			

Commodity Line Comments: The pricing for each year is based on an estimated 25,000 users annually.
Pricing above would be for if you renewed 1yr agreements year after year, we do have multi-yr contract options where you could lock in a discounted rate for multiple years.

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Three Contract Services.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Privacy and Cybersecurity Training Solution-Optional YR4	1.00000	YR	88550.000000	88550.00

Comm Code	Manufacturer	Specification	Model #
43232502			

Commodity Line Comments: The pricing for each year is based on an estimated 25,000 users annually.
Pricing above would be for if you renewed 1yr agreements year after year, we do have multi-yr contract options where you could lock in a discounted rate for multiple years.

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Four Contract Services.

	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:	1619671		Reason for Modification:
Doc Description:	Addendum No 1 Cybersecurity/ Privacy Training (OT25069)		Addendum No 1 is issued to publish questions and answers.
Proc Type:	Central Contract - Fixed Amt		

Date Issued	Solicitation Closes	Solicitation No	Version
2025-02-19	2025-02-25 13:30	CRFQ 0231 OOT2500000016	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :   CCS Learning Academy

Address :

Street :   13475 Danielson Street, Suite 230

City :   Poway

State :   CA   **Country :**   United States   **Zip :**   92064

Principal Contact : Anand Dandapani

Vendor Contact Phone: (858) 788-3836   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X *Hitesh Jain*   **FEIN#**   330762869   **DATE** February 25, 2025

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To publish a copy of vendor questions with the Agency's responses.

--no other changes--

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Privacy and Cybersecurity Training Solution	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:
Specification 3.1.1. Vendor must provide a Lump Sum Cost for Year One Contract Services.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Privacy and Cybersecurity Training Solution-Optional YR2	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:
Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Two Contract Services.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Privacy and Cybersecurity Training Solution-Optional YR3	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Three Contract Services.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Privacy and Cybersecurity Training Solution-Optional YR4	1.00000	YR		

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Four Contract Services.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2025-02-14

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

Applicable Addendum Category:

[　　] Modify bid opening date and time

[　　] Modify specifications of product or service being sought

[✓] Attachment of vendor questions and responses

[　　] Attachment of pre-bid sign-in sheet

[　　] Correction of error

[　　] Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

1) To publish vendor's questions with their responses.

--no other changes--

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CRFQ OOT2500000016
Vendor Questions

1. Which ERP does the team use? What will be the source of the user information? (HRIS, Active Directory)

   If ERP is referencing what we are currently using, we use the KnowB4 platform. The user info will come from Active Directory

2. Will you be training internal employees only or do you have a need to train external, such as contractors?

   Yes, both internal and external

3. What platform are you currently using for Learning Management?

   Current cybersecurity training is hosted by KnowB4.

4. How are you currently administering cybersecurity training?

   Currently through KnowB4 (online training) and the WVOT LMS.

5. Have you seen vendor demos prior to the RFP release? If so, which ones?

   We have not seen vendor demos prior to RFP release.

6. Who do you partner with for the training content today?

   Currently through KnowB4 (online training) and the WVOT LMS.

7. Do you have any soft skills needs in addition to the compliance noted in the RFP? If so, please provide subjects of interest.

   All requirements listed in RFQ.

8. How will you be evaluating the proposals and content? Is there a scale or grading card you are using?

   Pursuant to W. Va. Code § 5A-3-11(e), an RFQ for commodities or services must be awarded to the lowest responsible bidder meeting all mandatory specifications.

9. Why now? Is there a compelling event driving the change for new content We ask because we want to make sure we tie any content suggestions back to your larger business goals as well as alleviating administrator pain points

   Previous contracted ended.

10. Do you have a target start date? Why has this date been chosen (i.e. current contract is ending, new fiscal year?)
    Target start date is ASAP after solicitation close and evaluation. Contract end.

11. Has budget been allocated for this project and if so what is the budget?

    Neither the Purchasing Division nor the agency can disclose this information to the bidders at any time prior to the conclusion of the procurement process. WE recommend that vendors provide fair market pricing, as the award will be made to the lowest responsible vendor meeting all of the mandatory specifications (see Q # 8)

12. When will the answers to the questions be provided? Will you consider a 2 week extension from that date to ensure that we have enough time to respond to the RFP and incorporate any new information that is shared?

    No, WVOT will not consider a 2 week extension.

13. For the 25,000 end users, how many domains will this entail? Assuming they are not all wv.gov.

    Current 25,000 end users are only wv.gov domain.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT25*016

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

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

    [✓]   Addendum No. 1   [   ]   Addendum No. 6

    [   ]   Addendum No. 2   [   ]   Addendum No. 7

    [   ]   Addendum No. 3   [   ]   Addendum No. 8

    [   ]   Addendum No. 4   [   ]   Addendum No. 9

    [   ]   Addendum No. 5   [   ]   Addendum No. 10

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

                                CCS Learning Academy
                                      Company

                                Hitesh Jain
                                   Authorized Signature

                               February 25, 2025
                                        Date

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

Proc Folder:	1619671	Reason for Modification:
Doc Description:	Cybersecurity/ Privacy Training (OT25069)	
Proc Type:	Central Contract - Fixed Amt	

Date Issued	Solicitation Closes	Solicitation No	Version
2025-02-06	2025-02-25 13:30	CRFQ 0231 OOT2500000016	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : CCS Learning Academy

Address :

Street : 13475 Danielson Street, Suite 230

City : Poway

State : CA   **Country :** United States   **Zip :** 92064

Principal Contact : Anand Dandapani

Vendor Contact Phone: (858) 788-3836   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X *Hitesh Jain*   FEIN# 330762869   DATE February 25, 2025

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish a contract for the purchase of customized Cybersecurity and Privacy Training that is hosted in a vendor-managed Learning Management System (LMS). The WVOT is seeking a product that will provide security and privacy training for an estimated 25,000 end users with an integrated phishing simulator and training per the terms and conditions and specifications as attached.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Privacy and Cybersecurity Training Solution	1.00000	YR	$ 77,050	$ 77,050

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:
Specification 3.1.1. Vendor must provide a Lump Sum Cost for Year One Contract Services.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Privacy and Cybersecurity Training Solution- Optional YR2	1.00000	YR	$ 80,500	$ 80,500

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:
Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Two Contract Services.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Privacy and Cybersecurity Training Solution-Optional YR3	1.00000	YR	$ 84,525	$ 84,525

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Three Contract Services.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Privacy and Cybersecurity Training Solution-Optional YR4	1.00000	YR	$ 88,550	$ 88,550

Comm Code	Manufacturer	Specification	Model #
43232502			

Extended Description:

Specification 3.1.3. Vendor must provide a Lump Sum Cost for Year Four Contract Services.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2025-02-14

	Document Phase	Document Description	Page 4
OOT2500000016	Draft	Cybersecurity/ Privacy Training (OT25069)	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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)   Anand Dandapani – Director Global Education

(Address)   13475 Danielson Street, Suite 230, Poway, CA 92064

(Phone Number) / (Fax Number)   (858) 788-3836

(email address)   govsales@ccslearningacademy.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, 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.

CCS Learning Academy

(Company)

Hitesh Jain

(Signature of Authorized Representative)

Hitesh Jain, COO / CFO; CEO   February 25, 2025

(Printed Name and Title of Authorized Representative) (Date)

(858) 208 4135

(Phone Number) (Fax Number)

govsales@ccslearningacademy.com

(Email Address)