



## **LanceSoft, Inc.'s CRFQ Response**

### **State of West Virginia Cybersecurity Privacy Training Solicitation No: CRFQ 0231 OOT2500000016**

#### **Submitted by:**

LanceSoft, Inc.  
2121 Cooperative Way, Suite 130,  
Herndon, VA, 20171, United States  
Phone: (+) 703-674-4565  
Fax: 703-889-6500

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Point of Contact: Prashant Arni  
Phone: (+) 703-674-4565  
E-mail: [marketing@lancesoft.com](mailto:marketing@lancesoft.com)

<http://www.lancesoft.com/>

CAGE Code: 4AUM9  
DUNS: 154610971  
TIN: 54-1974095

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## 1. COVER LETTER

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**Offer Reference No:** 2025/CRFQ/ L01312

21-Feb-25

**Attn:** M/s. State of West Virginia

**Subject:** Response to State of West Virginia - Cybersecurity Privacy Training

On behalf of the entire team at LanceSoft, I am pleased to present our collective response to the State of West Virginia (West Virginia Office of Technology) for Cybersecurity Privacy Training. We appreciate the opportunity to propose our services. Our proposal in response to the above solicitation is 100 percent compliant with all requirements and in many cases, we exceed the requirements to provide the West Virginia Office of Technology with a high-value solution to the requirement.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130, Herndon, VA, 20171. LanceSoft has over 24 years of experience in providing IT, consulting, cybersecurity, engineering, scientific, and professional services to companies across diverse domains and geographies worldwide. LanceSoft operates through a network of more than 28 offices throughout North America, Canada, including additional offices in India, Hong Kong, Mexico, the Philippines, and various European and Asian countries.

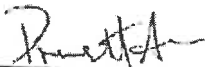
We take pride in our strong partnerships with top companies and our deep relationships with IT and non-IT consultants across the globe. Our extensive experience and global presence uniquely position us to deliver high-quality solutions tailored to meet the specific needs of our clients. We appreciate the opportunity to submit our proposal and look forward to the possibility of partnering with you on this project.

### CONTACT FOR THIS PROPOSAL

I, Mr Prashant Arni, as the undersigned representative of LanceSoft, Inc, hereby confirm my role as the Point of Contact (POC) for West Virginia Office of Technology during the execution of the project. I am duly authorized to sign the enclosed offer and act as the designated negotiator for any resulting contract. You may contact me via phone at (+) 703-674-4565 or via email at [marketing@lancesoft.com](mailto:marketing@lancesoft.com)

We now look forward to associate with your department for a long term and mutually beneficial business relation. Should you require any further information, we shall be pleased to provide the same.

Respectfully,



**Prashant Arni,**  
**Sr.V.P-Delivery and Operations**  
For LanceSoft Inc.

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## 2. COMPANY INFORMATION

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LanceSoft is thankful to the State of West Virginia (West Virginia Office of Technology) for the opportunity to submit our response for its Cybersecurity Privacy Training CRFQ. We appreciate the chance to showcase our capabilities and propose tailored solutions to meet your needs.

With over 24 years of proven expertise, LanceSoft Inc. is a trusted partner in delivering comprehensive IT and cybersecurity solutions tailored to the unique needs of government agencies, municipalities, and public sector organizations. Our services are designed to enhance security awareness, mitigate cyber threats, and ensure compliance with regulatory requirements.

LanceSoft specializes in providing customized Cybersecurity and Privacy Training hosted on a vendor-managed Learning Management System (LMS). Our training programs align with industry best practices, including NIST and CIS frameworks, and are designed to equip employees with the necessary skills to recognize, prevent, and respond to security threats effectively. The training modules cover phishing awareness, social engineering defense, secure password management, data protection protocols, and compliance with privacy laws and regulations.

Beyond training, LanceSoft offers comprehensive cybersecurity risk assessments, including NIST-based security audits, internal and external network assessments, threat modeling, and security posture evaluations. Our advanced solutions include endpoint protection, intrusion detection and prevention (IDPS), multi-factor authentication (MFA), firewall management, and security information and event management (SIEM) integration. Additionally, we conduct regular penetration testing, compliance audits, and incident response planning to strengthen organizational resilience against cyber threats.

