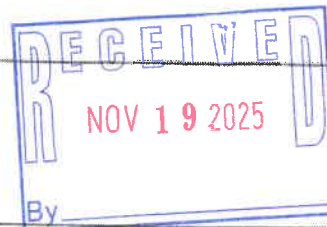




Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Proposals  
Info Technology



<b>Proc Folder:</b> 1818626			<b>Reason for Modification:</b>
<b>Doc Description:</b> One-Stop-Shop Permitting Portal -State of West Virginia			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2025-10-24	2025-11-20 13:30	CRFP 0201 SEC2600000001	1

**BID RECEIVING LOCATION**

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

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WV PURCHASING  
DIVISION

**VENDOR**

**Vendor Customer Code:** V50000050523

**Vendor Name:** Pronto, Inc. dba Inbillz

**Address:** 1144 Haight St

**Street:**

**City:** San Francisco

**State:** CA

**Country:** USA

**Zip:** 94117

**Principal Contact:** Jenny Song

**Vendor Contact Phone:** 315-396-5518

**Email Extension:** jenny@inbillz.com

**FOR INFORMATION CONTACT THE BUYER**

Tara Lyle  
(304) 558-2544  
tara.l.lyle@wv.gov

**Vendor  
Signature X**

**FEIN#** 88-2084115

**DATE** 11/18/2025

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

**ADDITIONAL INFORMATION****REQUEST FOR PROPOSAL**

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code 5A-3-10b, for the West Virginia Department of Administration, Office of the Cabinet Secretary, (hereinafter referred to as the "Agency") to provide a One-Stop-Shop Permitting Portal for the State of West Virginia, per the attached documentation.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time plus three (3) convenience copies of each to the Purchasing Division. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

INVOICE TO	SHIP TO
SECRETARYS OFFICE BLDG 1 RM E119 1900 KANAWHA BLVD E CHARLESTON WV 25305 US	DEPARTMENT OF ADMINISTRATION OFFICE OF THE SECRETARY 1900 KANAWHA BLVD E, BLDG 1 RM E119 CHARLESTON WV 25305-0120 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	One-Stop-Shop Permitting Portal -State of West Virginia				

Comm Code	Manufacturer	Specification	Model #
43232408			

**Extended Description:**

See attached Cost Sheet - Attachment A.

Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

\*\*\*\* Online responses have been prohibited for this solicitation. See Section 6, BID SUBMISSION in the CRFP for more information. \*\*\*\*

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Technical questions due by 3:00 pm	2025-11-03



# INFILLA

## West Virginia Statewide Modernization Proposal

**RFP Number:** CRFP\_SEC26\_01

**Solicitation Subject:** One-Stop-Shop Permitting Portal

**Submitted To:** West Virginia Department of Administration Purchasing Division

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**Submitted By:**

Pronto, Inc. dba [Infilla](#)

1144 Haight St

San Francisco, CA 94117

**Primary Contact:**

Jenny Song - Founder & CEO

Email: [jenny@infilla.com](mailto:jenny@infilla.com)

Cell: (315) 396-5518

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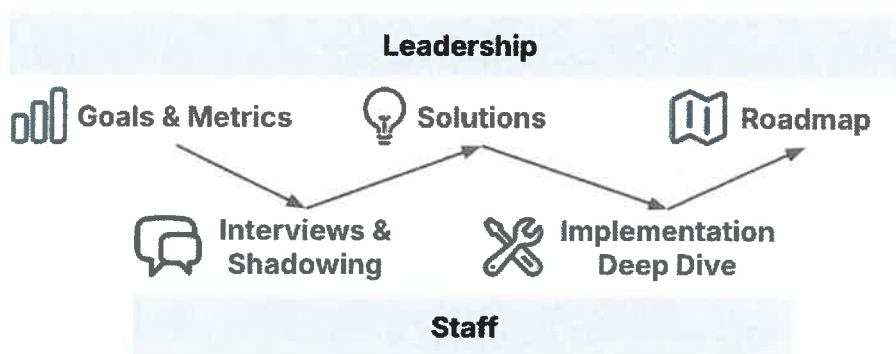
## 1. Executive Summary

Infilla is proud to present our response to the solicitation for a One-Stop-Shop Permitting Portal issued by the State of West Virginia. We truly believe we have a unique solution to revolutionize and streamline West Virginia's permitting and licensing process with a user-friendly, scalable permitting portal platform that facilitates effective workflows for and communication between different state agencies.

Our software, purpose-built by civic technologists, ensures transparency and consistency in processing and tracking permits for construction, economic development, infrastructure, and natural resource projects. Unlike alternative software solutions in the market, Infilla's permitting platform was built to be dynamic and flexible, easily onboarding and incorporating additional agencies and permits as the needs of the state scale. Infilla looks forward to supporting West Virginia's vision for a permitting system that is user-centric, efficient, and built to last & excited to achieve the goals of House Bill 2002 together.

