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# ONE-STOP-SHOP PERMITTING PORTAL – TECHNICAL PROPOSAL

Submitted to:  
**State of West Virginia – Department of Administration,  
Purchasing Division**  
Solicitation No.: **CRFP 0201 SEC2600000001**  
(Reflects Documents: Base CRFP + Addenda 1–4)  
Vendor: **West Virginia University (WISER Consortium)**  
Date Submitted: December 4, 2025  
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304-293-6197

*This proposal acknowledges receipt of **Addenda Nos. 1, 2, 3, and 4**, and incorporates  
all related requirements into the technical approach.*

## Contents

Executive Summary.....	4
1. Introduction.....	5
2. Project Goals & Proposed Approach (RFP §4.2.1) .....	6
4.2.1.1 Dashboard Interface .....	6
4.2.1.2 Role-Based Access Control (RBAC) .....	6
4.2.1.3 User Interface & Application Tracking.....	7
4.2.1.4 Document Assets & Intelligent Assistance .....	7
4.2.1.5 Digital Forms .....	7
4.2.1.6 24/7 Access, Browser Compatibility, and Mobile Optimization .....	7
4.2.1.7 Implementation Strategy.....	8
4.2.1.8 Data Security & Operations .....	8
4.2.1.9 Documentation .....	8
4.2.1.10 Statutory Operational Deadline (January 1, 2027) .....	9
4.2.1.11 Train-the-Trainer Program.....	9
4.2.1.12 Project Plan, Tools, and Management Approach.....	9
3. Methodology & Compliance with Mandatory Requirements (RFP §4.2.2).....	9
3.1 System Architecture Compliance.....	10
3.2 Interoperability & API Compliance.....	10
3.3 Authentication, Access Control, & User Management.....	10
3.4 Cybersecurity Compliance.....	11
3.5 FedRAMP / GovRAMP Control Alignment .....	11
3.6 Data Retention, Privacy, & Records Compliance.....	11
3.7 Backup, Disaster Recovery, & Continuity of Operations.....	12
3.8 ADA & Accessibility Compliance.....	12
3.9 System Documentation Deliverables .....	12
3.10 Change Management & Governance.....	12
3.11 Performance Metrics & Monitoring .....	13
3.12 Training, Support, and Helpdesk Model.....	13
4. Qualifications & Experience (RFP §4.3) .....	13
5. Pricing Statement (Cost Proposal Requirements) .....	14
6. Appendices .....	15
Appendix A – Organizational Chart & Key Personnel.....	15

Appendix B – Letters of Support .....	15
Appendix C – Project Plan & Schedule.....	15
Appendix D – Security & FedRAMP/GovRAMP Compliance Documentation.....	15
Appendix E – Required Forms & Certifications .....	15
Appendix F – Mandatory Requirements Compliance Matrix .....	16
Appendix G – E-Gov & Permit List Alignment (Addenda 2–3).....	16
Appendix H – Service Levels & Support Model .....	16
Appendix A – Organizational Chart & Key Personnel.....	17
Organizational Chart.....	17
Project Director – WISER .....	17
Technical Lead – WVGISTC.....	17
Cybersecurity Liaison – WVU Information Security .....	17
Lead Developer – WVGISTC.....	17
GIS Analysts – WVGISTC & NRAC.....	17
Geological Data Specialists – WVGES.....	17
Appendix B – Letters of Support .....	18
Appendix C – Project Plan & Schedule.....	20
Project Timeline (Gantt-Style Overview) .....	20
Two-Week Sprint Cycle Structure .....	20
Major Milestones, Dependencies, and Acceptance Criteria .....	20
Steering Committee & Governance Cadence.....	21
Risk Management Plan.....	21
Appendix D – Security & FedRAMP/GovRAMP Compliance Documentation .....	23
1. Security Control Matrix (FedRAMP/GovRAMP Alignment).....	23
3. Backup & Disaster Recovery Documentation .....	24
4. Access Control Policies.....	24
5. System Hardening Procedures.....	24
6. Encryption Standards .....	25
Appendix E – Required Forms & Certifications .....	26
Appendix F – Mandatory Requirements Compliance Matrix .....	27
Appendix G – E-Gov & Permit List Alignment (Addenda 2–3) .....	29
1. Payment Workflow Requirements Mapped to E-Gov API Functions.....	29
2. Permit Types (Addenda 2–3) Mapped to Onboarding Phases.....	29

3. Agency-by-Agency Integration Methods.....	30
Appendix H – Service Levels & Support Model.....	31
1. Tier 1–3 Support Model .....	31
2. SLA Response & Resolution Times .....	31
3. Maintenance Windows.....	32
4. Incident Escalation Procedures .....	32
5. Monitoring & Alerting Framework.....	33

# One-Stop-Shop Permitting Portal – Technical Proposal

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## Executive Summary

West Virginia University (WVU), through the Institute for Sustainability & Energy Research (WISER), the West Virginia GIS Technical Center (WVGISTC), the Natural Resource Analysis Center (NRAC), and the West Virginia Geological & Economic Survey (WVGES), submits this Technical Proposal in response to CRFP 0201 SEC2600000001 – “One-Stop-Shop Permitting Portal,” issued by the West Virginia Department of Administration, Purchasing Division. This proposal incorporates and acknowledges all requirements and clarifications issued under Addenda 1 through 4.

The State of West Virginia seeks to modernize and unify permitting workflows across multiple agencies by establishing a centralized portal that increases transparency, reduces delays, and improves service delivery for citizens, businesses, and government staff. WVU offers a multidisciplinary consortium with decades of experience delivering statewide, mission-critical geospatial, data management, and permitting-related digital services used daily by state agencies and the public.

This proposal fully complies with:

- CRFP Section 4.2 – Project Goals and Objectives
- CRFP Section 4.2.1.1–4.2.1.12 – Detailed Functional and Technical Requirements
- CRFP Section 4.2.2 – Mandatory Requirements
- CRFP Section 4.3 – Qualifications and Experience
- Addendum No. 1 – Modified Schedule and Q&A
- Addendum No. 2 – E-Gov Integration Requirements and Permit List Attachments
- Addendum No. 3 – Updated Permit Volume Correction (Business Registrations: 29,000)
- Addendum No. 4 – Acceptance of GovRAMP in place of FedRAMP

The WVU consortium proposes a two-phase, accelerated implementation strategy designed specifically to ensure the system is fully operational by the statutory deadline of January 1, 2027, as required in RFP Section 4.2.1.10.

PHASE 1 – Planning & MVP Release (December 2026 – December 2027)

- Requirements gathering and stakeholder coordination
- System architecture, design, and accessible user interface development
- Integration planning and initial API development
- MVP deployment supporting priority agencies (DEP, Commerce, DOT)
- User acceptance testing, accessibility verification, and operational readiness

## PHASE 2 – Expansion and Optimization (January 2027 and Forward)

- Onboarding additional agencies and permit types listed in Addenda 2–3
- Enhancements based on analytics and end-user feedback
- Ongoing performance monitoring and governance

This proposal intentionally contains no pricing, in compliance with CRFP instructions requiring all cost information to be submitted exclusively in a separately sealed cost proposal (one original and three copies). No cost or pricing figures appear in this Technical Proposal. WVU's statewide leadership, proven systems, operational capacity, and demonstrated public-sector innovation uniquely position the consortium to deliver a unified, scalable, secure, and user-centered permitting portal for the State of West Virginia.

## 1. Introduction

This Technical Proposal is submitted in response to the State of West Virginia's Centralized Request for Proposals (CRFP 0201 SEC2600000001), issued October 24, 2025, by the Department of Administration, Purchasing Division. WVU formally acknowledges Addenda Nos. 1, 2, 3, and 4, and affirms that all changes, clarifications, and requirements contained therein are fully incorporated into this document.

This introduction also affirms WVU's adherence to the CRFP's mandatory submission instructions, as follows:

- One (1) original Technical Proposal and three (3) convenience copies
- One (1) original Cost Proposal and three (3) convenience copies
- Cost Proposal submitted in a separately sealed envelope, clearly marked
- Technical and Cost Proposals not submitted in wvOASIS, as prohibited for RFP responses
- All required forms and addendum acknowledgments included
- No pricing or cost references included in the Technical Proposal

The WVU consortium brings together leading statewide research, service, and technology units that have collaborated for decades to support economic development, environmental management, infrastructure planning, permitting workflows, public transparency, and digital service delivery. These organizations collectively support thousands of daily users across State, federal, private-sector, and public domains.

This Technical Proposal presents:

- A complete response to CRFP Section 4.2.1.1–4.2.1.12
- Detailed compliance with all mandatory requirements under Section 4.2.2
- A summary of organizational qualifications under Section 4.3
- Appendices containing required forms, governance structures, timelines, and security compliance

WVU is committed to delivering a secure, modern, scalable, and user-centered permitting system that meets the needs of citizens, supports agency operations, and advances the State's long-term economic development goals.

## **2. Project Goals & Proposed Approach (RFP §4.2.1)**

This section provides WVU's full response to CRFP §4.2.1, addressing each required subsection (4.2.1.1 through 4.2.1.12). The content below follows the RFP's exact structure and incorporates Addenda Nos. 1–4. Each subsection contains detailed methodology, process descriptions, and technical components demonstrating full compliance with the State's requirements.

### **4.2.1.1 Dashboard Interface**

WVU will develop an intuitive, role-based dashboard interface providing unified access to permit applications, workflow tasks, alerts, and analytics. The dashboard will present a modern, responsive, and accessible user interface built using HTML5, CSS frameworks, and modern JavaScript libraries.

Key features include:

- Applicant Dashboard – Start applications, view required documents, track status, receive notifications.
- Agency Reviewer Dashboard – Queue-based views, workload summaries, pending tasks, overdue alerts.
- Administrator Dashboard – System settings, user provisioning, audit logs, workflow configuration.