LanceSoft also assists in developing strategic risk mitigation plans, including Plan of Action and Milestones (POAM), risk prioritization, mitigation recommendations, and residual risk analysis. Our cybersecurity specialists work closely with public sector clients to ensure their systems are protected against emerging threats while maintaining compliance with federal and state security regulations.

With our extensive experience and deep expertise in cybersecurity training and risk management, LanceSoft is well-equipped to support the West Virginia Office of Technology (WVOT) in delivering a robust and effective cybersecurity awareness program that enhances the state's overall security posture.

We provide our company information in **Table 1** below:

Name of the Bidder's organization	LanceSoft Inc.
Headquarter Address	2121 Cooperative Way, Suite 130, Herndon, VA, 20171, United States
Legal Form	S Corporation
Telephone	703-674-4500
Fax	703-889-6500
Established	25 <sup>th</sup> February 2000

Email	<a href="mailto:marketing@Lancesoft.com">marketing@Lancesoft.com</a>
Website	<a href="http://www.lancesoft.com">http://www.lancesoft.com</a>

**Table 1: Our Company Information**

Our deep-rooted proficiency in Cybersecurity and Privacy Training Services positions us as an ideal partner to meet State of West Virginia (West Virginia Office of Technology)'s cybersecurity needs. With over 24 years of experience delivering secure, scalable, and tailored cybersecurity solutions to public sector organizations, including **Gwinnett County Government (Georgia)**, the **Commonwealth of Massachusetts**, **Texas Community Health Choice**, and various other clients, we bring a proven track record of supporting diverse departmental operations.

Our team is equipped with industry-recognized certifications such as **MCSE (Microsoft Certified Solutions Expert)**, **CCNA (Cisco Certified Network Associate)**, **CompTIA Security+**, **CEH (Certified Ethical Hacker)**, **VCP (VMware Certified Professional)**, **ITIL (Information Technology Infrastructure Library)**, etc., ensuring excellence in network administration, cybersecurity, server and workstation support, and IT service management.

LanceSoft also holds organizational certifications, including **ISO 27001** for information security management and **SOC 2 Type II**, reinforcing our commitment to data security, confidentiality, and compliance. Our services include proactive network maintenance, offsite and cloud backups, dual authentication, firewall and antivirus management, and employee cybersecurity training.

Furthermore, our global presence, with offices across the United States and international locations, enables us to offer 24/7 support and a comprehensive understanding of the complexities of diverse regulatory environments. This global perspective is essential in supporting the State of West Virginia (West Virginia Office of Technology)'s operations and ensuring full compliance with any international regulations, positioning LanceSoft as a trusted, forward-thinking partner.

### 3. CERTIFICATION PAGE

**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) Prashant Arni - Sr.V.P-Delivery and Operations

(Address) 2121 Cooperative Way, Suite 130, Herndon, VA, 20171, United States

Phone: (+) 703-874-4565

(Phone Number) / (Fax Number) Fax: 703-889-6500

(email address) marketing@lancesoft.com

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

LanceSoft, Inc.

(Company)

(Signature of Authorized Representative)

Prashant Arni - Sr.V.P-Delivery and Operations

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

Phone: (+) 703-874-4565 Fax: 703-889-6500

(Phone Number) (Fax Number)

marketing@lancesoft.com

(Email Address)

Revised 8/24/2023

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#### **4. HOW LANCESOFT'S PRODUCT MEETS THE SPECIFICATIONS IN THE SOLICITATION**

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Please refer to the attachment attached at the end of this response document.

#### **5. GOOD STANDING CERTIFICATE - SECRETARY OF STATE OF WEST VIRGINIA**

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LanceSoft has provided its Good Standing Certificate of State of West Virginia at the end of this response document.

#### **6. PRICING**

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LanceSoft has provided its pricing in the attachment titled, "LanceSoft Inc - Final\_CRFQ\_0231\_OOT2500000016\_1\_WV\_CRFQ\_FORM" merged at the end of this response document.