### Partnering with Infilla

Trusted by municipalities serving 16K to 8.2M residents, Infilla believes statewide transformation succeeds only when technology and people evolve together. A partnership model, not a product drop-off. We work side-by-side with agency teams through discovery, configuration, and training to ensure that local expertise shapes every workflow and that staff feel confident managing the system long after launch.



Our engagement model ensures leadership, staff, and Infilla work together through every phase—from goals to configuration to hands-on adoption.

Infilla's success in government projects reflects a simple principle: technology adoption succeeds only when people embrace it. We embed change management, training, and support into every phase of deployment to ensure smooth adoption and long-term success. This approach builds staff confidence, minimizes disruption, and accelerates adoption across all agencies—ensuring technology improvements translate into lasting operational impact.

By combining proven technology with a collaborative implementation model, Infilla enables West Virginia to achieve faster approvals, stronger data integrity, and a more connected experience for both applicants and reviewers. Together, we can deliver a permitting system that makes every step—from application to approval—**faster, clearer, easier for everyone involved.**

## Making Permitting Faster, Clearer, Easier

The Infilla team has spent over 1,000 hours in 50+ jurisdictions with 300+ staff & applicants (and these numbers continue to grow). We care deeply about the end user experience, building products that are intuitive for both staff & applicants. From a technical standpoint, many existing systems lack modern integration capabilities and were built in a technological era that didn't allow for true configurability and user-centric design. We address challenges in permitting that have not been solved by others:

### Challenges in Permitting

- No software built for planners or applicants → **limited transparency**
- Existing permitting systems often **overcharge & underdeliver**
- Agencies lack tools and visibility to know **which policies work**

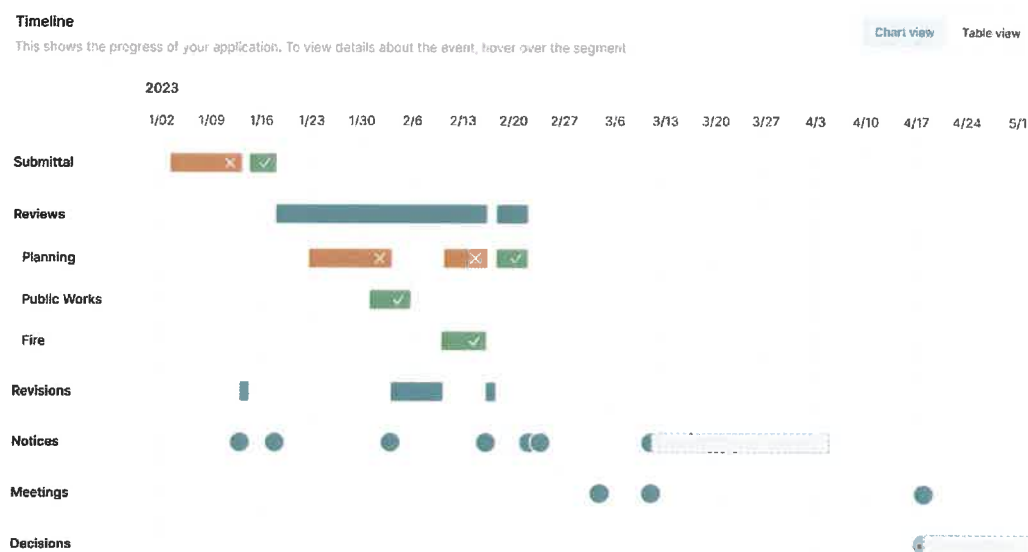
### About Infilla

- The most **user-centric** permitting software on the market
- Modular tools deliver **measurable improvements in weeks, not years**
- **Data-driven insights** help shape smarter, more effective public policy

Over countless hours spent conducting user research across the country, we kept hearing the same things: staff developing siloed review policies and procedures, managers lacking transparency and oversight into individual workflows, and decision-makers missing critical data to inform policy changes. We are solving these chronic issues for the civil servants that make our nation great.

## One-Stop-Shop Permitting Portal

Our permitting portal is built the way people work & unites intake, routing, review, and approval across multiple agencies in one collaborative system. We reduce administrative burden, improve transparency, and ensure statewide consistency.



Infilla gives applicants and staff a transparent, end-to-end, multi-department review timeline.

## Succeeding Together

When you win, we win. In spirit of that, we wanted to share a few of our experiences helping other government agencies streamline their permitting & entitlement processes.

Partner	Results & Outcomes
Sonoma County	<ul style="list-style-type: none"><li>● Saved staff hundreds of hours in the intake process by increasing the percentage of complete applications by a relative 45%.</li><li>● Tripled processing speed. Eliminated backlog of application forms.</li></ul>
Richmond	<ul style="list-style-type: none"><li>● Created a centralized knowledge base for onboarding new staff and improving public access to critical information.</li><li>● Enabled Richmond to meet state transparency standards while streamlining the impact-fee calculation process for staff and applicants.</li></ul>
San Francisco	<ul style="list-style-type: none"><li>● Reduced permit review times by 67%.</li><li>● Accelerated fee-calculation speed by 12x.</li><li>● Enhanced applicant visibility and staff collaboration.</li></ul>

**Built for today, adaptable for tomorrow.** The State's modernization effort will grow over time to include additional departments, permit types, and integrations. Infilla's configurable architecture supports this incremental rollout approach, allowing each agency to come online at its own pace while maintaining a single source of truth statewide.

**Grounded in outcomes.** West Virginia's objectives—streamlined processes, improved transparency, and faster approvals—are the same outcomes that drive Infilla's product roadmap. Our solution simplifies work for staff, improves transparency for all stakeholders, and ensures consistent, efficient service delivery across agencies.

**Together,** Infilla and the State of West Virginia can deliver a permitting platform that embodies the State's core values of efficiency, accountability, and accessibility—empowering staff to focus on results rather than paperwork and giving residents a clearer, faster path to progress.



## 2. Project Goals and Objectives

(1) Provide a methodology and explain in detail how you would develop and create a user-friendly dashboard interface with public-facing and internal agency components.

Infilla follows a clear, phased approach to build simple, user-friendly dashboard experiences for both applicants and agency staff. Each step focuses on clarity, ease of use, and minimizing lift on West Virginia teams. Our rollout is collaborative and paced, so agencies can onboard at their own speed while the State maintains one unified permitting platform.

The One-Stop-Shop Portal provides two connected experiences:

- a public-facing dashboard where applicants can easily submit, track, and manage permits.
- an internal agency dashboard where staff can quickly review, route, and approve applications.

Phase	Process	Outcomes
Discovery & Planning	Align on objectives, review workflows, confirm data + integration requirements.	State-validated implementation plan with clear scope, roles, and integration points.
Configuration & Validation	Configure workflows, forms, dashboards, and roles to reflect WV business rules.	Public + staff dashboards built in a sandbox and reviewed by staff.
Data Migration & Integration	Extract, cleanse, and validate historical data. Set up secure API integrations.	Clean data and live integrations ready for production with minimal staff lift.
Training & User Acceptance Testing	Conduct hands-on training and scenario-based testing for all user groups.	Staff are trained, UAT scenarios pass, and the State is ready for go-live.
Go-Live & Stabilization	Provide on-site/virtual support and monitor adoption during the first 90 days.	Statewide system goes live, issues resolved quickly, and performance meets agreed KPIs.
Continuous Improvement	Continuous updates, enhancements, configuration adjustments, and performance monitoring.	Platform remains aligned with West Virginia's evolving needs.



(2) Describe how you would implement a flexible and secure Role-Based Access Control system.

Infilla uses a configurable Role-Based Access Control (RBAC) model that ensures each user has exactly the access they need for their role—no more and no less. Permissions are assigned to roles, not individuals, which keeps the system secure, easy to manage, and adaptable as West Virginia adds new agencies or permit types.

We work with each agency to define responsibilities and map data access, actions, and administrative capabilities accordingly. Roles and permissions can be created or updated through an easy-to-use admin console, allowing the State to adjust access as needs evolve. The system enforces least-privilege access, supports secure authentication (including SSO), and logs all critical actions to provide full auditability and compliance.

(3) Explain how you will design a user-friendly and responsive interface that tracks applications through the approval process with the ability to apply for additional permits or other licenses as needed.

Our interface is configured to reflect West Virginia's needs and preferences, designed around how applicants think and how agency staff work day to day.

For applicants, Infilla provides a simple, mobile-responsive dashboard that shows all applications with clear status labels and progress indicators. Each application includes a step-by-step tracker, activity timeline, required documents list, and messaging with staff—giving applicants full visibility into what is needed and where things stand. From the same dashboard, users can start new applications or apply for additional or related permits, with key consistent information (property, applicant, contractor details) automatically reused to minimize duplicate entry.

For agency staff, Infilla offers a responsive internal workspace built for efficient review and workload management. Staff can view assigned applications, routing queues, pending tasks, and full application histories in a clear, structured layout. Each record includes documents, comments, inspection results, and prior actions, enabling consistent and timely reviews. Staff can also initiate related permits, link records, and collaborate across agencies so multi-department projects are coordinated within one integrated system.

(4) Describe how the solution assists public users through the application process.

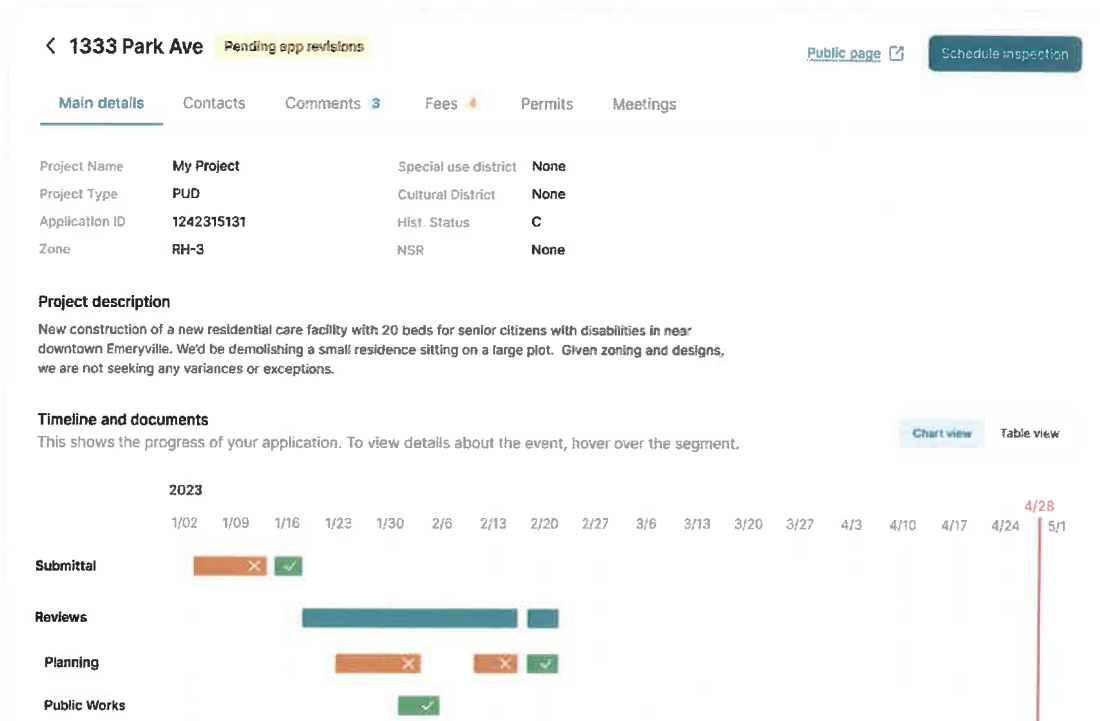
Infilla guides applicants through every step of the permitting process with a clear, mobile-responsive interface designed for all experience levels. The application flow uses plain-language instructions, dynamic questions, and simple document checklists that adjust based on project details. This helps applicants understand exactly what they need to provide and prevents incomplete or incorrect submissions.

As applicants move through the process, they see step indicators, real-time validation, and notifications when additional actions are needed (such as missing documents, staff comments, or fee payments). A built-in timeline and messaging panel make it easy to track progress, respond to requests, and stay connected with reviewers—without multiple emails or phone calls.

By reducing confusion, preventing avoidable errors, and helping applicants submit complete information the first time, Infilla improves first-time success rates and reduces backlogs. This guided approach supports applicants from initial intake to final decision, making the process faster, clearer, and more predictable.

(5) Explain how the solution would implement a dynamic and transparent tracking system within the public dashboard to provide public users with up-to-date visibility into the status and progress of their applications throughout the approval workflow.

Infilla's public dashboard includes a dynamic tracking system that gives applicants real-time visibility into every stage of their application. Each permit displays a clear status label (e.g., Draft, Submitted, In Review, Issued) and a simple progress bar showing how far the application has moved through the approval workflow. All statuses are updated automatically as staff take action, so changes are reflected instantly on the applicant's dashboard.



Users can open any application to view a detailed activity timeline with timestamps for submissions, staff comments, document uploads, inspection results, and decisions. The dashboard also alerts applicants when action is required—such as missing documents, requested revisions, or upcoming payments. These real-time notifications help applicants stay on track without needing to call or email staff.

This level of transparency ensures applicants always know where their application stands, what has been completed, and what remains. By making the process clearer and more predictable, Infilla reduces uncertainty and improves communication for both applicants and reviewers.

(6) Explain how the solution will implement a robust session management draft saving system for mid-process applications.

Infilla provides automatic draft saving for all mid-process applications, capturing user input, uploaded documents, and selections in real time so applicants never lose progress. Drafts are stored as encrypted, server-side records—independent of the user's device or browser—allowing applicants to pause and resume from any device at any time.

Sessions follow standard security practices with idle timeouts and warnings, and the system autosaves continuously so work is preserved even if a browser closes, a device loses connection, or a session expires. This ensures applicants can complete applications at their own pace while maintaining full data integrity and a seamless, frustration-free experience.

(7) Describe how the solution implements a transparent dynamic time tracking module within the public dashboard.

Infilla includes a time tracking module that gives applicants clear, real-time visibility into how long each stage of their application has taken and what remains. The public dashboard displays timestamps for key events—submission, reviews, comments, inspections, and decisions—along with projected time ranges where applicable.

As staff complete tasks, the timeline updates instantly, giving applicants a transparent view of current status, historical actions, and overall time-in-process. This visibility reduces uncertainty, improves communication, and helps applicants anticipate next steps throughout the approval workflow.

(8) Explain how the proposed solution implements a mobile-friendly offline-capable inspection module that allows field inspectors to work seamlessly without network connectivity, then queue for automatic upload once not connected to a network.

Infilla's inspection module is mobile-first and built with offline-first functionality, allowing inspectors to complete inspections even without network connectivity. When offline, inspectors can access assigned inspections, enter notes, capture photos, record results, and update checklists. All actions are stored locally in an encrypted offline cache.

Once connectivity is restored, the module automatically uploads all pending updates to the central system, reconciling timestamps and syncing data without requiring manual steps. This ensures inspectors can work uninterrupted in low-signal areas while maintaining full data integrity, accurate records, and a seamless user experience across devices.

(9) Explain how the solution is accessible with mobile devices for both public and agency users.

Infilla is fully mobile-responsive across all user types, ensuring the entire permitting experience—submitting applications, tracking progress, completing reviews, conducting mobile-first inspections, and viewing dashboards—works seamlessly on phones and tablets. The interface automatically adjusts layouts, menus, and fields to smaller screens, maintaining clarity and usability without requiring a separate mobile app.

Public users can upload photos, complete forms, and receive notifications on mobile devices, while staff can review applications, manage tasks, and perform field inspections using the same consistent interface.

(10) Describe how the solution implements a flexible and user-controlled notification system.

Infilla provides a configurable notification system that lets users choose how and when they receive updates—via email, SMS (where enabled), and in-portal alerts. Applicants and staff can set their own preferences by selecting the specific events they want to be notified about, such as submission confirmations, status changes, requests for information, scheduled inspections, or final decisions.

Notifications are generated automatically based on workflow actions, ensuring timely updates, reducing uncertainty, and minimizing missed tasks. Administrators can also configure statewide or agency-specific templates to maintain consistent language, branding, and compliance across all communications.

(11) Explain how this solution includes a flexible, secure, and user-friendly form and document management module.

Infilla's form and document management module supports dynamic, user-friendly data collection with secure handling of all uploaded materials. Forms adapt based on user inputs, showing only relevant fields and requirements to reduce confusion and prevent errors. Applicants can upload documents of up to 2 GB from any device, with automatic file validation, version control, and clear indicators for missing or outdated materials.

All documents are stored securely with role-based access, audit logs, and encryption in transit and at rest. Infilla can easily configure forms, required documents, and validation rules without IT involvement, allowing West Virginia to update requirements over time while maintaining a consistent and accessible user experience.

(12) Demonstrate strategic implementation of the tool for both agencies and public leaders.

Infilla uses a phased, statewide implementation strategy designed to help both agencies and public leaders adopt the system effectively with minimal disruption. We begin by aligning with agency and state leadership on goals, success metrics, and governance. Departments then onboard in waves using a pilot → expand model that lets early adopters validate workflows and share best practices.

Unlike vendors that rely on third-party implementers, agencies work directly with Infilla's team. This provides consistent guidance, deep product expertise, and flexible training that scales to each department's needs. Agency staff receive hands-on training, scenario-based testing, and a clear change-management plan, while the intuitive design allows teams to ramp quickly. Public leaders gain access to dashboards showing workload trends, approval times, and statewide performance insights. This approach reduces rollout risk and ensures both staff and public leaders can use the system to improve transparency, consistency, and service delivery across West Virginia.



(13) Demonstrate how your solution would provide effective data security and protection, alongside ongoing support, maintenance, and adjustment of the program and dashboard to meet changing needs.

Infilla protects West Virginia's permitting data through a modern security architecture that includes role-based access control, multi-factor authentication, encryption in transit and at rest, audit logs of all critical actions, and regular security monitoring aligned with industry best practices. The system is hosted in a secure, compliance-ready AWS cloud environment with automated backups, disaster recovery, and continuous patching to ensure reliability and resilience.

Beyond launch, Infilla provides ongoing support, performance monitoring, and configuration updates so agencies can refine workflows, forms, dashboards, and reporting as needs evolve. This combination of strong data protection and continuous maintenance ensures the platform remains secure, stable, and adaptable to changing requirements over time while keeping costs manageable and predictable for the long term.

(14) Demonstrate a comprehensive flexible and secure approach that supports interoperability, minimizes disruption, and enhances operational efficiency.

Operational efficiency is strengthened by centralizing data, automating routing between departments, and reducing duplicate entry across agencies. Staff see clear, prioritized review queues, workload dashboards, and consistent processes that shorten turnaround times and make approvals more predictable. Agencies also benefit from transparent performance metrics that support data-driven decision-making.