The dashboard will support configurable widgets, geospatial elements, and dynamic task panels. Accessibility and usability principles (WCAG 2.1 AA) will guide the design.

### **4.2.1.2 Role-Based Access Control (RBAC)**

The platform will implement RBAC, ensuring users access only the resources they are authorized for. Roles include Public Applicant, Agency Reviewer, Agency Supervisor, Financial Staff, System Administrator, and Auditor. The authentication system will integrate with WV State Single Sign-On (SSO) and support multifactor authentication. Permissions will control:

- Data visibility
- Workflow task assignments
- Document permissions
- Administrative functions

RBAC settings will be centrally defined, audited, and logged.

#### 4.2.1.3 User Interface & Application Tracking

The platform will offer a clear, mobile-responsive user interface enabling applicants and agencies to track applications in real time. Features include:

- Permit Status Tracker – Each application displays real-time stage, reviewer assignment, and timestamps.
- Interactive Timeline – Visual display of completed steps, current stage, and anticipated next steps.
- Automated Notifications – Email and dashboard alerts for status changes, document requests, and approvals.

The interface will follow standardized design patterns to ensure consistency across permitting types and agencies.

#### 4.2.1.4 Document Assets & Intelligent Assistance

Applicants will receive contextual guidance when uploading required documents. The system will use:

- Smart Document Checklists – Dynamically generated based on permit selections.
- Contextual Help Panels – Display explanations, examples, and FAQs for required documents.
- Intelligent Validation – Automated checks for missing fields, inconsistent entries, or invalid formats.

While the platform will not rely on advanced AI models to make determinations, it may incorporate lightweight machine learning for document-type recognition and quality checks.

#### 4.2.1.5 Digital Forms

WVU will implement configurable digital forms supporting multiple permit types. Features include:

- Dynamic Forms – Fields change based on user selections.
- Auto-Fill – Pulls applicant data from user profiles and integrated systems.
- Validation Rules – Required fields, numeric ranges, dependency rules.
- Version Control – Ensures agencies can modify forms without affecting other modules.

All forms will be WCAG-compliant and optimized for mobile and desktop.

#### 4.2.1.6 24/7 Access, Browser Compatibility, and Mobile Optimization

The portal will provide 24/7 public access with planned maintenance communicated in advance. Compatibility includes:



- Chrome, Edge, Safari, Firefox (latest two versions)
- Mobile browsers on Android and iOS
- Responsive layout for phones, tablets, and desktops

Monitoring tools will track uptime, page-load performance, and errors.

#### 4.2.1.7 Implementation Strategy

WVU proposes a phased implementation plan:

Phase 1 – MVP (Dec 2026–Dec 2027):

- High-priority agencies onboarded: DEP, Commerce, DOT
- Core modules deployed
- Initial integrations tested
- UAT and accessibility validation

Phase 2 – Expansion (Jan 2027 and forward):

- Additional agencies and permit types added
- Enhanced reporting, analytics, and workflows
- Ongoing training and governance

The approach includes agency workshops, workflow mapping, and iterative sprint cycles.

#### 4.2.1.8 Data Security & Operations

The system will be hosted on secure WVGISTC infrastructure with support from WVU Information

Security. Key components:

- Weekly Nessus vulnerability scans
- Veeam backups with off-site replication
- Multi-layer network and system hardening
- Audit logging and monitoring
- Compliance mapping to FedRAMP/GovRAMP controls as clarified in Addendum 4

Incident response plans and DR procedures will follow WVU security policies.

#### 4.2.1.9 Documentation

WVU will produce complete documentation, including:

- System architecture diagrams
- API specifications (OpenAPI/Swagger)
- Geospatial schema definitions
- DR and backup plans
- Workflow definitions

- User manuals and training guide

All documentation will be version-controlled and updated throughout the project lifecycle.

#### **4.2.1.10 Statutory Operational Deadline (January 1, 2027)**

WVU confirms the platform will be fully operational by January 1, 2027.

Phase 1 ensures MVP deployment by December 2026 with:

- Required workflows
- Prioritized permit integrations
- UAT completion
- Accessibility and security compliance

#### **4.2.1.11 Train-the-Trainer Program**

The Train-the-Trainer model includes:

- Train state agency leads who then train internal staff
- Live training sessions (virtual + in-person)
- Recorded instructional modules
- Digital manuals and quick-reference guides
- post-launch office hours and helpdesk escalation procedures

#### **4.2.1.12 Project Plan, Tools, and Management Approach**

WVU will use Agile project management with:

- Two-week development sprints
- Monthly Steering Committee reviews
- *Jira or equivalent tracking dashboards*
- Risk and issue logs
- Requirements traceability matrix
- Formal change control process

Detailed schedules are included in Appendix C.

### **3. Methodology & Compliance with Mandatory Requirements (RFP §4.2.2)**

This section provides WVU's complete response to CRFP §4.2.2, which requires Vendors to demonstrate methodology and full compliance with mandatory system, interoperability, security, accessibility, and documentation requirements. Each subsection addresses a discrete mandatory area and maps the proposed solution to the expectations outlined in the RFP and Addenda 1–4.

### 3.1 System Architecture Compliance

The permitting platform will use a modular, service-oriented architecture supporting *extensibility, scalability, and independent agency onboarding*. The system architecture includes:

- Front-end user interface layer
- Middleware/API gateway
- Back-end microservices
- Geospatial services
- Document and file storage layer
- Database and analytics layer

All layers will be documented using detailed architecture diagrams (UML, system context diagrams) included in Appendix D. This satisfies the RFP's requirement for a "structured methodology and system architecture" supporting multi-agency workflows.

### 3.2 Interoperability & API Compliance

WVU will implement secure, RESTful APIs to integrate with legacy systems, new applications, and E-Gov payment services required in Addendum 2. Interoperability features include:

- Standardized API endpoints for data exchange
- Middleware for field mapping and data normalization
- Webhooks for real-time status updates
- Support for JSON, XML, and CSV formats
- Full compatibility with E-Gov payment events (refunds, adjustments, duplicate checks)

All integrations comply with the State's requirements in Addendum 2, including Attachment A (E-Gov) and the updated permit list in Attachment B.

### 3.3 Authentication, Access Control, & User Management

The system will integrate with West Virginia's Single Sign-On (SSO) and support Multifactor Authentication (MFA). The RBAC system ensures:

- Segregation of duties
- Least-privilege access
- Secure administrative roles
- Complete logging for all access events

User management processes will follow WVU's security standards and State requirements.

### 3.4 Cybersecurity Compliance

The permitting platform will operate within WVGISTC's secure data environment with support from WVU Information Security. Cybersecurity standards include:

- Weekly Nessus vulnerability scanning
- Hardening using CIS Benchmarks
- Encryption of data in transit (TLS 1.3) and at rest
- Multi-layer firewall protection
- Security event monitoring
- Annual penetration testing

Security controls align with the requirements clarified in Addendum 4, where GovRAMP certification is accepted in place of FedRAMP. WVU will map system controls to the relevant FedRAMP baselines to demonstrate functional equivalence.

### 3.5 FedRAMP / GovRAMP Control Alignment

Addendum 4 states that GovRAMP certification is an acceptable substitution for FedRAMP requirements. WVU confirms:

- The system will operate in an environment meeting or exceeding GovRAMP-equivalent controls.
- WVU's Information Security policies align with NIST 800-53 frameworks, foundational to FedRAMP.
- System access, auditing, encryption, and monitoring meet federal-grade requirements.

A detailed mapping of WVU security controls to FedRAMP/GovRAMP categories is provided in Appendix D.

### 3.6 Data Retention, Privacy, & Records Compliance

The system will comply with all applicable WV records retention and privacy rules.

Features include:

- Segmented storage for sensitive/PII data
- Retention schedules aligned with State requirements
- Tamper-evident audit logs
- Configurable retention periods per agency
- FOIA response support
- Secure purge and archival mechanisms

Full data-handling procedures are included in Appendix D.

### 3.7 Backup, Disaster Recovery, & Continuity of Operations

WVU will implement a full disaster recovery (DR) strategy, including:

- *Daily and weekly Veeam backups*
- Off-site replication
- Quarterly restore testing
- Redundant network infrastructure
- Failover-ready database environments

A DR Plan document will be delivered prior to go-live, satisfying CRFP §4.2.2 requirements.

### 3.8 ADA & Accessibility Compliance

The platform will fully comply with WCAG 2.1 AA accessibility standards. Accessibility processes include:

- Screen reader compatibility
- Keyboard navigation
- High-contrast mode support
- Accessible form labels and error messages
- Accessibility testing during UAT
- Remediation tracking

The portal design follows established accessibility baselines from WVGISTC's existing public tools.

### 3.9 System Documentation Deliverables

WVU will deliver comprehensive documentation for:

- System architecture
- API specifications
- Data models and geospatial schemas
- Workflow diagrams
- *Security compliance reports*
- Training manuals (applicant, reviewer, administrator)
- Administration and configuration manuals

Documentation will be continuously updated in version-controlled repositories.

### 3.10 Change Management & Governance

WVU will establish a governance framework including:

- Monthly Steering Committee meetings
- Formal Change Request (CR) workflow

- Prioritization procedures
- Version control and release management
- Transparent reporting

This ensures stable operations while allowing the portal to evolve with agency needs.

### 3.11 Performance Metrics & Monitoring

The system will include robust monitoring for:

- System uptime
- Page-load performance
- API latency
- Workflow throughput
- User satisfaction metrics

Automated dashboards will be available to system administrators and agency leadership.

### 3.12 Training, Support, and Helpdesk Model

WVGISTC will operate a three-tier helpdesk:

- Tier 1 – General user support
- Tier 2 – Technical support and issue resolution
- Tier 3 – Engineering and integration support

Training elements include:

- Train-the-trainer sessions
- Step-by-step manuals
- Recorded webinars
- Office hours during launch

This ensures agencies and applicants receive continuous support.

## 4. Qualifications & Experience (RFP §4.3)

WVU and its affiliated research centers—WISER, WVGISTC, NRAC, and WVGES—bring decades of demonstrated statewide leadership in geospatial systems, digital permitting workflows, environmental data management, systems integration, and public-facing web applications used daily across West Virginia. This section provides a comprehensive response to RFP §4.3, demonstrating the depth, breadth, and relevance of the consortium's experience.

### 4.3.1 Organizational Capabilities

WISER provides program leadership, governance, and multi-stakeholder coordination.

WVGISTC leads technical implementation, hosting, UI/UX design, data integration, and Tier 1–3 support. NRAC leads environmental and geospatial modeling. WVGES provides geological datasets, hazard data, and QA/QC review.

#### 4.3.2 Relevant Experience

Major, directly relevant systems include:

- WV Flood Tool – A mission-critical, statewide public platform used for property-level flood risk.
- WV Property Viewer – Manages 1.4M+ parcels; integrates tax, cadastral, and imagery layers.
- WV Elevation & LiDAR Tool – Statewide data access platform.
- WV Flood Resiliency Framework – Multi-agency decision tool (WVSRO).
- Land & Stream App – Digital permitting workflow for WV DNR.
- Mine Lands Redevelopment Tool – Site suitability and permitting-related analytics.

#### 4.3.3 Key Personnel

Key staff include:

- Project Director – Leads governance, agency coordination, compliance alignment.
- Technical Lead (WVGISTC) – Oversees architecture, integrations, development.
- Cybersecurity Liaison – Coordinates FedRAMP/GovRAMP control mapping.
- Lead Developer – Implements UI/UX and workflow components.
- GIS Analysts (NRAC/WVGISTC) – Manage geospatial data and mapping services.
- WVGES Specialists – Oversee geological data integration and QA/QC.

Full resumes and biographies will be provided upon request.

4.3.4 Experience Managing Multi-Agency Systems WVU has extensive experience coordinating with DEP, DOT, Commerce, DNR, DHHR, Emergency Management, and County Assessor offices statewide. The permitting portal will build directly upon these proven multi-agency partnerships.

This section satisfies RFP §4.3 in full.

## 5. Pricing Statement (Cost Proposal Requirements)

In full compliance with CRFP requirements and Addenda 1–4, this Technical Proposal contains no pricing of any kind. All pricing is submitted exclusively in a “separately sealed cost proposal package”, consisting of:

- One (1) original cost proposal
- Three (3) convenience copies
- Clearly labeled envelope marked “COST PROPOSAL – CRFP 0201 SEC2600000001”

This satisfies all requirements regarding cost segregation and packaging.

## **6. Appendices**

### **Appendix A – Organizational Chart & Key Personnel**

This appendix includes the organizational structure for project governance, technical development, security oversight, and agency coordination. The chart outlines reporting relationships between WISER, WVGISTC, NRAC, WVGES, and State agency partners.

### **Appendix B – Letters of Support**

Letters of Support from partnering agencies, academic units, and collaborating entities are included in this appendix. These letters demonstrate long-standing relationships supporting the successful delivery of statewide digital platforms.

### **Appendix C – Project Plan & Schedule**

This appendix includes:

- Full Gantt schedule (Dec 2025–Dec 2026 MVP; Jan 2027+ expansion)
- Two-week sprint cycles
- *Milestones, dependencies, and acceptance criteria*
- Steering Committee and governance meeting schedules
- Risk management plan

### **Appendix D – Security & FedRAMP/GovRAMP Compliance Documentation**

This appendix includes:

- *Security Control Matrix aligned with GovRAMP/FedRAMP baselines*
- Nessus scanning schedule
- DR/Backup documentation
- Access control policies
- System hardening procedures
- Encryption standards

### **Appendix E – Required Forms & Certifications**

Required submission forms include:

- Signed CRFP Cover Page (WV-PRC-CRFP-002)
- Addendum Acknowledgment Forms for Addenda 1–4
- Subcontractor List (if applicable for IT/data access)
- Vendor certifications required by the CRFP



## Appendix F – Mandatory Requirements Compliance Matrix

A detailed matrix mapping each RFP §4.2.1 and §4.2.2 requirement to the exact location in *this proposal*. This matrix ensures rapid compliance verification by reviewers.

## Appendix G – E-Gov & Permit List Alignment (Addenda 2–3)

This appendix maps:

- All payment workflow requirements for E-Gov API functions
- All permit types (updated in Addendum 3) to the onboarding phases
- Agency-by-agency integration methods (API, data import, module development)

## Appendix H – Service Levels & Support Model

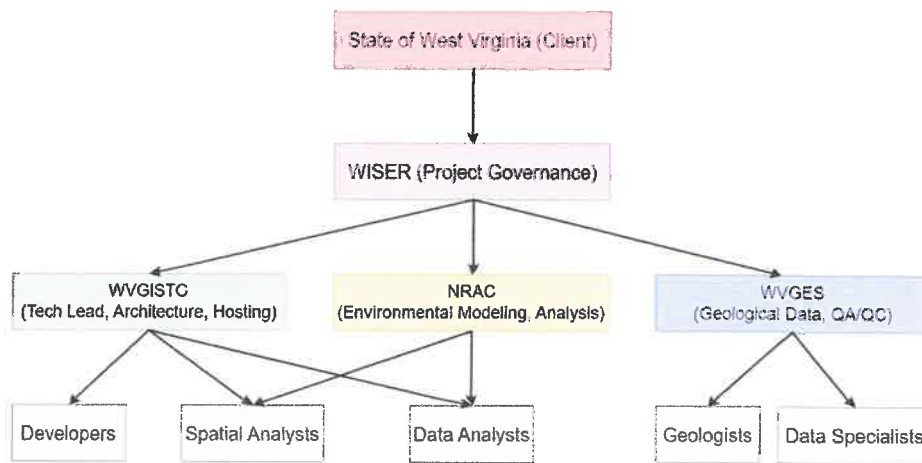
This appendix includes:

- Tier 1–3 support model
- SLA response and resolution times
- Maintenance windows
- Incident escalation procedures
- Monitoring and alerting framework

## Appendix A – Organizational Chart & Key Personnel

The organizational structure for the One-Stop-Shop Permitting Portal project is designed to ensure clear governance, streamlined decision-making, and efficient coordination between WVU entities and State agency partners. The chart below outlines the hierarchy and functional relationships among the WISER-led consortium teams.

### Organizational Chart



#### Project Director – WISER

Provides executive leadership, oversees governance, ensures agency alignment, and manages stakeholder engagement.

#### Technical Lead – WVGISTC

Leads system architecture, API design, integration strategy, hosting environment, and overall technical execution.

#### Cybersecurity Liaison – WVU Information Security

Ensures alignment with GovRAMP/FedRAMP-equivalent requirements, oversees vulnerability scanning, auditing, encryption standards, and DR/COOP compliance.

#### Lead Developer – WVGISTC

Implement user interface, workflow engine, API integrations, portal modules, and collaborate with analysts during development cycles.

#### GIS Analysts – WVGISTC & NRAC

Support geospatial datasets, mapping capabilities, spatial analysis, and integration of agency-specific geodata requirements.

#### Geological Data Specialists – WVGES

Manage geological datasets, hazard overlays, mineral rights layers, QA/QC validation, and integration of subsurface information into the permitting portal.

## **Appendix B – Letters of Support**



West Virginia GIS Technical Center

**West Virginia University**

Department of Geology and Geography ☞ Eberly College of Arts and Sciences

December 4, 2025

RE: Solicitation No.: CRFP 0201 SEC2600000001

State of West Virginia – Department of Administration, Purchasing Division,

We are writing this letter in support of the technical proposal being submitted in response to CRFP 0201 SEC2600000001 – “One-Stop-Shop Permitting Portal” by West Virginia University (WVU) and on behalf of the Institute for Sustainability & Energy Research (WISER).

The West Virginia GIS Technical Center (WVGISTC) located in the Department of Geology and Geography, West Virginia University, provides focus, direction, statewide coordination, and leadership to users of geographic information systems (GIS), digital mapping, and remote sensing within the state of West Virginia. The Center was established by Executive Order 4-93 to provide coordination and technical support in the development and operation of GIS for the state’s spatial data infrastructure.

The work stated in the proposal aligns well with our state-mandated responsibilities and our prior work. If the project is awarded, we have the resources and technical expertise stated in the proposal and needed to complete the work alongside the other collaborators and within the specified timeframe. We look forward to the opportunity to contribute to this project.

Sincerely,

*Aaron Maxwell*

Aaron E. Maxwell, PhD, GISP  
Faculty Director  
WVU Department of Geology and Geography  
West Virginia GIS Tech  
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*Kurt Donaldson*

Kurt Donaldson, GISP, CFM Project  
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**Davis College of Agriculture and Natural Resources**  
**Natural Resource Analysis Center**

**Date:** December 3, 2025  
**To:** State of West Virginia – Department of Administration, Purchasing Division  
**Subject:** Solicitation No.: CRFP 0201 SEC2600000001

This letter of support is in reference to the proposal submitted by the Institute of Sustainability and Energy Research (WISER) at West Virginia University for the One Stop Permitting Portal project.

The Natural Resource Analysis Center (NRAC) has had successful collaborations with WISER and the other participating partners on the project proposal – the WV GIS Tech Center and the WV Geological and Economic Survey. Each of these groups brings unique strengths and compliments each other to provide a strong team for the One Stop Permitting Portal project.

NRAC was formed in the early 1990s as a multi-disciplinary research, teaching and service facility in the Davis College of Agriculture and Natural Resources at West Virginia University. The wide range of activities at the Center have been designed to complement work within the State and focus on integrating spatial science with a focus on applied applications in natural resources. Geographic information systems, remote sensing, spatial analysis and modeling are the primary tools used to address topics in environmental planning, sustainable development, recreation, wildlife and fisheries management, forest monitoring, and watershed science. Full time staff administrators, geospatial analysts, and faculty associates work with graduate and undergraduate students to provide training and experience working on projects throughout the region. NRAC has been primarily self-supported from its initiation on funding from various federal and state agencies and collaborators.

NRAC looks forward to the opportunity to modernize how permits are applied for, reviewed, approved, and tracked across state agencies from being part of this proposed project. If awarded, NRAC will commit its existing resources and staff to helping create a robust system for policymakers that benefits the State and its people.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Paul J. Kinder, Jr.', written over a light blue horizontal line.

Paul J. Kinder, Jr., Ph.D.  
Director of Natural Resource Analysis Center  
(304) 293-5366 office  
Paul.Kinder@mail.wvu.edu

**Natural Resource Analysis Center**

Phone: 304-293-5379 | PO Box 6108

Fax: 304-293-3752 | 1194 Evansdale Drive

<http://www.nrac.wvu.edu> | Morgantown, WV 26506-6108

Equal Opportunity/Affirmative Action Institution



Date: December 3, 2025

**State of West Virginia**  
**Department of Administration, Purchasing Division**  
2019 Washington Street East  
Charleston, WV 25305

**Subject: Letter of Support – One-Stop-Shop Permitting Portal (CRFP 0201 SEC2600000001)**

To Whom It May Concern:

On behalf of the **West Virginia University Institute for Sustainability & Energy Research (WISER)**, I am pleased to provide this letter of support for WVU's proposal to design, develop, and deploy the **State of West Virginia's One-Stop-Shop Permitting Portal** as requested under **CRFP 0201 SEC2600000001**.

WISER serves as a statewide hub for interdisciplinary research, public-sector collaboration, and programmatic leadership across energy systems, environmental resilience, infrastructure innovation, and digital service modernization. Our institute has a long-standing history of supporting state agencies, local governments, and regional partners in developing solutions that improve efficiency, transparency, and data-driven decision-making across West Virginia.

WISER enthusiastically supports WVU's multi-unit consortium—consisting of **WVGISTC, NRAC, and WVGES**—and we are committed to providing:

- **Strategic project governance** and interagency coordination
- **Executive-level oversight and advisory support**
- **Stakeholder engagement and communications planning**
- **Applied research and subject-matter expertise** relevant to permitting, environmental workflows, geospatial analysis, and statewide resilience
- **Support for compliance** with the statutory January 1, 2027, operational deadline, WISER has collaborated with State agencies, overseeing initiatives that strengthen economic development, public safety, environmental stewardship, and infrastructure modernization. We recognize the critical importance of a unified statewide permitting portal and fully support WVU's capacity to deliver a secure, robust, user-centered, and scalable solution that meets the needs of agencies, citizens, and the business community.

Should WVU be selected for contract award, WISER affirms our commitment to fully supporting the project team and ensuring an efficient, collaborative, and successful implementation. If additional information or confirmation is needed, please feel free to contact us directly.

Sincerely,

*Director, West Virginia University – WISER*  
West Virginia University  
Morgantown, WV 26506  
*Samuel.Taylor@mail.wvu.edu*

# WEST VIRGINIA

## GEOLOGICAL AND ECONOMIC SURVEY



Dr. Matthew Hemidge, *Commerce Cabinet Secretary*  
Jessica Pierson Moore, *Director and State Geologist*

1 Mont Chateau Road  
Morgantown, WV 26508-8079  
Phone: (304) 594-2331  
Fax: (304) 594-2575  
Web: [www.wvges.org](http://www.wvges.org)



December 4, 2025

WV Department of Administration  
Purchasing Division  
2019 Washington St.  
Charleston, WV 25305

**RE: State of West Virginia- Department of Administration, Purchasing Division:  
Solicitation No.: CRFP 0201 SEC2600000001, "One-Stop-Shop Permitting Portal"**

Dear WV Purchasing Division Administrators,

The West Virginia Geological and Economical Survey (WVGES) is writing in support to the technical proposal being submitted in the response to CRFP 0201 SEC2600000001- "One-Stop-Shop Permitting Portal" by the West Virginia Office of GIS Coordination, West Virginia University (WVU) and on behalf of the Institute for Sustainability & Energy Research (WISER).

The West Virginia Office of GIS Coordination, headquartered within the West Virginia Geological and Economic Survey (WVGES), serves as the central authority for statewide geospatial governance. The office facilitates interagency and public-private coordination related to geospatial data acquisition, standards development, data stewardship, and spatial data infrastructure (SDI) management. Its functions include promoting interoperability across state and local government systems, supporting enterprise GIS initiatives, and advancing the efficient integration, distribution, and utilization of geospatial resources throughout West Virginia.

The Office of GIS Coordination was established under Executive Order 4-93 to provide statewide leadership, coordination, and technical support for the development, implementation, and maintenance of West Virginia's spatial data infrastructure (SDI). The office is tasked with advancing geospatial standards, promoting data interoperability, and supporting the efficient operation of GIS technologies across state agencies and partner organizations.

The work outlined in the proposal aligns directly with our state-mandated responsibilities and builds upon our established body of work. If the project is awarded, we possess the requisite resources, staffing capacity, and technical expertise described in the proposal to successfully execute all project tasks in collaboration with the partnering organizations and within the specified performance period. We welcome the opportunity to support and contribute to this initiative.

Sincerely,

Jessica P. Moore  
State Geologist and Director of the WVGES

## Appendix C – Project Plan & Schedule

This appendix provides the detailed project plan and schedule for the development and deployment of the State of West Virginia’s One-Stop-Shop Permitting Portal. The structure includes the full Gantt-aligned timeline (Dec 2025–Dec 2026 for MVP; Jan 2027+ expansion), sprint schedule, milestones, dependencies, governance cadence, and risk management framework.

### Project Timeline (Gantt-Style Overview)

#### PHASE 1 – Planning & MVP Buildout (Dec 2025 – Dec 2026)

-----  
Dec 2025 ..... Project Kickoff, Requirements Gathering  
Jan 2026 ..... System Architecture & Design  
Feb–Mar 2026 ..... API Development, Data Schema, UI Wireframes  
Apr–Sep 2026 ..... Sprint Cycles (Development & Integration)  
Oct 2026 ..... User Acceptance Testing (UAT), Accessibility Testing  
Nov 2026 ..... Final Integration, Performance Validation  
Dec 2026 ..... MVP Deployment & Go-Live Readiness

#### PHASE 2 – Expansion & Optimization (Jan 2027 and Forward)

-----  
Jan 2027 ..... Full Operational Launch (Statutory Deadline)  
Jan–Jun 2027 ..... Agency Onboarding (Additional Permit Types)  
Jul 2027–Forward .... Enhancements, Reporting, Continuous Improvement

### Two-Week Sprint Cycle Structure

The project follows a two-week Agile sprint schedule throughout Phase 1 and early Phase 2. Each sprint includes defined planning, development, review, and retrospective activities.

#### Sprint Structure (Repeated Every 2 Weeks)

- Day 1 – Sprint Planning & Backlog Refinement
- Days 2–10 – Development of Features, Integrations, UI/UX Components
- Day 11 – Internal Testing & QA
- Day 12 – Stakeholder Review & Demonstration
- Day 13 – Fixes, Adjustments, Documentation Updates
- Day 14 – Sprint Retrospective & Next Sprint Planning

### Major Milestones, Dependencies, and Acceptance Criteria

#### Key Milestones

- Project Kickoff – Dec 2025
- Requirements & Design Complete – Jan 2026



- Architecture Finalized – Feb 2026
- Core API & Middleware Operational – Mar 2026
- MVP Feature Buildout Complete – Sep 2026
- UAT & Accessibility Testing – Oct 2026
- MVP Deployment – Dec 2026
- Full Platform Operational – Jan 1, 2027

#### Dependencies

- Timely access to agency workflows and datasets
- API access to E-Gov system per Addendum 2
- Agency availability for UAT and workflow validation
- Infrastructure provisioning at WVGISTC

#### Acceptance Criteria

- All MVP workflows are functional
- Accessibility (WCAG 2.1 AA) validated
- Security scanning (Nessus) completed
- Performance targets met (page load, uptime, API latency)

### Steering Committee & Governance Cadence

#### Governance Structure

- Monthly Steering Committee meeting chaired by WISER
- Weekly Technical Stand-Up with WVGISTC development team
- Biweekly Agency Integration Coordination Sessions
- Quarterly Legislative Compliance & Progress Report (as applicable)

#### Steering Committee Responsibilities

- Review project status, risks, and change requests
- Approve major deliverables and schedule adjustments
- Ensure alignment with CRFP §4.2.1.10 statutory deadline

### Risk Management Plan

#### Top Project Risks & Mitigations

##### 1. Agency Data Delays

Mitigation: Early engagement, data readiness checklist, weekly follow-ups.

##### 2. Integration Challenges with Legacy Systems

Mitigation: API gateway abstraction, fallback data ingestion pathways.

##### 3. Security Compliance Gaps

Mitigation: Weekly scans, GovRAMP/FedRAMP alignment, security reviews.

#### 4. Schedule Compression Risks

Mitigation: Backlog prioritization, sprint velocity monitoring, buffer weeks.

#### 5. Change in Agency Requirements

Mitigation: Formal Change Request (CR) workflow within governance structure.

#### 6. Staffing Constraints

Mitigation: Cross-trained personnel from WISER, WVGISTC, NRAC, WVGES; contractor availability.

#### Risk Monitoring Cadence

- Reviewed weekly during technical stand-up
- Escalated monthly to the Steering Committee
- Logged in project management system (JIRA or equivalent)

## Appendix D – Security & FedRAMP/GovRAMP Compliance Documentation

This appendix provides the complete security documentation required to demonstrate compliance with CRFP §4.2.2 and Addendum No. 4, which recognizes GovRAMP certification as an acceptable substitution for FedRAMP. The security framework is aligned with NIST 800-53, FedRAMP Moderate baseline controls, and WVU Information Security policies.

### 1. Security Control Matrix (FedRAMP/GovRAMP Alignment)

The table below summarizes how the permitting platform's architecture and operational controls map to FedRAMP/GovRAMP baseline requirements. A full control-by-control mapping is maintained internally and available upon request.

CONTROL FAMILY	CONTROL AREA	COMPLIANCE APPROACH
AC – Access Control	RBAC, SSO, MFA	WVU SSO, MFA, least-privilege RBAC
AU – Audit & Logging	System logs, audit trails	Centralized logging, tamper-evident storage
CM – Configuration Mgmt	System hardening, patch mgmt	CIS Benchmarks, monthly patch cycles
CP – Contingency Plan	DR, backup, recovery testing	Veeam backups, quarterly restore tests
IA – Identification/Auth	Strong authentication	SSO integration, MFA enforcement
IR – Incident Response	Incident handling, escalation	WVU IR procedures, 24/7 on-call
MP – Media Protection	Data retention, secure deletion	Encrypted storage, retention policies
PL – Security Planning	System security planning	Documented SSP, annual review
RA – Risk Assessment	Vulnerability scanning	Weekly Nessus scans, annual pen-testing
SC – System & Comms	Encryption, secure comms	TLS 1.3, encrypted storage
SI – System Integrity	Anti-malware, input validation	Endpoint security tools, secure coding

### 2. Vulnerability Scanning (Nessus) Schedule

WVU uses the Nessus Professional vulnerability scanning suite to ensure continuous monitoring of system weaknesses. Scanning cadence includes:

- Weekly full vulnerability scans of all servers supporting the permitting platform
- Monthly compliance scans aligned with CIS Benchmarks
- Automated alerts for high/critical vulnerabilities
- Quarterly review of scan findings with WVU Information Security
- Annual penetration testing conducted by a third-party or the WVU security team

All findings are tracked in a remediation log with assigned severity, owner, and SLA-based resolution.

### 3. Backup & Disaster Recovery Documentation

The platform's disaster recovery (DR) design ensures continuity of operations and data protection.

Backup Strategy:

- Veeam-based backups taken daily with full weekly backups
- Backup retention: 30 days on-site, 90 days off-site
- Encrypted storage for all backup targets
- Immutable storage for critical configuration snapshots

DR & Continuity:

- Secondary facility replication
- Quarterly restore testing
- Recovery Time Objective (RTO): < 4 hours
- Recovery Point Objective (RPO): < 24 hours

DR events follow WVU's documented COOP and incident escalation procedures.

### 4. Access Control Policies

Access control follows WVU's enterprise security standards:

- Role-Based Access Control (RBAC) defines all permissions
- Least Privilege Principle applied to all system roles
- Multi-Factor Authentication (MFA) enforced for all administrators
- Revocation procedures remove access within 24 hours of separation
- Annual access reviews conducted with system owners
- Auditable SSO-based authentication provides tamper-resistant logs

System accounts are never shared; privileged access requires justifications and approvals.

### 5. System Hardening Procedures

Servers hosting the permitting platform follow industry-standard hardening practices:

- CIS Level-1 hardening for Linux and Windows servers
- Removal of unused services and ports
- Firewall rules following zero-trust segmentation
- Secure SSH configurations (key-based auth, disabled root login)
- Routine patching cycles (monthly OS and application patch deployment)
- Configuration drift monitoring via automated tools

All changes must be approved through formal change management workflows.

## 6. Encryption Standards

The system applies modern encryption protocols to protect data in transit and at rest.

Data-in-Transit Encryption:

- *TLS 1.3 enforced for all external communications*
- HTTPS-only endpoints
- HSTS preloading and strong cipher suites

Data-at-Rest Encryption:

- AES-256 encryption for storage volumes
- Encrypted backups and DR targets
- Database field-level encryption for sensitive fields (PII)

Encryption keys are managed securely under WVU's key management policies.

## **Appendix E – Required Forms & Certifications**



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 WV	Addendum No. 4		
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2025-12-01	2025-12-04 13:30	CRFP 0201 SEC2600000001	5

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** West Virginia University Research Corporation  
**Address :** 886 Chestnut Ridge Road  
**Street :** PO Box 6845  
**City :** Morgantown  
**State :** WV **Country :** USA **Zip :** 26506-6845  
**Principal Contact :** Cathy Tarabrella  
**Vendor Contact Phone:** 304-293-3998 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

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

Vendor Cathy Tarabrella  
Signature X Cathy Tarabrella (Dec 3, 2025 11:05:13 EST) FEIN# 550665758

DATE 12/2/2025

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

**ADDITIONAL INFORMATION**

Addendum No. 4 is issued for the following reasons:

1. Govramp certification is an acceptable substitution for FedRamp certification requirement.
2. Reminder - 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.

No other changes.

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



## SOLICITATION NUMBER: CRFP SEC2600000001

### Addendum Number: 4

---

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:

1. Govramp certification is an acceptable substitution for FedRamp certification requirement.
2. Reminder - 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.

No other changes.

**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.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFP SEC2600000001**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

*I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.*

West Virginia University Research Corporation

\_\_\_\_\_  
Company

  
Cathy Arabella (Dec 3, 2025 11:05:13 EST)

\_\_\_\_\_  
Authorized Signature

12/2/2025

\_\_\_\_\_  
Date

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

**REQUEST FOR PROPOSAL**  
**CRFP SEC2600000001 - One-Stop-Shop Portal**

**SECTION 3: GENERAL TERMS AND CONDITIONS**

Terms and conditions begin on next page.

## **GENERAL TERMS AND CONDITIONS:**

**1. CONTRACTUAL AGREEMENT:** Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of the Vendor's Offer, creating a Contract by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

**2. ORDER OF PRECEDENCE:** This Contract is made up of the following documents, to be construed in the following Order:

- 2.1. The State's General Terms and Conditions, First Priority
- 2.2. Any State Addenda or Attachments, Second Priority
- 2.3. The State's Request for Proposal Document, Third Priority
- 2.4. Vendor's Bid Response, Fourth Priority
- 2.5. Any Additional Vendor Documents or Addenda, Fifth Priority

**3. DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

**3.1. "Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

**3.2. "Bid" or "Proposal"** means the vendors submitted response to this solicitation.

**3.3. "Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

**3.4. "Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.

**3.5. "Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.

**3.6. "Award Document"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

**3.7. "Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

**3.8. "State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

**3.9. "Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

**4. CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

**Initial Contract Term:** The Initial Contract Term will be for a period of Three (3) Years. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as \_\_\_\_\_), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** - This contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

**Delivery Order Limitations:** In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within \_\_\_\_\_ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within \_\_\_\_\_ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for \_\_\_\_\_ years;

☐ the contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as \_\_\_\_\_). and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in \_\_\_\_\_

**5. AUTHORITY TO PROCEED:** Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

**6. QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

**7. EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

**8. REQUIRED DOCUMENTS:** All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☐☐☐☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.



**9. INSURANCE:** The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancellation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☒ **Automobile Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \_\_\_\_\_ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☒ **Cyber Liability Insurance** in an amount of: \$5,000,000.00 per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Aircraft Liability** in an amount of: \_\_\_\_\_ per occurrence.

☐

☐

☐

☐

**10. WORKERS' COMPENSATION INSURANCE:** Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

**11. VENUE:** All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

**12. LIQUIDATED DAMAGES:** This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☒ \$10,000 per day for each day the portal fails to be live after Jan. 1, 2027.

☐ Liquidated Damages Contained in the Specifications.

☐ Liquidated Damages Are Not Included in this Contract.

**13. ACCEPTANCE:** Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

**14. PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

**15. PAYMENT IN ARREARS:** Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

**16. PAYMENT METHODS:** Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

**17. TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

**18. ADDITIONAL FEES:** Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract and will lead to payment delays and rejection of payment documents. Invoices provided must provide charges and pricing that is consistent with the final Contract.

**19. FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

**20. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials, workmanship, or services provided do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b, and as set forth in West Virginia Code § 5A-3-62.

**21. TIME:** Time is of the essence regarding all matters of time and performance in this Contract.

**22. APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

**23. COMPLIANCE WITH LAWS:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, Office of Technology Policies, and ordinances.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, Office of Technology Policies, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**24. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

**25. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

**26. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

**27. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon, this includes, but is not limited to electronic "click-through" acceptance of Vendor's forms or a third-party's forms.

**28. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

~~**29. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.~~

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**30. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

**31. PRIVACY, SECURITY, AND CONFIDENTIALITY:** The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy).

**32. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

**33. LICENSING:** In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**34. ANTITRUST:** In submitting a bid to, signing a contract with, or accepting an Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

**35. VENDOR NON-CONFLICT:** Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

**36. VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

~~Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.~~

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~~**37. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.~~

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**38. NO DEBT CERTIFICATION:** In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

**39. CONFLICT OF INTEREST:** Vendor, its officers, members, or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members, and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

**40. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc. Any reports identified in the specifications.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at [purchasing.division@wv.gov](mailto:purchasing.division@wv.gov).

**41. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

**42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS:** Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56.

**43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE:** W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

**44. PROHIBITION AGAINST USED OR REFURBISHED:** Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

**45. VOID CONTRACT CLAUSES:** This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

**46. ISRAEL BOYCOTT:** Bidder understands and agrees that pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.



**47. DISENTANGLEMENT CLAUSE:** The purpose of this provision is to ensure an orderly, efficient, and secure transition of services, data, and responsibilities from the Contractor to the State or a successor service provider at the expiration or termination of this Agreement, without disruption to State operations. Upon notice of termination or expiration of this Agreement, the Contractor shall fully cooperate with the State and any successor contractor to ensure a smooth transition. The Contractor shall provide all reasonable assistance requested by the State, including but not limited to:

- Transition planning and coordination meetings;
- Delivery of current documentation, system configurations, inventories, and as-built diagrams in a format mutually agreed to between the State and the Contractor;
- Continuation of services during the transition period; and
- Transfer of operational knowledge and best practices.

The Contractor shall continue providing services, at the same level of quality and responsiveness, for a transition period designated by the State, if necessary, not to exceed 6 months following termination or expiration, unless otherwise agreed to in writing. The State shall compensate the Contractor for such continued services at the rates specified in this Agreement. Within 30 days of contract termination or expiration, the Contractor shall return to the State all State data, including backups, metadata, and configurations, in a mutually agreed, machine-readable format. The Contractor shall certify in writing that all State data has been permanently deleted from Contractor and subcontractor systems in accordance with State-approved data destruction policies.

All deliverables, configurations, system documentation, runbooks, and other materials developed or used to perform the contracted services that are necessary for the continued operation of the system shall be delivered to the State. The Contractor shall not withhold or restrict access to such materials for any reason, including the existence of disputes or unpaid invoices. The Contractor shall provide the State and any successor contractor with reasonable access to personnel, systems, facilities, and documentation as needed to perform transition activities. The Contractor shall ensure that all subcontractors comply with these same requirements.

The Contractor shall ensure that there is no degradation or interruption of services during the transition period. Any failure to maintain service levels during the transition shall be considered a material breach of contract.

Within 90 days of contract execution, the Contractor shall provide a draft Disentanglement and Transition Plan for State approval. The plan shall describe processes, timelines, roles, and resources necessary to transition services with minimal disruption.

The Contractor shall bear all costs associated with meeting its disentanglement obligations unless otherwise specified. Costs for optional transition support beyond the defined scope may be negotiated at the State's discretion.

The Contractor shall coordinate with the State to maintain continuity of operations throughout the transition, including compliance with all security, privacy, and regulatory requirements until all State data and operations are fully transitioned.

The Contractor shall provide data export utilities, schema documentation, and API access to facilitate migration to another provider. All data formats and interfaces must remain accessible and documented through the end of the transition period.



**48. SUBCONTRACTOR LIST SUBMISSION:** For the purposes of Information Technology Contracts, the Vendor must provide a list of Subcontractors that the Vendor intends to utilize in order to fulfill this Contract. Any Subcontractor or entity outside of the Vendor who will be performing work under this Contract or will have access to any State data, information, or the State network during the performance of this Contract must be submitted prior to Contract Award. This list will be provided to the West Virginia Office of Technology for review and approval prior to Contract execution to confirm the State's security needs. The Office of Technology reserves the right to reject any proposed Subcontractors on this list, and to provide a cancellation request to the Purchasing Division and the Agency regarding any cybersecurity, privacy, or other Office of Technology policy concerns that are unable to be addressed by the Vendor.

a. Required Information. The subcontractor list must contain the following information:

- i. Bidder's name
- ii. Name of each subcontractor
- iii. Identification of the work each subcontractor will provide toward the project and/or access they will be granted during this project.
- iv. Any additional information which would assist the WV Office of Technology in evaluating the Subcontractor

b. Subcontractor List Submission Form: The subcontractor list may be submitted in any form, including the attached form, as long as the required information noted above is included. If any information is missing from the bidder's subcontractor list submission, it may be obtained from other documents such as bids, emails, letters, etc. that accompany the subcontractor list submission.



**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) Stephanie Harrod, Associate Director of Award Negotiation

(Address) 886 Chestnut Ridge Rd, PO Box 6845, Morgantown, WV 26506

(Phone Number) / (Fax Number) 304-293-3998 / 304-293-7435

(email address) wwusponsoredprograms@mail.wvu.edu

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through WYOASIS, 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 a binding 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.

West Virginia University

(Company) DocuSigned by:

Stephanie Harrod

11/20/2025

(Signature of Authorized Representative)

Stephanie Harrod, Associate Director of Award Negotiation

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

304-293-3998 / 304-293-7435

(Phone Number) (Fax Number)

wwusponsoredprograms@mail.wvu.edu

(Email Address)

# **REQUEST FOR PROPOSAL**

## **CRFP SEC2600000001 - One-Stop-Shop Portal**

### **SECTION 4: PROJECT SPECIFICATIONS**

**4.1. Background and Current Operating Environment:** This project will create a portal for West Virginia's One Stop Shop Permitting Program, as described in House Bill 2002, passed during the 2025 Legislative Session. This portal should provide a public-facing dashboard where those wishing to do business in the State can go to identify and apply for the necessary permits, licenses, and other approvals needed to start and maintain business opportunities within the State. Per the Enacting Statute, WV Code §5A-13-1 et seq., this program must incorporate and include the permitting, licensing, and approvals of the following agencies currently:

- The Department of Commerce;
- The Department of Environmental Protection;
- The Office of Environmental Health Services;
- The Department of Revenue, except the Lottery, Lottery Commission, and the Division of Financial Institutions;
- The Department of Tourism, The Department of Transportation, except the Division of Motor Vehicles; and
- The Secretary of State.

**4.2. Project Goals and Mandatory Requirements:** The intent of this program is to revolutionize and streamline West Virginia's permitting system by creating an online dashboard for processing and tracking permits for construction, economic development, infrastructure, and natural resource projects. The goal of this solicitation is to acquire a contract for the development, creation, and implementation of a permitting portal system, that will facilitate the intent of the program through effective workflows and user-friendly access to permitting information, applications, and tracking.

The State requires a solution that can be adjusted to meet the growing and changing needs of the State. The State anticipates additional agencies may desire to participate in the solution in the future, the solution must be flexible and scalable to adapt to increased requirements in future years.

West Virginia needs a solution in this area that is dynamic, capable of managing the permitting process and streamlining workflows, but also flexible, customizable, and expandable to encompass additional agencies and permits as necessary in the future. Vendor should describe its approach and methodology to provide the service or solve the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

**4.2.1. Goals and Objectives** – The project goals and objectives are listed below.

**4.2.1.1** Vendors should provide a methodology and explain in detail how they would develop and create a user-friendly dashboard interface with public-facing, and internal agency components as a One-Stop-Shop Permitting Portal.

**4.2.1.2** Vendors should describe how they would implement a flexible and secure Role-Based Access Control system.

**4.2.1.3** Vendors should explain how they will design a user-friendly, and responsive interface that tracks applications through the approval process and the ability to apply for additional permits or other licenses as needed.

**4.2.1.4** Vendors should describe how the solution assists public users through the application process, the vendor should implement an intelligent, interactive assistant (AI) or automated tool embedded within the public dashboard.

**4.2.1.5** Vendors should explain how the solution would implement a dynamic and transparent tracking system within the public dashboard that would provide public users with up-to-date visibility into the status and progress of their applications throughout the approval workflow.

**4.2.1.6** Vendors should explain how the solution will implement a robust session management and draft-saving system for mid-process applications.

**4.2.1.7** Vendors should describe how the solution implements a transparent and dynamic time-tracking module within the public dashboard.

**4.2.1.8** Vendors should 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 those for automatic upload once connected to a network.

**4.2.1.9** Vendors should explain how the solution is accessible with mobile devices for both public and agency users, the system should be designed with an approach that ensures full functionality, usability, and performance across mobile devices such as smartphones and tablets.

**4.2.1.10** Vendors should describe how the solution implements a flexible and user-controlled notification system. The system should allow users to be able to sign up for and receive workflow notifications throughout the process through email, mobile phone, or both as the individual chooses.

**4.2.1.11** Vendors should explain how the solution includes a flexible, secure, and user-friendly form and document management module with the ability to upload documents or create fillable forms for certain permits as needed.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

**4.2.1.12** Vendors should demonstrate strategic implementation of the tool for both agencies and public users, vendors should showcase their ability to seamlessly integrate with existing portals and permitting systems while enhancing functionality, accessibility, and user experience.

**4.2.1.13** Vendors should demonstrate how their solution would provide effective data security and protection, alongside ongoing support, maintenance, and adjustment of the program and dashboard to meet changing needs.

**4.2.1.14** Vendors should demonstrate a comprehensive, flexible, and secure approach that supports interoperability, minimizes disruption, and enhances operational efficiency.

**4.2.1.15** Vendors should provide a clear, strategic recommendation regarding integration vs. replacement of existing agency systems, along with a realistic implementation timeline that aligns with the statutory deadline outlined in W.Va. Code §5A-13-1 et seq., which mandates full implementation of the One-Stop-Shop Permitting Program by **January 1, 2027**.

**4.2.1.16** Vendors should describe their approach on how to implement a “train-the-trainer” model, the vendor should deliver a structured, scalable training program that equips key agency users with the knowledge, tools, and confidence to train others effectively.

**4.2.1.17** Vendors should describe how the solution provides a comprehensive, accessible, and self-paced learning platform like on-demand that supports both agency users and constituents after implementation.

**4.2.1.18** The State currently uses Google and Microsoft products for core functions like email, calendar, and meetings, vendors should ensure their solution is compatible and interoperable with these platforms to streamline adoption and maximize productivity.

**4.2.1.19** Vendors should explain how the solution can be adjusted to meet the growing and changing needs of the State. The State anticipates additional agencies may desire to participate in the solution in the future, the platform should be able to evolve alongside the State’s operational, technical, and organizational growth, flexible and scalable to adapt to increased requirements in future years.

**4.2.1.20** Vendors should demonstrate commitment to high system availability, transparent maintenance practices, and rapid recovery protocols with downtime and planned maintenance windows being outside of business hours.

**4.2.1.21** Vendors’ solution must include a description of the project management approach and relevant tools to be utilized.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

**4.2.1.22** Vendor should be able to integrate with the State's Single Sign-On Solution.

**4.2.1.23** Vendor's pricing page should provide a total and complete implementation and build out cost, and should identify any milestone payment expectations. Vendor's pricing page should also provide proposed annual licensing costs, hosting costs, maintenance costs, and other cost breakdowns.

**4.2.1.24** Vendor should guarantee that all work on this project will be performed in the United States. Use of technology to communicate with countries banned by the Federal Government is prohibited.

**4.2.1.25** Vendor should provide constituents access to a digital wallet for payment, refund, and license/permit management.

**4.2.2. Mandatory Project Requirements** – The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor shall describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

**4.2.2.1** Vendors must provide a solution for the development and creation of a one-stop shop permitting portal.

**4.2.2.2** Vendors' solution must outline a structured, transparent, and collaborative methodology that ensures timely delivery, stakeholder alignment, and quality assurance throughout the implementation lifecycle.

**4.2.2.3** Vendor must agree to and meet all data security requirements identified by the Office of Technology, for the entirety of the project, including initial meetings, information gathering, development, and other preliminary stages.

**4.2.2.4** Vendor's proposed solution must meet FedRAMP requirements.

**4.2.2.5** Vendor must ensure all state Data is encrypted at rest and during transit. Encryption must meet FIPS 140-3 standard.

**4.2.2.6** Vendor is responsible for ensuring any subcontractors utilized in this project are identified and reported to the WV Office of Technology and that such subcontractors (if applicable) always maintain compliance with the State's data security requirements. The Contractor may not assign, transfer, or subcontract any portion of the contract without the State's prior written consent.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

**4.2.2.7** Vendor's security controls must be in accordance with the NIST 800-53 standard. Vendor must provide evidence of this upon request

**4.2.2.8** Vendor must demonstrate how the solution implements a proactive, transparent, and standards-based security program that ensures system integrity and compliance with state cybersecurity expectations. Solution must provide security vulnerability scanning and routine reports of such testing of the system to the Office of Technology at routine intervals and upon request.

**4.2.2.9** Vendor must commit to a clearly defined time period for addressing critical vulnerabilities, aligned with industry standards and state cybersecurity expectations.

**4.2.2.10** The vendor must implement a resilient, secure, and verifiable strategy that ensures business continuity and data integrity in alignment with the State's expectations and the Service Level Agreement (SLA) and implement and maintain a comprehensive backup and disaster recovery plan.

**4.2.2.11** Vendor's solution must be able to be migrated into one of the State's existing cloud tenants after full development.

**4.2.2.12** Vendor must make the project management interface available and accessible to the State's implementation team at no additional cost

**4.2.2.13** Vendor's solution must provide a real-time data exchange.

**4.2.2.14** Vendor's solution must be ADA compliant and meet the updated federal requirements.

**4.2.2.15** Vendor must provide 3-tier outage reporting.

**4.2.2.16** Vendor must provide the State's team with access to a sandbox and production environment early on in the development stage.

**4.2.2.17** Vendor must provide a disentanglement plan to the State within 6 months of contract award and maintain compliance with the requirements of ATTACHMENT A.

**4.2.2.18** Vendor's solution must include and provide ongoing support and maintenance of the proposed solution for the duration of this contract including updates, bug fixes, etc.



## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

- 4.3. Qualifications and Experience:** Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

**4.3.1. Qualification and Experience Information:** Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

**4.3.1.1.** Vendors should highlight a Proven track record designing, deploying, or supporting permitting platforms for state or local agencies.

**4.3.1.2.** Vendors should present experience integrating with legacy systems, portals, and third-party tools using APIs, middleware, and secure data exchange protocols.

**4.3.1.3.** Vendors should describe Familiarity with scalable, secure cloud platforms (e.g., Azure, AWS, Google Cloud) and disaster recovery best practices.

**4.3.1.4.** Vendors should explain their experience managing sensitive data with encryption, access controls, and audit trails.

**4.3.1.5.** Vendors should highlight experience in training in NIST, CIS, FedRAMP, and state-specific security standards, including vulnerability scanning and incident response.

**4.3.1.6.** Vendors should explain their Ability to tailor project management approach to agency needs, with tools like Jira, Smartsheet, or Microsoft Project for example.

**4.3.1.7.** Vendors should show a history of successful “train-the-trainer” programs and on-demand training portals for public and internal users.

**4.3.1.8.** Vendors should demonstrate familiarity with uptime guarantees, RTO/RPO metrics, and service-level reporting.

**4.3.1.9.** Vendors should explain experience working with multi-agency teams, gathering requirements, and managing change.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

**4.3.2. Mandatory Qualification/Experience Requirements** -- The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

**4.3.2.1.** Vendor's employees must have security training and Vendor must provide records of such training upon request.

**4.3.2.2.** Vendor must highlight training in WCAG 2.1 and Section 508 compliance for public-facing digital services.

**4.3.2.3.** Vendor must show Experience aligning solutions with state IT policies, privacy laws, and accessibility mandates.

**4.3.2.4.** Vendor must demonstrate experience with Vulnerability scanning and reporting, Disaster recovery planning and drills, Encryption standards (e.g., AES-256), Role-based access control (RBAC).

**4.4. Oral Presentations (Agency Option):** The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

**Materials and Information Requested at Oral Presentation:**

**4.4.1.** Virtual presentation to committee outlining proposal, methodology, and providing an informal project demo.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

#### **SECTION 5: VENDOR PROPOSAL**

- 5.1. Economy of Preparation:** Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.
- 5.2. Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3. Proposal Format:** Vendors should provide responses in the format listed below:
- 5.3.1. Two-Part Submission:** Vendors must submit proposals in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.
  - 5.3.2. Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.
  - 5.3.3. Table of Contents:** Clearly identify the material by section and page number.
  - 5.3.4. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.

**Proposal Submission:** All proposals (both technical and cost) must be submitted to the Purchasing Division **prior** to the date and time listed in Section 2, Instructions to Vendors Submitting Bids as the bid opening date and time.

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

#### **SECTION 6: EVALUATION AND AWARD**

- 6.1. Evaluation Process:** Proposals will be evaluated in two parts by a committee of three (3) or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. The Vendor who demonstrates that it meets all of the mandatory specifications required, attains the minimum acceptable score and attains the highest overall point score of all Vendors shall be awarded the contract.
- 6.2. Evaluation Criteria:** Proposals will be evaluated based on criteria set forth in the solicitation and information contained in the proposals submitted in response to the solicitation. The technical evaluation will be based upon the point allocations designated below for a total of 70 of the 100 points. Cost represents 30 of the 100 total points.

**Evaluation Point Allocation:**

Project Goals and Proposed Approach (§ 4.2)

- Approach & Methodology to Goals/Objectives (§ 4.2.1) 25 Points Possible
- Approach & Methodology to Compliance with  
Mandatory Project Requirements (§ 4.2.2) 15 Points Possible

Qualifications and experience (§ 4.3)

- Qualifications and Experience Generally (§ 4.3.1) 10 Points Possible
- Exceeding Mandatory Qualification/Experience  
Requirements (§ 4.3.2) 5 Points Possible

(Oral interview, if applicable) (§ 4.4) 15 Points Possible

Total Technical Score: 70 Points Possible

Total Cost Score: 30 Points Possible

**Total Proposal Score: 100 Points Possible**

## **REQUEST FOR PROPOSAL**

### **CRFP SEC2600000001 - One-Stop-Shop Portal**

- 6.3. Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.
- 6.4. Technical Evaluation:** The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.
- 6.5. Proposal Disqualification:**
- 6.5.1. Minimum Acceptable Score ("MAS"):** Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.
- 6.5.2. Failure to Meet Mandatory Requirement:** Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.
- 6.6. Cost Bid Opening:** The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

The Purchasing Division reserves the right to disqualify a proposal based upon deficiencies in the technical proposal even after the cost evaluation.

- 6.7. Cost Evaluation:** The Agency evaluation committee will review the cost proposals, assign points in accordance with the cost evaluation formula contained herein and make a final recommendation to the Purchasing Division.

**Cost Evaluation Formula:** Each cost proposal will have points assigned using the following formula for all Vendors not disqualified during the technical evaluation. The lowest cost of all proposals is divided by the cost of the proposal being evaluated to generate a cost score percentage. That percentage is then multiplied by the points attributable to the cost proposal to determine the number of points allocated to the cost proposal being evaluated.

**Step 1:**  $\text{Lowest Cost of All Proposals} / \text{Cost of Proposal Being Evaluated} = \text{Cost Score Percentage}$

**Step 2:**  $\text{Cost Score Percentage} \times \text{Points Allocated to Cost Proposal} = \text{Total Cost Score}$

## REQUEST FOR PROPOSAL

### CRFP SEC2600000001 - One-Stop-Shop Portal

Example:

Proposal 1 Cost is \$1,000,000

Proposal 2 Cost is \$1,100,000

Points Allocated to Cost Proposal is 30

Proposal 1: Step 1 –  $\$1,000,000 / \$1,000,000 = \text{Cost Score Percentage of } 1 (100\%)$   
Step 2 –  $1 \times 30 = \text{Total Cost Score of } 30$

Proposal 2: Step 1 –  $\$1,000,000 / \$1,100,000 = \text{Cost Score Percentage of } 0.909091 (90.9091\%)$   
Step 2 –  $0.909091 \times 30 = \text{Total Cost Score of } 27.27273$

- 6.8. Availability of Information:** Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

West Virginia University Research Corporation

(Company)

  
Cathy Labrella (Dec 3, 2025 11:09:13 EST)

Associate Director of OSP, Pre-Award

(Representative Name, Title)

Phone: 304-293-3998; Fax: 304-293-7435

(Contact Phone/Fax Number)

12/3/2025

(Date)

## Appendix F – Mandatory Requirements Compliance Matrix

This appendix provides a complete mapping of each mandatory requirement in CRFP §4.2.1 and §4.2.2 to the exact location in WVU's Technical Proposal. This matrix is designed to facilitate rapid reviewer verification of compliance and demonstrates that all functional, technical, security, and operational requirements are fully addressed.