##### **6.1 Commercial Terms and Conditions**

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- LanceSoft Inc.'s unit price and total price are based on the estimated **25,000 end users** specified in the solicitation document.
- Any increase in the number of end users beyond 25,000 may result in a pricing adjustment.
- If the actual number of end users is significantly lower than 25,000, pricing adjustments may be considered upon mutual agreement.
- Any modifications to the end-user count and corresponding pricing adjustments shall require written approval from both parties.
- All prices quoted in US dollars are exclusive of any applicable taxes & duties if any and will be applicable additional at actuals during the time of billing.
- Payment Terms: Within 30 days from date of submission of invoice on Pro-rata basis monthly.
- Any change in the scope will be charged extra at actuals to State of West Virginia (West Virginia Office of Technology).
- If there is any significant variation beyond 10% in the US dollar exchange rate, we shall provide our revised rate.

## How LanceSoft's product meets the specifications in the solicitation

We acknowledge the requirements outlined in the solicitation and confirm that our **Privacy and Cybersecurity Training Solution** fully meets or exceeds the specifications set forth. Below is the documentation with its bid showing how its product meets the specifications contained in this solicitation.

### ➤ *Custom Privacy and Cybersecurity Training Solution*

Our solution offers an adaptive curriculum for **Cybersecurity (Information Security) and Privacy Training**, allowing for full customization to meet the specific needs of the **State of West Virginia**. The training modules are **fully editable** and cover, at a minimum, the following topics:

- **Cybersecurity Threats & Risk Awareness:** Understanding Security Threats, Social Engineering Threats, Phishing Prevention, and Password Security.
- **Data Protection & Privacy Compliance:** Complying with **PCI-DSS**, **HIPAA**, and **Privacy Awareness (PII)**.
- **Access Controls & Security Policies:** Role-Based Access Control, Acceptable Use, and Responsible Social Networking.
- **Regulatory & Compliance Training:** **HIPAA Privacy and Security Rules**, **Breach Notification**, and **Business Associate Agreements**.

#### Customization:

- The State of West Virginia can **edit, modify, and customize training modules** to align with organizational policies and frameworks.
- Training can be tailored to **specific roles and responsibilities** within the **Active Directory (AD)** environment.

### ➤ *Integration with Active Directory and Security Frameworks*

Our **LMS platform** is fully compatible with **Microsoft Active Directory (LDAP)** and integrates seamlessly into the existing IT infrastructure. This ensures:

- **Single Sign-On (SSO) Authentication**
- **Automated User Enrollment**
- **Access Control Based on Role or Department**

Our platform supports **SCORM 2.0** and higher, allowing compatibility with third-party training modules.



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➤ ***Phishing Simulator and Awareness Training***

Our platform includes a **Phishing Simulation and Awareness Module** designed to test and train employees on recognizing phishing attacks. This module provides:

- **Automated phishing attack simulations**
- **Customizable phishing email templates**
- **User action tracking (click rates, credential submission)**
- **Remedial training for employees who fail simulations**
- **Detailed reporting for compliance tracking**

➤ ***Reporting and Compliance Documentation***

Our solution generates **detailed reports, dashboards, and compliance tracking** for security awareness training, including:

- **User progress and completion status**
- **Assessment scores and pass/fail rates**
- **Exportable reports in PDF, CSV, and XLSX formats**
- **Phishing campaign statistics and engagement analytics**

Reports can be **customized and scheduled** for automatic delivery to key stakeholders.

➤ ***Branding and State-Specific Customization***

Our **LMS is fully customizable** to reflect the branding of the **West Virginia State Seal and Office of Technology Logos**. Training content is supplemented with **West Virginia-specific graphics** and policies to enhance engagement and relevance.

➤ ***Platform Scalability and Role-Based Training***

Our solution supports up to **25,000 active users**, including **employees and on-site contractors**. It allows:

- **Role-Based Training:** Specific modules for different user groups.
- **Automated Course Assignment:** Based on department, job function, or security role.
- **Customizable Learning Paths:** Ensuring relevant training is assigned.