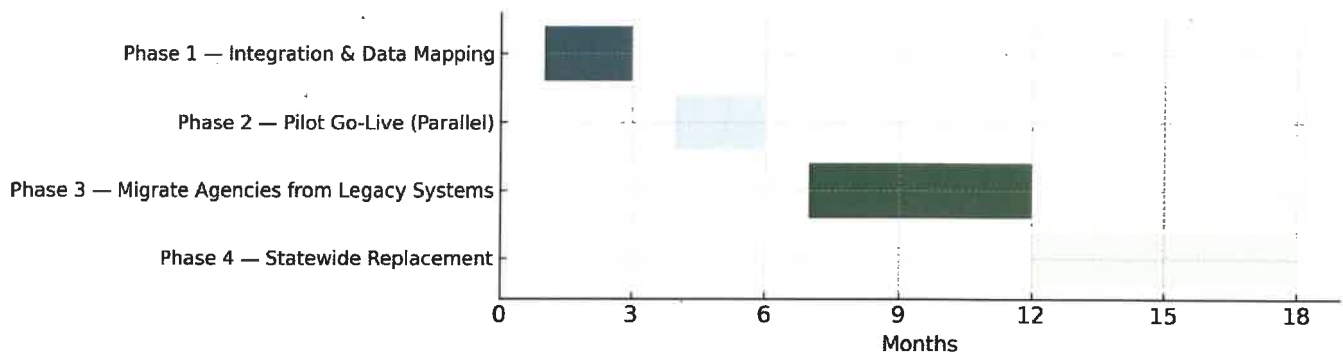
By combining secure architecture, flexible configuration, low-disruption implementation, and strong interoperability, Infilla provides West Virginia with a resilient, future-ready permitting platform. This approach improves statewide service delivery from day one—and continues to adapt as needs evolve.

(15) Provide a clear strategic recommendation regarding integration vs. replacement of existing agency systems along with a realistic timeline that aligns with the statutory deadline outlined.

Infilla recommends a phased replacement strategy that ultimately retires outdated agency systems while ensuring a smooth transition through integration, data migration, and staff training. In the early phase, Infilla integrates with applicable, allowable existing systems (e.g., GIS, payments, document storage, and legacy permitting tools) to avoid disruption and allow agencies to continue daily operations while the new One-Stop-Shop Portal is configured and validated. This modular fashion allows West Virginia to get immediate value from these tools in weeks and not years.

Once historical data is migrated and staff are trained, both systems run in parallel to build confidence and ensure continuity. Agencies can then fully transition to Infilla and decommission legacy applications at a controlled pace.

Timeline aligned with statutory deadline:



This measured, integration-supported replacement path minimizes risk, preserves continuity, builds staff confidence, and ensures West Virginia meets its statutory deadline while moving toward a unified, modern permitting system.

(16) Describe your approach on how to implement a “train-the-trainer” model.

Infilla uses a structured train-the-trainer model that equips designated agency leads with the knowledge and tools needed to confidently train their internal teams. Trainers begin as early testers of the software, giving them hands-on familiarity with workflows and features before training others. We provide hands-on instruction, step-by-step training guides, video walkthroughs, and sandbox environments early on, so trainers can practice real scenarios and learn how to support staff after go-live.

Trainers have direct access to Infilla’s implementation team for Q&A, refresher sessions, and continuous reinforcement as new permit types or processes come online. This approach builds internal expertise, reduces long-term training costs, and ensures each agency can sustainably train staff as roles and responsibilities evolve.

(17) Describe how this solution provides a comprehensive, accessible, and self-paced learning platform.

In addition to hands-on support, Infilla provides step-by-step guides and video modules that users can access at their own pace and based on different learning styles. All materials are written in clear, plain language to support users of all experience levels.

This supplements live training by allowing staff and public users to revisit instructions, troubleshoot issues, and stay current as new features are introduced to ensure continuous learning.

(18) Ensure your solution is compatible and interoperable with Google and Microsoft to streamline adoption and maximize productivity.

Infilla is fully interoperable with both Google and Microsoft environments, allowing agencies to continue using their existing productivity tools without disruption. The platform supports integration with Google Workspace and Microsoft 365 for calendar events, meetings, and email notifications.

(19) Explain how the solution can be adjusted to meet the growing and changing needs of the state.

Infilla is built on a configurable architecture that allows workflows, forms, permit types, dashboards, and routing rules to be updated without custom development. The system can evolve quickly as State policy and processes change. Infilla will provide ongoing support, analytics insights, and enhancements to address emerging and changing State needs (adding new agencies, roles, document requirements, review steps). This platform flexibility aligns with West Virginia's long-term modernization goals.

(20) Demonstrate commitment to high system availability, transparent maintenance practices, and rapid recovery protocols with downtime and planned maintenance windows outside of business hours.

Infilla is hosted in a secure, high-availability US-based cloud environment with industry standard uptime targets. We maintain transparent maintenance practices, including advance notifications, published schedules, and planned maintenance windows performed outside business hours to avoid disruption.

Automated monitoring, daily backups, and disaster recovery protocols ensure rapid issue detection and recovery, while continuous patching and security updates keep the system stable, secure, and reliable for all users.

(21) Provide a description of the project management approach and relevant tools to be utilized.

Infilla uses a collaborative, agile project management approach that emphasizes clear milestones, continuous communication, and early validation with agency stakeholders. Implementation is managed through structured sprints, weekly check-ins, and shared project plans for task tracking, issue management, and documentation. Infilla will provide regular progress updates - typically weekly or monthly, depending on the agency's preference - to all involved and interested stakeholders.

Agencies receive visibility into project progress, risks, and decisions throughout the rollout, ensuring a transparent and well-coordinated implementation that stays on schedule and aligned with State objectives.

(22) Explain ability to integrate with the state single sign-on solution.

Infilla integrates with the State's single sign-on (SSO) solution using standard SAML or OIDC protocols, allowing agency staff to authenticate securely with their existing state credentials. This ensures centralized access management, reduces password fatigue, and allows administrators to manage permissions through the State's identity provider without requiring new accounts or parallel workflows.



(23) Provide a total and complete implementation and build-out cost pricing page with details on any milestone payment expectations.

A detailed cost proposal, including full implementation pricing and milestone payment expectations, is included in the separate sealed envelope as required.

(24) Provide a guarantee that all work on this project will be performed in the United States.

All work associated with this project (including development, configuration, support, data processing, and ongoing maintenance) will be performed exclusively within the United States. Infilla will not use offshore contractors or resources for this project, ensuring full compliance with State requirements and maintaining the highest standards of data security, operational oversight, and quality control.

(25) Provide access to a digital wallet for payment, refund, and license/permit management.

Infilla includes a digital wallet that allows applicants to securely store payment methods, view transaction history, manage refunds, and access issued permits and licenses in a single interface. The wallet supports integrated payment processing, automated receipts, and real-time updates when permits are approved or refunded, giving users a convenient and reliable hub for all financial and permit-related activity.

### 3. Mandatory Project Requirements

Infilla complies with all mandatory project requirements, details below.

<b>4.2.2.1 One-Stop Shop Permitting Portal</b>	✓
We provide a complete one-stop-shop permitting portal with public application intake, internal review workflows, payments, inspections, and dashboards.	
<b>4.2.2.2 Structured Implementation Methodology</b>	✓
We use a phased, transparent implementation approach with weekly check-ins, shared project plans, and early validation to ensure timely delivery and stakeholder alignment. Infilla also provides regular progress updates—typically monthly email updates to stakeholders and Microsoft Teams groups, depending on agency preference—to maintain visibility throughout the rollout.	
<b>4.2.2.3 Data Security</b>	✓
We follow all security policies defined by the WV Office of Technology across discovery, development, testing, and operations, including access controls, audit logging, and secure development practices.	
<b>4.2.2.4 FedRAMP</b>	✓
Our solution is hosted in a FedRAMP-authorized cloud environment that meets or exceeds required federal security controls.	

<b>4.2.2.5 State Data Encryption</b>	✓
All state data will be encrypted at rest (using FIPS 140-3-validated encryption modules) and in transit.	
<b>4.2.2.6 Subcontractors</b>	✓
Any subcontractors (if used) will be identified to the WV Office of Technology and must comply with all State security requirements. Infilla will not offshore any work for West Virginia implementation.	
<b>4.2.2.7 NIST 800-53 Security Controls</b>	✓
Evidence of being in accordance with the NIST 800-53 standard can be provided upon request.	
<b>4.2.2.8 Security Program</b>	✓
We implement a proactive, standards-based security program that includes continuous vulnerability scanning, penetration testing, and routine security reporting. Results are provided to the WV Office of Technology at scheduled intervals and upon request.	
<b>4.2.2.9 Critical Vulnerabilities</b>	✓
We follow industry-standard timelines for remediating critical vulnerabilities, with immediate triage and targeted fixes within 24–72 hours, aligned to state cybersecurity expectations.	
<b>4.2.2.10 Business Continuity &amp; Data Integrity</b>	✓
Our platform includes a resilient, secure architecture with automated daily backups, uptime rates, and a comprehensive disaster recovery plan. All continuity and integrity controls meet State expectations and SLA commitments.	
<b>4.2.2.11 Cloud Migration</b>	✓
Our solution can be deployed into one of the State's existing cloud tenants after full development, ensuring compatibility with State-managed infrastructure.	
<b>4.2.2.12 Project Management Interface</b>	✓
We provide access to our project management interface—used for tracking milestones, issues, and decisions—to the State's implementation team at no additional cost.	
<b>4.2.2.13 Data Exchange</b>	✓
Our solution supports real-time data exchange through secure APIs and event-driven integrations to ensure immediate synchronization across connected systems.	
<b>4.2.2.14 ADA Compliance</b>	✓
The platform is fully ADA compliant and meets updated federal accessibility standards.	
<b>4.2.2.15 3-Tier Outage Reporting</b>	✓
We provide 3-tier outage reporting that includes automated alerts, incident updates, and	

post-incident summaries aligned with State expectations.	
<b>4.2.2.16 Sandbox &amp; Production Environment</b>	✓
We provide the State with early access to both sandbox and production environments to support testing, feedback, and validation throughout development.	
<b>4.2.2.17 Disentanglement Plan</b>	✓
We will deliver a full disentanglement plan within six months of contract award and maintain ongoing compliance with Attachment A requirements.	
<b>4.2.2.18 Support and Maintenance</b>	✓
We provide continuous support and maintenance for the duration of the contract, including updates, bug fixes, enhancements, and security patches.	

## 4. Qualifications and Experience

### Q&E Information

<b>4.3.1.1 Proven Track Record</b>	✓
<p>Infilla has spent 1,000+ hours working directly with over 300 staff and applicants across more than 50 jurisdictions. Collectively, our team brings 60+ years of experience designing and delivering software solutions for public and private-sector workflows.</p> <p>Over the past two years, we have partnered with six public agencies to design, deploy, and support permitting software that streamlines existing processes for both staff and applicants. Our partner jurisdictions range from communities of 16,000 residents to major metros serving 8 million residents.</p>	
<b>4.3.1.2 Legacy System Integration</b>	✓
<p>Our team has extensive experience integrating with existing government systems, portals, and third-party tools. We routinely connect to other platforms/systems using secure APIs, webhooks, and middleware that supports two-way data exchange.</p> <p>Where legacy systems do not offer modern interfaces, we work with agency IT teams to configure safe, low-lift integration options, such as scheduled data imports, file-based exchanges, or middleware connectors that preserve data integrity. This approach ensures agencies can continue using their existing tools while adopting the new statewide permitting platform with minimal disruption.</p>	
<b>4.3.1.3 Secure Cloud Platforms &amp; DR</b>	✓
<p>Infilla is built on a modern, secure cloud architecture with scalable infrastructure and industry-standard disaster recovery practices. Our team has experience deploying applications on FedRAMP-authorized cloud environments, implementing automated backups, multi-zone redundancy, high-availability configurations, and rapid recovery protocols that ensure service continuity.</p>	

<b>4.3.1.4 Sensitive Data Management</b>	
Infilla manages sensitive permitting and applicant data using FIPS-validated encryption, role-based access controls, and comprehensive audit logging. Our team has designed and supported systems that handle protected data sets, ensuring compliant data handling, secure authentication, and full traceability of all system activity.	
<b>4.3.1.5 NIST/CIS/FedRAMP Training Experience</b>	✓
Infilla's engineering team has experience implementing security practices aligned with NIST, CIS, and FedRAMP baselines, including secure coding, vulnerability scanning, incident response procedures, encryption standards, and access control best practices. We regularly work with municipality-specific security requirements and ensure our platform and operational processes meet the expectations of their cybersecurity programs.	
<b>4.3.1.6 Tailored Project Management Approach</b>	✓
Infilla tailors its project management approach to each agency's objectives, team structure, and workflow complexity. We use agile practices supported by tools of the agencies preference to track tasks, issues, risks, and decisions throughout implementation. We can use any platform that is preferred by agency teams. This approach allows agencies to have full visibility into progress while maintaining a flexible, iterative cadence that adapts to evolving needs.	
<b>4.3.1.7 Train-the-Trainer Programs</b>	✓
Infilla has delivered successful train-the-trainer programs for municipal staff across multiple jurisdictions, providing hands-on instruction, sandbox environments, and role-based learning materials. We also provide on-demand, self-paced training resources—including step-by-step guides and video walkthroughs—to ensure both staff and public users can learn at their own pace and revisit instructions as needed. References can be provided upon request from active customers.	
<b>4.3.1.8 Uptime &amp; SLA Reporting</b>	✓
Infilla's team has experience working with uptime targets, recovery time objectives (RTO), recovery point objectives (RPO), and SLA-driven service monitoring. Our cloud infrastructure includes automated backups, high-availability configurations, and real-time performance monitoring, enabling us to support uptime commitments and provide transparent reporting to agency partners.	
<b>4.3.1.9 Multi-Agency Experience &amp; Change Management</b>	✓
Infilla has extensive experience collaborating with multi-agency teams to map workflows, gather requirements, validate business rules, and align cross-departmental processes. Our implementation approach includes structured discovery sessions, iterative validation, and clear communication routines that support smooth change management as new processes, departments, or permit types come online.	



**Mandatory Q&E Requirements**

<b>4.3.2.1 Security Training Compliance</b>	✓
All Infilla employees have undergone security training. Infilla maintains documentation of training completion and will provide records to the State upon request.	
<b>4.3.2.2 WCAG 2.1 &amp; Section 508 Training</b>	✓
Our product and design teams are trained on WCAG 2.1 AA and Section 508 accessibility standards for public-facing digital services. Accessibility best practices are incorporated into our design reviews, UI patterns, and testing processes to ensure compliance with federal and state accessibility requirements.	
<b>4.3.2.3 Alignment with State IT &amp; Privacy Policies</b>	✓
Our team has experience designing permitting solutions that align with state IT policies, privacy requirements, and accessibility mandates. We work closely with agency IT and legal teams to ensure workflows, data handling, and user interfaces meet statutory and policy expectations, including privacy protections and accessibility standards.	
<b>4.3.2.4 Vulnerability Scanning, DR, Encryption &amp; RBAC</b>	✓
Infilla implements regular vulnerability scanning and security monitoring, follows industry-standard disaster recovery practices, and uses modern encryption for data at rest and data in transit. Our platform uses configurable role-based access control (RBAC) to ensure appropriate authorization and auditability across all user roles.	