RFP Requirement	Requirement Summary	Location in Proposal
4.2.1.1	Dashboard Interface	Section 2 – 4.2.1.1
4.2.1.2	Role-Based Access Control	Section 2 – 4.2.1.2
4.2.1.3	User Interface & Application Tracking	Section 2 – 4.2.1.3
4.2.1.4	Document Assets & Intelligent Assistance	Section 2 – 4.2.1.4
4.2.1.5	Digital Forms Capability	Section 2 – 4.2.1.5
4.2.1.6	24/7 Access, Browser & Mobile Support	Section 2 – 4.2.1.6
4.2.1.7	Implementation Strategy	Section 2 – 4.2.1.7
4.2.1.8	Data Security & Operations	Section 2 – 4.2.1.8
4.2.1.9	System Documentation Requirements	Section 2 – 4.2.1.9
4.2.1.10	Statutory Deadline (Jan 1, 2027)	Section 2 – 4.2.1.10
4.2.1.11	Train-the-Trainer Approach	Section 2 – 4.2.1.11
4.2.1.12	Project Plan & Tools	Section 2 – 4.2.1.12
4.2.2	Mandatory Requirements Compliance	Section 3 – Full Section
4.2.2 – Sys Arch	System Architecture Requirements	Section 3 – 3.1
4.2.2 – API	Interoperability & API Requirements	Section 3 – 3.2
4.2.2 – SSO	Authentication & Access Control	Section 3 – 3.3

4.2.2 – Sec	Cybersecurity Requirements	Section 3 – 3.4
4.2.2 – Fed/Gov	FedRAMP/Govramp Compliance	Appendix D – Section 1
4.2.2 – DR	Disaster Recovery & Backup	Section 3 – 3.7
4.2.2 – ADA	Accessibility Requirements	Section 3 – 3.8
4.2.2 – Docs	Documentation Requirements	Section 3 – 3.9
4.2.2 – Governance	Change Management & Governance	Section 3 – 3.10
4.2.2 – Perf	Performance Monitoring	Section 3 – 3.11
4.2.2 – Training	Training & Support Requirements	Section 3 – 3.12



## Appendix G – E-Gov & Permit List Alignment (Addenda 2–3)

This appendix provides a detailed mapping of all payment workflow requirements, permit types, and agency integration expectations as defined in Addendum No. 2 and Addendum No. 3 of CRFP 0201 SEC2600000001. It demonstrates WVU's full alignment with required E-Gov functionality and the updated statewide permit inventory.

### 1. Payment Workflow Requirements Mapped to E-Gov API Functions

The E-Gov payment system (WV State Treasurer's Office) requires support for:

- Initial permit fee payments
- Partial payments
- Refund processing
- Duplicate payment detection
- Pro-rated fee adjustments
- Payment status retrieval
- Secure payment token handling

The permitting portal aligns to these requirements as follows:

E-Gov Requirement	Platform Implementation
Payment initiation	Secure redirect to E-Gov payment endpoint
Receipt & token handling	API-based token capture, encrypted storage
Refund processing	Refund request module + E-Gov reverse transaction API
Duplicate payment detection	API call to E-Gov transaction history endpoint
Pro-rated fee adjustments	Fee engine calculates adjustments → sent to E-Gov API
Payment reconciliation	Daily API reconciliation with E-Gov reporting endpoints
Payment confirmation	Webhook or polling for payment-complete event

### 2. Permit Types (Addenda 2–3) Mapped to Onboarding Phases

Addendum 2 provides the comprehensive permit list and Addendum 3 corrects the Business Registration volume (29,000). WVU proposes the following rollout schedule:

PHASE 1 (Dec 2025 – Dec 2026 MVP)

- High-volume and high-impact permit categories:
  - Department of Environmental Protection (DEP)
  - Department of Commerce
  - Department of Transportation (DOT)
  - Business Registrations (29,000)

#### PHASE 2 (Jan 2027 – Jul 2027)

- Medium-volume permit categories:
  - Health & Human Resources (DHHR)
  - *Division of Natural Resources (DNR)*
  - State Fire Marshal
  - Tax-related clearances

#### PHASE 3 (Jul 2027 – forward)

- Long-tail / specialized permit categories:
  - Oil & Gas
  - *Mining*
  - Historical Preservation
  - Specialized environmental permits
  - Any agency-specific add-ons requested through governance

### 3. Agency-by-Agency Integration Methods

Each agency will integrate using one or more of the following methods:

#### 1. Direct API Integration

- For agencies with existing digital systems capable of REST or SOAP integration.
- Syncs application data, status, documents, and staff assignments.
- Examples: DEP, DOT, Treasurer's Office (E-Gov).

#### 2. Data Import / Export Integration

- For legacy systems lacking API capabilities.
- CSV/XML secure file transfer for nightly or intra-day updates.

#### 3. New Module Development

- For agencies without an existing digital permitting system.
- The platform's modular form builder and workflow engine will create full digital replacements.
- Examples: Commerce, some DNR and WVGES permit categories.

#### 4. Hybrid Integration

- Combines limited legacy functionality with new workflow modules.
- Used when certain processes remain paper-based while others are digitized.

All integration methods adhere to State cybersecurity, logging, and data handling requirements.

## Appendix H – Service Levels & Support Model

This appendix outlines the comprehensive Service Level Agreement (SLA), support tiers, maintenance schedules, incident escalation procedures, and monitoring/alerting framework for the One-Stop-Shop Permitting Portal. The service model is designed to ensure high availability, rapid response, and continuous operational stability consistent with State of West Virginia expectations and WVU enterprise standards.

### 1. Tier 1–3 Support Model

#### Tier 1 – User Support & Helpdesk

- First point of contact for applicants and agency staff
- Resolves common issues: login, navigation, basic troubleshooting
- Provides how-to guidance and documentation
- Routes complex issues to Tier 2
- Hours: 8am–6pm ET, Monday–Friday

#### Tier 2 – Technical Support

- WVGISTC technical team
- Handles system-level issues, workflow errors, API failures
- Performs root-cause analysis for recurring issues
- Coordinates with developers for bug fixes
- Hours: 8am–6pm ET with on-call availability for critical events

#### Tier 3 – Engineering & Infrastructure Support

- Senior developers, systems engineers, and cybersecurity staff
- Manages platform codebase, integrations, server infrastructure, DR, and security
- Addresses critical bugs, architectural issues, and performance bottlenecks
- Provides engineering support during major incidents
- Available 24/7 for Severity 1 issues

### 2. SLA Response & Resolution Times

The following SLA targets apply to all production issues:

#### Severity 1 – Platform Down / Critical Failure

- Response: 15 minutes
- Resolution Target: 4 hours
- Escalation: Immediate to Tier 3 and WVU Security if applicable

#### Severity 2 – Major Function Degraded

- Response: 1 hour
- Resolution Target: 8 hours

- Escalation: Tier 2 → Tier 3

#### Severity 3 – Standard Issue (Non-Critical)

- Response: 4 hours
- Resolution Target: 3 business days
- Escalation: Tier 1 → Tier 2

#### Severity 4 – Enhancement Request

- Response: 2 business days
- Resolution Target: Added to backlog, reviewed monthly by Steering Committee

### 3. Maintenance Windows

To minimize disruption to applicants and agency reviewers, maintenance follows the schedule below:

#### Standard Maintenance Window

- Weekly: Sunday 1am–4am ET
- Activities: patch deployment, database optimization, log rotation

#### Extended Maintenance (as required)

- Scheduled with 7-day notice
- Conducted during low-usage hours
- Only used for major upgrades or infrastructure changes

#### Emergency Maintenance

- Reserved for security vulnerabilities or critical failures
- WVU notifies State stakeholders immediately

### 4. Incident Escalation Procedures

Incidents follow a structured escalation process to ensure rapid communication and resolution:

#### Step 1 – Detection

- Identified via monitoring alerts, user reports, or automated logs

#### Step 2 – Logging

- Issue logged in the Incident Tracking System (Jira or equivalent)
- Severity assigned

#### Step 3 – Response

- Tier 1/2 mobilized based on severity
- If Severity 1, Tier 3 is notified immediately

#### *Step 4 – Communication*

- Email/SMS notifications to designated agency contacts
- Regular updates issued for prolonged outages

#### *Step 5 – Resolution*

- Issue restored to normal operations
- Root Cause Analysis (RCA) initiated

#### *Step 6 – Post-Incident Review*

- Conducted within 72 hours
- RCA documented and reviewed by the Steering Committee

## 5. Monitoring & Alerting Framework

The platform is continuously monitored to ensure performance, security, and availability.

#### Monitoring Tools & Metrics

- System uptime and performance dashboards
- API latency and error rate monitoring
- CPU, memory, disk utilization
- Database query performance
- Error logs and exception tracking
- Security monitoring (SIEM, Nessus alerts)

#### Alerting Rules

- Severity 1 alerts trigger immediate notifications to Tier 3
- Severity 2 alerts notify Tier 2 and the on-call engineer
- Automated on-call rotation for after-hours monitoring

#### Reporting

- Daily health reports
- Weekly performance summaries
- Monthly SLA compliance reports reviewed by the Steering Committee