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➤ ***Phishing Incident Reporting and Automation***

Our platform includes a **built-in phishing incident reporting system**, allowing users to:

- **Report phishing attempts directly to the Office of Technology**
- **Track statistics of reported phishing emails**
- **Provide automated analysis for threat intelligence**

➤ ***Security and Authentication Measures***

To ensure a secure training environment, our solution supports:

- **Multi-Factor Authentication (MFA)**
- **SCORM Compliance for Third-Party Course Integration**
- **Audit Logs for Compliance Tracking**
- **Encryption and Secure Data Storage**



## Certificate

*I, Mac Warner, Secretary of State of the State of  
West Virginia, hereby certify that*

**LANCESOFT, INC.**

a corporation formed under the laws of Virginia filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a "Certificate of Authority" was issued by the West Virginia Secretary of State on June 25, 2020.

I further certify that the corporation has not been revoked by the State of West Virginia nor has a Certificate of Withdrawal been issued to the corporation by the West Virginia Secretary of State.

Accordingly, I hereby issue this Certificate of Authorization

## CERTIFICATE OF AUTHORIZATION

Validation ID:4WV6Q\_G6J3C



*Given under my hand and the  
Great Seal of the State of  
West Virginia on this day of*

*May 31, 2024*

*Mac Warner*

*Secretary of State*



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

<b>Proc Folder:</b> 1619671			<b>Reason for Modification:</b>
<b>Doc Description:</b> Cybersecurity/ Privacy Training (OT25069)			
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
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 :** LanceSoft, Inc.  
**Address :** 2121 Cooperative Way, Suite 130, Herndon, VA, 20171, United States  
**Street :** 2121 Cooperative Way, Suite 130  
**City :** Herndon  
**State :** Virginia **Country :** USA **Zip :** 20171  
**Principal Contact :** Prashant Arni - Sr.V.P-Delivery and Operations  
**Vendor Contact Phone:** (+1) 703-674-4565 **Extension:** (+1)

**FOR INFORMATION CONTACT THE BUYER**

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

Vendor  
Signature X

FEIN# 54-1974095

DATE 21-Feb-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 OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Privacy and Cybersecurity Training Solution	1.00000	YR	\$12	\$300,000

Comm Code	Manufacturer	Specification	Model #
43232502	DRATA	<ul style="list-style-type: none"><li>• Multi-Factor Authentication (MFA)</li><li>• SCORM Compliance for Third-Party Course Integration</li><li>• Audit Logs for Compliance Tracking</li><li>• Encryption and Secure Data Storage</li></ul>	DRATA LMS

**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 OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Privacy and Cybersecurity Training Solution- Optional YR2	1.00000	YR	\$12.6	\$315,000

Comm Code	Manufacturer	Specification	Model #
43232502	DRATA	<ul style="list-style-type: none"><li>• Multi-Factor Authentication (MFA)</li><li>• SCORM Compliance for Third-Party Course Integration</li><li>• Audit Logs for Compliance Tracking</li><li>• Encryption and Secure Data Storage</li></ul>	DRATA LMS

**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	\$13.23	\$330,750

Comm Code	Manufacturer	Specification	Model #
43232502	DRATA	<ul style="list-style-type: none"> <li>• Multi-Factor Authentication (MFA)</li> <li>• SCORM Compliance for Third-Party Course Integration</li> <li>• Audit Logs for Compliance Tracking</li> <li>• Encryption and Secure Data Storage</li> </ul>	DRATA LMS

**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	\$13.90	\$347,500

Comm Code	Manufacturer	Specification	Model #
43232502	DRATA	<ul style="list-style-type: none"> <li>• Multi-Factor Authentication (MFA)</li> <li>• SCORM Compliance for Third-Party Course Integration</li> <li>• Audit Logs for Compliance Tracking</li> <li>• Encryption and Secure Data Storage</li> </ul>	DRATA LMS

**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	Final	Cybersecurity/ Privacy Training (OT25069)	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions