

Response to Request for Proposal  
CRFP 0201 SEC2600000001

# One-Stop-Shop Permitting Portal for State of West Virginia

December 4, 2025

Technical Proposal

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## NAVLABS

November 20, 2025

Ms. Tara Lyle

Buyer Supervisor

West Virginia Department of Administration, Purchasing Division

2019 Washington Street | East Charleston, WV 25305

Dear Ms. Lyle,

On behalf of NavLabs, we are pleased to submit this proposal in response to the Centralized Request for Proposals (CRFP) for the State of West Virginia's One-Stop-Shop Permitting Portal. NavLabs is a trusted leader in delivering modern, scalable, and secure Appian-based solutions for government agencies at the federal, state, and local levels. We are proud to offer our deep expertise as the prime contractor for this transformative project.

We fully understand the State's objective: to revolutionize and streamline West Virginia's permitting system by creating a single, user-friendly online dashboard for processing and tracking permits. We are committed to meeting the statutory mandate of implementing a comprehensive portal that incorporates all required agencies—from the Department of Commerce and Department of Environmental Protection to the Secretary of State—by the January 1, 2027 deadline.

To achieve this vision, NavLabs proposes the **Appian Low-Code Platform**, the industry-leading platform for automating complex government processes. Our solution is significantly enhanced by **BlueBlade**, an Appian-hosted solution for automating regulatory review. Blueblade leverages an AI/ML pipeline to translate regulatory text into automated digital logic, enables seamless logic validation through an intuitive no-code interface, and operates as the automated engine and transparent ledger for all regulatory processes. With proprietary access to the Blueblade product suite, NavLabs is uniquely positioned to rapidly and efficiently deliver on this project's ambitious timeline and provide an automated, scalable, and unified platform for all current and future State permitting and licensing needs.

A key advantage of our solution is Appian's strategic partnership with Amazon Web Services (AWS), an existing technology partner for the State of West Virginia. The Appian Cloud runs securely and resiliently on AWS. This relationship was deepened in 2024 through a Strategic Collaboration Agreement (SCA) focused on accelerating government modernization. This collaboration allows us to leverage advanced AWS services, such as Amazon Bedrock, to power Appian's secure, private AI capabilities. This ensures West Virginia's data remains private while enabling powerful automation and enhanced constituent services.

Our proposal confirms our ability to meet all mandatory requirements outlined in the RFP, including FedRAMP authorization , adherence to NIST 800-53 standards , and all security protocols.

NavLabs is excited by the prospect of partnering with the State of West Virginia on this critical initiative. We are confident that our team, our platform, and our approach provide the lowest-risk and highest-value path to success. We look forward to the opportunity to demonstrate our solution in person.

Sincerely,

Larson Thune



Chief Executive Officer, NavLabs

## Executive Summary

NavLabs is pleased to submit this proposal for the State of West Virginia's **One-Stop-Shop Permitting Portal**. We understand the State's critical challenge: the need to replace a collection of disparate, legacy systems with a single, unified, and modern platform. This project is essential to revolutionizing and streamlining the State's permitting system, improving efficiency for both state staff and the public.

Our solution provides a comprehensive, low-risk, and accelerated path to achieving the State's goals by the **January 1, 2027 deadline**. We combine the industry's most powerful platform with a proprietary accelerator to deliver unmatched value.

## Our Solution: Appian and Blueblade

Our solution is built on two core components:

1. **The Appian Low-Code Platform:** We offer the Appian platform as the secure, scalable, and enterprise-grade foundation for the portal. Appian is **FedRAMP Moderate Authorized**, inherently meeting the State's most stringent security requirements. Its proven low-code capabilities are trusted by government agencies worldwide to automate complex processes, manage workflows, and create exceptional user experiences.
2. **BlueBlade:** The key to our accelerated approach is **BlueBlade**, to which NavLabs has proprietary access. BlueBlade is an AI-powered solution designed specifically for permitting and regulatory automation. Instead of building every workflow from scratch, BlueBlade ingests West Virginia's specific statutory and regulatory documents (e.g., WV Code §42-34 and §21-16 for Annual HVAC Technician Certifications issued by the Department of Commerce through the Division of Labor) and uses a proprietary AI/ML pipeline to automatically configure the complex workflows, intelligent forms, and business rules. All workflows, forms, and rules are presented in an intuitive no-code interface for seamless review, testing, and validation by relevant staff. This dramatically reduces development time, minimizes implementation risk, and ensures the portal is a precise reflection of the State's legal and business processes.

## Value to West Virginia

This combined solution provides a dynamic, flexible, and expandable platform capable of managing the entire permitting process. It is designed to be easily customized and scaled to encompass additional agencies and permits as the State's needs evolve.

Furthermore, our strategic partnership with **Amazon Web Services (AWS)**, the State's existing cloud partner, provides a secure, compliant, and resilient foundation for the Appian platform. This alignment ensures seamless integration and leverages the State's existing investments in secure cloud infrastructure.

NavLabs confirms our ability to meet all mandatory project requirements set forth in this RFP. We are confident that our team, the Appian platform, and our proprietary BlueBlade accelerator offer the most reliable and efficient path to successfully delivering a world-class One-Stop-Shop Permitting Portal for the State of West Virginia.

## Project Goals and Proposed Approach

### Approach to Goals and Objectives

**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.** NavLabs will deliver a user-friendly and intuitive experience using the Appian platform, providing unified "Sites" for internal agency use and secure "Portals" for public-facing access. Blueblade provides a central automation engine and consolidated database, including comment-based metadata, for all regulated activities across all departments. Additionally, Blueblade has pre-built modules for all requested dashboard components, internal workflow sites, applicant interfaces, and additional functionality specifically designed for LPI operations, ensuring rapid delivery of a system that is both powerful for staff and simple for constituents.

Our methodology is fundamentally different from competitors who simply aggregate existing forms onto a single webpage. Our approach provides a truly intelligent and unified "One-Stop-Shop" by building a comprehensive, central logic engine first, which, once validated through a seamless no-code interface, automates both submittal screening and compliance review for all licensing and permitting activities. This provides a solution that is faster to implement, cheaper to maintain, and provides far more transparency and intelligence.

Our methodology follows a structured, multi-step process:

1. **Translate Regulations into Logic (The RTA):** Our process begins with the BlueBlade proprietary **Regulatory Translation Algorithm (RTA)**. We will feed all of West Virginia's permitting and licensing regulations (from PDFs, Word documents, etc.) for all participating agencies into the RTA. The RTA parses this text and automatically generates the underlying SQL and JSON logic, creating a "**central logic engine**" and "**digital ledger**" for all state permitting activities. This intelligent engine becomes the single source of truth for compliance.
2. **Empower Agencies with No-Code Control (Internal Dashboard):** This logic engine powers the internal-facing **BlueBlade Accelerator**, which is built on Appian Sites. This is not just a static dashboard; it is a dynamic, no-code tool that empowers senior agency administrators. Using an intuitive drag-and-drop interface, authorized users can directly manage, modify, and own their form structures and regulatory workflows. This "guard-railed" environment ensures consistency and allows the State to adapt to legislative changes without costly, developer-led projects.
3. **Create a Transparent Public Portal (Public-Facing Component):** The public-facing portal, built on Appian Portals, is a direct *mirror* of the internal system's logic. This is a key differentiator: applicants and agency reviewers see the **exact same forms and compliance rules**. This eliminates the confusion and inconsistency that plagues traditional portals, where the public form is disconnected from the internal review checklist.

4. **Deliver Pre-Submission Compliance (The Key Differentiator):** Because the applicant and reviewer portals are mirrored, our solution provides a unique **"pre-screen" capability**. An applicant can fill out their information and click a button to receive an automated "Compliance Summary" *before* officially submitting their application. This report checks their data against the central logic engine and shows them—in plain English—exactly what is compliant and what is not, identical to the report the agency reviewer will see. This feature will directly streamline the intake process and drastically reduce the back-and-forth between applicants and staff.
5. **Provide Actionable Data Insights:** Finally, our methodology provides value far beyond simple processing. Because all logic and comments are centralized, BlueBlade's **"data concentration capabilities"** provide unparalleled insight into the regulatory process. The State will be able to run reports to identify which regulations are consistently causing public "consternation" or are never used, allowing the identification of regulatory roadblocks—an insight that is "impossible in other platforms".

This methodology is superior because it delivers a truly intelligent, transparent, and unified platform, not just a collection of digital forms.

**4.2.1.2 Vendors should describe how they would implement a flexible and secure Role-Based Access Control system.** NavLabs will implement a highly flexible and secure **Role-Based Access Control (RBAC)** system leveraging **Appian's native security framework**, ensuring that users across the multiple agencies will only access the specific data and functions necessary for their duties. This framework will begin with integration to the **State's Single Sign-On (SSO) solution, Quest**, allowing users to authenticate seamlessly with their existing credentials. Within the Appian platform, we will define granular **user groups** corresponding to State roles (e.g., "DEP Inspector," "DOH Reviewer," "Public User") and will apply permissions directly to all application components, from forms and reports to the underlying data records. This model will easily scale to accommodate the **seven initial agencies** and subsequent additions by ensuring that access is dynamic and managed centrally, thereby protecting sensitive data from unauthorized, cross-agency access.

**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.** NavLabs will leverage the BlueBlade solution to instantly provide an intuitive, customizable front-end interface built specifically to optimize workflow processes and data visibility for multi-department permitting functions. This solution is built on the inherently responsive Appian platform, ensuring all interfaces automatically adapt for a seamless experience on any device, from desktops to tablets and smartphones. For tracking, the BlueBlade solution will provide a **Public Portal** that enables unauthenticated users to look up application records and clearly display status updates. Critically, the solution includes a mirrored business portal that supports a dynamic licensing lifecycle, empowering citizens, once authenticated via **Quest SSO**, to manage all their permissions and easily initiate applications for **additional permits or licenses as needed** from a unified interface.



**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.** NavLabs will embed the BlueBlade solution's AI-driven capabilities directly into the public portal to function as the intelligent assistant, immediately guiding users through the application process and ensuring completeness prior to submission. The core of this system is the **Regulatory Translation Algorithm (RTA)**, which processes West Virginia's codes into a standardized logic engine that powers the front-end validation. This enables the portal to perform near real-time compliance checks as applicants enter data and upload documents, providing instant feedback and surfacing actionable recommendations. This is complemented by the Appian platform's AI capabilities; we will leverage Appian's strategic partnership with AWS (using Amazon Bedrock) to power a private, secure AI assistant that can guide public users through the complex application process. This robust automation will reduce common errors, significantly cutting the high rate of resubmissions the State currently experiences.

**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.** NavLabs will implement a dynamic and transparent tracking system using Appian Records and the BlueBlade solution's public-facing portal component to provide public users with clear, up-to-date visibility into their application status. Every permit or license application will be linked to a core Appian Record that serves as the **single source of truth** for all information, including its position in the workflow. The public dashboard will present a clear, **high-level status update** and a **visual progress bar** showing the application's movement through key milestones, but **will not expose internal review comments** or proprietary information. This design will leverage the platform's ability to track **workflow progress** through Appian's process models, ensuring citizens can easily track all their applications across various agencies from one user-friendly location.

**4.2.1.6 Vendors should explain how the solution will implement a robust session management and draft-saving system for mid-process applications.** The BlueBlade solution's pre-built application forms include a "save as draft" capability as a standard feature which generates a unique URL for the user inputting the information to return to the form. This functionality is supported by the Appian platform's robust and configurable session management, ensuring a user-friendly and frustration-free experience for applicants who may need to pause and resume their application.

NavLabs will ensure robust session management and draft-saving by leveraging inherent capabilities of the Appian platform, providing continuous operational continuity for public users. The system will employ a **dynamic session management** strategy integrated with **Quest SSO** authentication, ensuring secure, time-bound access while users are active. To prevent data loss, the BlueBlade solution's forms will incorporate **mid-process draft-saving** functionality, allowing the applicant to preserve their progress as they complete complex fields and upload documents. This ensures users can safely navigate away from their applications and return later to continue

their submissions without starting over, vastly improving the user experience and reducing applicant frustration.

**4.2.1.7 Vendors should describe how the solution implements a transparent and dynamic time-tracking module within the public dashboard.** The BlueBlade public dashboard is pre-configured to show applicants a clear, user-friendly visualization of the time spent in the overall workflow, including key milestones like review stages and inter-agency handoffs. This feature is powered by the Appian workflow engine, which automatically captures detailed metrics and timestamps for every step in the permitting process, providing clear visibility against service-level agreements (SLAs). The system will use Appian's core process management capabilities to **automatically capture key timestamps and durations** for performance analytics and auditability, allowing the State to measure efficiency and optimize future processes.

**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.** The BlueBlade solution includes a pre-built, mobile-friendly inspection module designed for full offline functionality. This module is delivered via the native Appian Mobile app, allowing inspectors to download tasks, complete forms, take photos, and capture signatures without an internet connection, queuing all data to be securely and automatically synced once a connection is re-established. This ensures the continuous, secure operation of field services even in low-connectivity environments.

**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.** The BlueBlade solution ensures full mobile accessibility for all users through two optimized experiences. Public access is provided through a responsive mobile-web portal (built on Appian Portals), while agency users get a powerful, full-featured experience via the native Appian Mobile app for their work.

The core application utilizes Appian's SAIL framework, meaning the interface automatically adjusts its layout to ensure optimal viewing and interaction on **smartphones and tablets** for public users. For agency staff, the native Appian mobile app provides full system access, supporting mobile-specific components for actions like one-click approvals and the offline-capable inspection module. This approach guarantees consistent functionality, performance, and the same complete user experience for all users, regardless of device type.

**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.** NavLabs will implement a flexible and user-controlled notification system by leveraging **Appian's native notification capabilities**,

ensuring users can receive workflow updates through their preferred channels. Users will be able to manage their preferences for receiving notifications (e.g., status updates, approvals, or expirations) via a dedicated profile setting within the portal, opting for one or both channels. This system will be designed to scale across all agencies and notification types, providing real-time alerts without compromising **mandatory security** or **accessibility** standards.

**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.** NavLabs' **BlueBlade solution**, built on the enterprise-grade **Appian platform**, provides a fully integrated Document Management System (DMS) and dynamic form builder. By leveraging the Appian Cloud's strategic partnership with **Amazon Web Services (AWS)**, our solution offers the State of West Virginia a system that is not only user-friendly but offers virtually unlimited scalability through **Amazon S3** integration.

Unlike static PDF forms, BlueBlade utilizes Appian's **SAIL (Self-Assembling Interface Layer)** technology to create dynamic, "smart" forms.

- **Dynamic Behavior:** Forms adjust in real-time based on user inputs (e.g., if a user selects "Commercial" permit, the form automatically reveals relevant commercial fields and hides residential ones).
- **BlueBlade Integration:** BlueBlade's logic engine powers these forms to ensure valid data entry at the point of capture, reducing NIGO (Not In Good Order) submissions.
- **Low-Code Maintenance:** State administrators can modify these forms using drag-and-drop tools without requiring complex coding.

Appian software provides the functionality to enable users to upload physical files as part of its comprehensive suite of features. Appian includes capabilities for handling file uploads, allowing users (both agency staff and public applicants) to attach and store physical files within the system via intuitive drag-and-drop interfaces. This feature is particularly useful for applications that require document management, collaboration, or any other scenario where file attachments are necessary, such as evidentiary photos for inspections or architectural drawings for permits. Read more at [Appian Document Management](#).

Recognizing that the State of West Virginia utilizes AWS, our solution leverages the Appian Cloud's architecture which runs on AWS to provide robust data storage growth capacity.

- **Seamless S3 Integration:** Appian seamlessly integrates with popular cloud storage solutions, specifically **Amazon S3**, to meet expanding data storage requirements. By utilizing S3 buckets for document storage, the State benefits from the high durability, availability, and security inherent to the AWS ecosystem.
- **Unlimited Scalability:** For cloud-based deployments, Appian leverages the cloud infrastructure's inherent scalability, allowing organizations to take advantage of virtually unlimited storage capacity provided by cloud service providers. This ensures that as the

One-Stop-Shop grows and historical data accumulates, the system will never hit a storage "ceiling."

## Security and Compliance

- **Encryption:** All documents stored in S3 buckets via Appian are encrypted at rest and in transit, inheriting the robust security posture of the Appian/AWS partnership.
- **Access Control:** Document security is governed by Appian's granular Role-Based Access Control (RBAC), ensuring that only authorized users can view or modify specific files.

Additionally, Appian offers options for data storage growth capacity. The platform provides various storage options on Appian Cloud to accommodate the growing needs of organizations. Whether the State requires standard storage or high-availability configurations, Appian can assist by performing sizing exercises to determine and allocate storage resources based on specific needs and infrastructure capabilities. This enables customers to scale storage capacity seamlessly as their data grows over time.

**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.** The BlueBlade solution is designed for seamless interoperability and will serve as the central logic engine for all permitting. It uses the underlying Appian platform's Data Fabric to integrate with existing agency systems via REST, SOAP, and JDBC, allowing us to unify data and enhance existing portals without requiring costly data migration. This approach enhances **user experience** by consolidating disparate agency touchpoints into a single, cohesive workflow for both public and internal users.

**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.** NavLabs proposes a solution that combines defense-in-depth security with a flexible architecture designed for rapid adjustment and long-term sustainment. Our solution leverages the **Appian Cloud** platform—hosted on **Amazon Web Services (AWS)**—to provide enterprise-grade security while utilizing the **BlueBlade** solution to ensure the system evolves alongside West Virginia's changing regulatory needs.

Our solution is "Secure by Design," inheriting the robust security posture of the Appian Cloud, which is **FedRAMP Moderate Authorized** and **SOC 2 Type II** compliant.

- **AWS Strategic Partnership:** Appian's strategic partnership with AWS provides the secure, resilient foundation required for government operations. In 2024, this relationship deepened through a Strategic Collaboration Agreement (SCA), ensuring our architecture leverages advanced AWS services to maintain high availability and scalability for mission-critical state services.

- **Data Encryption:** To meet State standards, all data is encrypted **at rest** (AES-256) and **in transit** (TLS 1.2+), fully aligning with **FIPS 140-3** encryption requirements.
- **Private AI Architecture:** Our architecture ensures that West Virginia's data remains private and secure within defined boundaries, never training public AI models.

The solution is architected to adapt rapidly to legislative changes and operational shifts without requiring complex custom coding:

- **BlueBlade Regulatory Translation Algorithm (RTA):** NavLabs utilizes proprietary access to the BlueBlade RTA to streamline regulatory updates. If statutes change, the RTA translates updated regulations into executable logic, which can be tested and validated quickly.
- **No-Code/Low-Code Flexibility:** For routine adjustments, BlueBlade's no-code interface empowers State administrators to validate regulatory sets and perform small-scale updates independently. For larger structural changes—such as modifying dashboards or workflows—Appian's low-code design allows for rapid reconfiguration to meet evolving agency needs.

NavLabs provides a comprehensive sustainment model to ensure the longevity and health of the system:

- **Quarterly Platform Updates:** Appian Cloud updates the Platform-as-a-Service (PaaS) on a quarterly basis to introduce customer-driven features, ensure security compliance, and deliver the latest technology. These updates occur automatically during scheduled maintenance windows, requiring no heavy lifting from State IT staff.
- **Dedicated Support Resources:** Our contract includes dedicated technical support for the duration of the term to handle bug fixes and technical maintenance. Additionally, RTA Services are available for new department onboarding and updated regulations, billed at the same rate provided in the Cost Proposal.
- **Security Compliance Reviews:** Appian's dedicated security team conducts continuous monitoring, vulnerability scanning, and annual third-party audits to relieve the State of the burden of performing its own security reviews.

**4.2.1.14 Vendors should demonstrate a comprehensive, flexible, and secure approach that supports interoperability, minimizes disruption, and enhances operational efficiency.** NavLabs will deliver a comprehensive, flexible, and secure solution by building the **BlueBlade** solution on the **Appian low-code platform**. The application will be inherently **flexible and scalable** to adapt to increased requirements in future years. Security will be maintained through Appian's compliance with frameworks like **FedRAMP Moderate** and the use of **FIPS 140-3 encryption** for data at rest and during transit. To ensure **interoperability**, Appian's **Data Fabric** capabilities will enable real-time integration with legacy systems, minimizing disruption by orchestrating data where it lives rather than forcing immediate migration. This comprehensive approach, combining NavLabs' specialized development, **BlueBlade's regulatory intelligence**,

and the platform's native tools, will directly enhance **operational efficiency** by automating workflows and reducing manual workload.

**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.** NavLabs strategically recommends both a strategy of a strategy of **integration and unification** over a high-risk "rip and replace" approach, a core design principle of our solution and an **"Integrate First, Replace by Term End"** approach, delivered through a phased rollout, to ensure the **January 1, 2027, statutory deadline** is met while minimizing disruption. The minimum viable product (**MVP**) will focus on integrating with legacy systems (e.g., *GL Suite 7, MS Access, Internal custom systems*) using APIs and **real-time data exchange** to get the public-facing dashboard live quickly. This initial phase uses the BlueBlade solution as the centralized front-end, orchestrating workflows across existing systems to enhance efficiency immediately. Full **replacement and retirement** of legacy platforms will then occur progressively through **Years 2 and 3** of the contract term, allowing for careful data migration and system validation. Our realistic timeline targets a **January 2026 project start** and leverages **phased rollouts by agency**, dedicating the subsequent twelve months to the MVP build and ensuring all systems are decommissioned at the earliest feasible opportunity after a brief parallel operations period.

**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.** NavLabs will implement a structured and scalable **"train-the-trainer" (TtT)** model, focused on the BlueBlade no-code interface, to empower designated agency staff as expert internal trainers, efficiently facilitating the cascading rollout across the State's workforce. Our approach will focus on training core agency representatives (at least two per agency, plus an ambassador, per the State's guidance), equipping them with the **knowledge, tools, and confidence** to effectively train their respective teams. Training sessions will be delivered in a flexible capacity, incorporating both **onsite presence for key milestones** and remote delivery options for broader reach. We will prioritize completion of core TtT sessions by **mid-to-late December 2026** to support the statutory deadline and will provide comprehensive, customizable training materials, including hands-on sessions for system navigation, workflows, and the proper use of the new platform. This will empower senior agency administrators to manage their own workflows and regulatory logic, equipping them with the knowledge and materials to train their colleagues effectively. This is supplemented by [Appian Academy's](#) extensive online courses.

**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.** NavLabs will provide a comprehensive and self-paced learning platform primarily through the [Appian Academy](#) and customized on-demand resources. The foundation for **agency users** will be the **Appian Academy's**

existing online, self-paced courses, which deliver foundational knowledge in core platform concepts and workflows. This extensive library of online courses and documentation provides continuous learning support long after implementation is complete. This is critical for supporting the mandated **"train-the-trainer" model**.

For constituents and external users, the solution will feature a built-in, accessible **knowledge base/FAQ page** and an intuitive help system. Furthermore, the State will provide and host **all on-demand content via its existing Coursemill platform**. NavLabs will produce all initial training content, such as **user manuals, instructional videos, and role-based guides**, and ensure they are delivered in a format compliant with the State's system for seamless integration. This layered approach minimizes reliance on live sessions and ensures sustained knowledge transfer.

**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.** The BlueBlade solution is fully compatible with Google and Microsoft products. It can leverage the Appian platform's pre-built, out-of-the-box connectors for both **Google products** and **Microsoft 365** to ensure seamless integration for calendar, email, and document management. Integration with **Azure AD** is the primary method for authenticating State staff. This **interoperability** is critical for streamlining adoption, allowing State staff to manage notifications, schedule meetings, and access documents without having to switch between disparate platforms, maximizing **productivity**. Our strategic partnership with **AWS** also supports this, as AWS services are engineered for seamless integration with both Microsoft and Google enterprise cloud environments.

**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.** Our solution is built for change; the proprietary BlueBlade solution is specifically designed to be flexible, allowing new regulations and workflows to be configured and deployed rapidly. New agencies can be onboarded by simply running their regulations through our RTA and configuring their new workflows in the no-code interface. This is supported by the Appian Cloud platform, which offers elastic scalability to handle increased user loads and makes adding new agencies seamless. The platform uses a **modular, services-based architecture** that decouples the user interface and workflows from the underlying data and logic, meaning new **agencies and permits** can be onboarded rapidly with configuration rather than extensive coding. Appian's strategic partnership with **AWS** provides elastic **cloud infrastructure**, ensuring the system can **scale capacity** to support increased transaction volume and **unlimited external users** without performance degradation. Furthermore, **BlueBlade's Regulatory Translation Algorithm (RTA)** allows the core **compliance logic** to be adjusted easily as laws and requirements change,

positioning the platform as a foundational, future-proof investment for sustained **digital government unification**.

**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.** NavLabs demonstrates commitment to high system availability and rapid recovery via our recommendation of the BlueBlade solution which is hosted on the **Appian Cloud**, leveraging its inherent resilience and compliance posture. The standard Service Level Agreement (SLA) for the Appian Cloud is **99.95% uptime**. To achieve **rapid recovery protocols** and high availability, the platform is hosted on **AWS** with redundant architecture and formal Disaster Recovery (DR) and contingency plans tested semi-annually. We will ensure **transparent maintenance practices** by coordinating all planned downtime with the State, scheduling windows **outside of business hours** (8:00 a.m. to 5:00 p.m. EST). This includes providing a minimum of three days' advanced notice for any maintenance causing a system disruption. For critical recovery, the target objectives are a 21 minute recovery time objective and a 1 minute recovery point objective. View the [Appian Success Plans](#) to learn more.

**4.2.1.21 Vendors' solution must include a description of the project management approach and relevant tools to be utilized.** NavLabs employs an Agile/Scrum delivery methodology derived from the [Appian Delivery Methodology](#), which combines the structural discipline of traditional project management with the flexibility and speed of Scrum. This ensures a transparent, iterative, and collaborative project, utilizing standard tools like Jira to ensure constant alignment with the State's stakeholders and priorities. We will front-load critical activities like **risk mitigation** and initial **scope definition** into an Agile preparation process.

Our approach begins with "Sprint 0," a critical discovery and planning phase where we leverage our proprietary access to the **BlueBlade** solution. Because BlueBlade's regulatory logic engine and front-end accelerators are pre-built, we utilize this phase to map West Virginia's specific agency regulations into the BlueBlade engine rather than building workflows from scratch. This allows us to rapidly move into iterative development sprints—typically two weeks in length—where our certified Appian developers configure the solution to meet specific agency needs. This methodology ensures transparency and adaptability; through daily stand-ups, bi-weekly sprint reviews, and live demonstrations, State stakeholders have continuous visibility into progress and the ability to provide feedback that is immediately incorporated into the next sprint cycle.

To ensure rigorous governance and seamless collaboration, NavLabs utilizes the Atlassian suite as our primary project management toolset, specifically **Jira** for backlog management, issue tracking, and user story definition, unless the State has a different preferred tool. In alignment with RFP requirements, we provide the State's implementation team with no-cost access to these interfaces, ensuring full visibility into the Requirements Traceability Matrix (RTM), sprint velocity, and defect tracking. Furthermore, our project management approach extends to the management of the underlying infrastructure; leveraging the strategic partnership between Appian and Amazon Web Services (AWS), our project managers coordinate directly with Appian



Cloud support to ensure the environment remains secure, compliant, and scalable throughout the development lifecycle. This robust tooling, combined with our agile cadence, ensures we can meet the statutory deadline of January 1, 2027, while delivering a high-quality, user-centric portal.

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

NavLabs will seamlessly integrate the **BlueBlade** portal with the State's mandated **Quest SSO Solution** using the industry-standard **OAuth 2.0** or **SAML 2.0 protocol**. This integration will ensure **Azure AD is the primary authentication for State staff** and will allow all internal agency users and external constituents to access the platform securely with their existing credentials, supporting the broader **"WV.gov citizen experience"**. By delegating authentication to Quest, the platform will automatically enforce the State's security policies, including **Multi-Factor Authentication (MFA)**, simplifying user management and significantly enhancing the overall security posture as required by the Office of Technology.

**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.** NavLabs acknowledges and fully complies with this requirement, providing a comprehensive cost breakdown in Attachment A that encompasses total implementation, annual software licensing, hosting, and maintenance fees. Our pricing model capitalizes on the efficiency of the Appian platform and NavLabs' proprietary access to the BlueBlade solution, enabling us to offer a cost-effective implementation that significantly reduces development time compared to traditional custom builds. Additionally, our hosting costs reflect the enterprise-grade security and scalability of the Appian Cloud running on Amazon Web Services (AWS), ensuring a resilient foundation for mission-critical operations. For further details on the support and maintenance tiers included in our proposal, please refer to Appian Success Plans.

**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.** NavLabs is a US-based company, and we guarantee that all work on this project will be performed by our **US-based resources**. We comply with all federal regulations regarding technology and communication.

**4.2.1.25 Vendor should provide constituents access to a digital wallet for payment, refund, and license/permit management.** NavLabs will work with the BlueBlade solution to feature a constituent-facing "Digital Wallet" within the Appian Public Portal, powered by NavLabs' proprietary access to the BlueBlade solution. This centralized hub will utilize Appian Records to provide users with a secure, 360-degree view of their interactions with the State, allowing them to view, download, and share electronic copies of issued licenses and permits, track application status, and access document history in real-time. The wallet will include automated renewal reminders and integrate seamlessly with the State Treasurer's Office

Banking Service's Merchant Services Department via Appian's robust integration capabilities to facilitate secure payments and refunds. Hosted on the secure, scalable AWS cloud, this feature leverages Appian's native mobile capabilities to ensure constituents can access their digital wallet anytime, anywhere, on any device.

## Compliance with Mandatory Project Requirements

**4.2.2.1 Vendors must provide a solution for the development and creation of a one-stop shop permitting portal.** NavLabs proposes a comprehensive One-Stop-Shop Permitting Portal built on the enterprise-grade Appian Platform and accelerated by our proprietary access to the BlueBlade solution. BlueBlade provides pre-built workflows and dashboards specifically for permitting, which dramatically speeds up development and unifies all agency functions into a single, constituent-facing portal right from the start. Our approach utilizes Appian Portals to deliver a unified, public-facing dashboard where constituents can discover, apply for, and track permits across all participating agencies in a single secure session. To ensure a seamless "one-stop" experience without requiring immediate replacement of all legacy systems, we leverage Appian Data Fabric to virtually unify data from the seven initial agencies into a cohesive data model. This solution is rapidly deployable via BlueBlade's pre-built permitting modules and is hosted on the robust, secure AWS infrastructure, ensuring the State meets the statutory implementation deadline of January 1, 2027.

**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.** NavLabs utilizes an Agile/Scrum-based delivery methodology that emphasizes transparency and collaboration, broken into iterative sprints to ensure continuous stakeholder alignment. Our approach uniquely incorporates the BlueBlade RTA to rapidly configure agency-specific rules and workflows, significantly reducing the traditional discovery and requirements-gathering phase. We utilize Appian's built-in collaboration and DevOps tools to provide the State with real-time visibility into project progress, from design through user acceptance testing. This structured approach ensures we meet the aggressive timeline for the Minimum Viable Product (MVP) while maintaining high quality.

**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.** NavLabs commits to meeting all West Virginia Office of Technology data security requirements through the Appian Platform's comprehensive security framework, Appian Protect. This framework includes configurable security policies that govern data access and handling, ensuring strict compliance from initial information gathering through full development. Appian's security posture is inherited from its underlying **AWS infrastructure**, providing a hardened environment that protects State data at every layer. We ensure that security is "baked in" to the BlueBlade solution, rather than bolted on, to maintain integrity throughout the project lifecycle. Our development lifecycle for the

BlueBlade solution, from initial information gathering to development, is governed by these security requirements, and all NavLabs personnel are trained on handling sensitive state data.

**4.2.2.4 Vendor's proposed solution must meet FedRAMP requirements.** The proposed solution is built on the **Appian Cloud**, which maintains a **FedRAMP Moderate Authorization**, fully satisfying this mandatory requirement for the solution itself. Furthermore, Appian Government Cloud–High is FedRAMP-authorized, with an Agency Authorization to Operate (ATO) at the High level as of April 2025. By leveraging Appian's authorized boundary on **AWS**, the State inherits a robust set of security controls that have been rigorously validated by federal standards. This ensures that the One-Stop-Shop portal meets the highest levels of compliance required for cloud-based government services without requiring the State to manage the complexity of certification.

**4.2.2.5 Vendor must ensure all state Data is encrypted at rest and during transit.**  
**Encryption must meet FIPS 140-3 standard.** We ensure all State data is encrypted both at rest and in transit using industry-standard protocols that align with FIPS 140-3 standards. Appian Cloud utilizes **AWS Key Management Service (KMS)** for encryption management, which employs FIPS-validated hardware security modules (HSMs) to protect encryption keys. This architecture allows for Bring Your Own Key (BYOK) capabilities, giving the State full control over data access and ensuring end-to-end protection across the One-Stop-Shop ecosystem. More information on Appian Gov Cloud (for even more added security) can be found here.

**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.** NavLabs is the prime contractor and will perform all services for this project. We do not intend to use subcontractors; however, if any specialized services are required, we will identify them for the State's prior written consent and ensure their full compliance with all State data security requirements.

NavLabs will clearly identify and report any subcontractors to the WV Office of Technology, ensuring they strictly adhere to the State's data security requirements. We enforce these rigorous standards through mandatory flow-down provisions in our subcontracts, maintaining a consistent and secure posture across the entire project team. NavLabs retains full responsibility for the security and performance of the BlueBlade solution and the Appian implementation. No assignment or transfer of work will occur without prior written consent from the State.

**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.** The NavLabs solution's security controls are mapped directly to **NIST SP 800-53** standards, a compliance posture inherited through the Appian Platform's rigorous authorizations. We provide full transparency into our security framework by making System Security Plans (SSP) and third-party audit reports available to the State upon request. This alignment ensures that the portal meets federal and

state cybersecurity baselines for access control, incident response, and risk management. See <https://trustcenter.appian.com/> for more information.

**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.** Appian Cloud implements a proactive security program that includes continuous monitoring, intrusion detection, and regular vulnerability scanning of the infrastructure and application layers. Upon request, Appian can provide routine reports of these scans to the Office of Technology, detailing the system's integrity and compliance status. Our partnership with **AWS** further enhances threat detection capabilities through integrated, AI-driven cloud security services that monitor for suspicious activity 24/7.

**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.** NavLabs commits to a strictly defined timeline for addressing critical vulnerabilities, adhering to Appian's aggressive Service Level Agreements (SLAs) for security remediation. Critical security patches are applied automatically and rapidly to the platform by Appian's engineering team, often with zero downtime, to minimize risk exposure. This ensures the portal remains resilient against emerging threats in full alignment with State cybersecurity expectations. See [Appian Cloud Site Maintenance](#) for more information.

**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.** We implement a resilient strategy utilizing Appian's **High Availability (HA)** capabilities, hosted across multiple **AWS Availability Zones** to ensure business continuity. Our comprehensive [disaster recovery plan](#) includes automated daily backups and real-time data replication to meet the State's Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO). This approach guarantees data integrity and service availability, ensuring that the permitting process remains uninterrupted even in the event of a disaster.

**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.** NavLabs strongly recommends deploying the solution on **Appian Cloud**, a fully managed SaaS environment running on AWS, which provides the State with immediate scalability, FedRAMP compliance, and a secure operating environment. As clarified in the State's responses in Addendum No 1 to **Questions 37 and 84**, we satisfy this mandatory migration requirement through robust data portability and a comprehensive disentanglement strategy, rather than a literal infrastructure transfer. This approach ensures the State avoids vendor lock-in while benefiting from Appian's managed security and maintenance. To strictly adhere to the portability mandates outlined in the RFP clarifications, our solution includes:

- **Data and Configuration Portability:** We utilize Appian's out-of-the-box capabilities to export all State data (application records, user data, audit logs) in standard, machine-readable formats (CSV, JSON, XML) via APIs or bulk export tools, ensuring full data sovereignty.
- **Application Portability:** We ensure that all application configurations, metadata, and workflows are exportable packages that can be redeployed if necessary, preserving the State's intellectual property and historical workflows.
- **Disentanglement Strategy:** We commit to a detailed disentanglement plan (submitted within 6 months of award) that outlines the specific timelines and resources required to transition operations and data to a State tenant or successor, fully complying with **Clause 47** and **NIST SP 800-53** controls.

**4.2.2.12 Vendor must make the project management interface available and accessible to the State's implementation team at no additional cost** NavLabs will provide the State's implementation team with full, no-cost access to our project management interface (e.g., Jira) throughout the engagement. This ensures real-time visibility into sprint progress, backlogs, risks, and deliverables for all stakeholders. This collaborative environment fosters transparency and keeps the project strictly aligned with the January 2027 statutory deadline. If the State has a preferred project management tool, we are happy to utilize that instead.

**4.2.2.13 Vendor's solution must provide a real-time data exchange.** The BlueBlade solution is built for real-time data exchange. It leverages the underlying Appian platform's native support for REST and SOAP APIs, as well as the Appian Data Fabric, to instantly query and update data in the State's other systems of record. This allows the One-Stop-Shop portal to read and write data instantaneously across the disparate systems of the seven participating agencies, ensuring constituents see up-to-date status information. The architecture supports high-throughput web services (REST/SOAP) to ensure sub-second synchronization of permit statuses and user actions.

**4.2.2.14 Vendor's solution must be ADA compliant and meet the updated federal requirements.** The BlueBlade solution is built on the Appian platform, which is designed to meet accessibility standards, including **Section 508** and **WCAG 2.2 Level AA**. We will ensure all public-facing portal components and internal agency interfaces are fully compliant with updated federal requirements. The Appian Platform's SAIL (Self-Assembling Interface Layer) technology automatically generates accessible UIs that work seamlessly with screen readers and other assistive technologies. Please see the [Appian Accessibility Conformance Report](#) for reference.

**4.2.2.15 Vendor must provide 3-tier outage reporting.** NavLabs will implement a robust 3-tier outage reporting protocol that categorizes incidents by severity (Minor, Partial, Major) as defined in the RFP clarifications. We utilize automated monitoring tools within the Appian environment to detect issues immediately and trigger notifications (to designated State stakeholders based on

the tier. This ensures transparent communication, rapid escalation, and detailed root-cause reporting for any service disruptions.

**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.** We provide the State's team with early access to dedicated sandbox (development/test) and production environments, utilizing Appian's rapid deployment pipeline capabilities. This facilitates iterative testing and hands-on feedback during the development sprints, ensuring the BlueBlade solution is configured to meet business needs well before the go-live date. These environments are fully segregated to maintain data integrity and security while allowing for parallel development work. The State's team will be granted access to these environments early in the development stage to facilitate collaboration, "train-the-trainer" activities, and user acceptance testing.

**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.** NavLabs will provide a comprehensive disentanglement plan within 6 months of award, ensuring a structured and secure transition of services and data upon contract termination. This plan includes the use of standard data export utilities and API endpoints to transfer all State data, metadata, and system configurations to the State or a successor provider in machine-readable formats. We are committed to full cooperation during the transition period to maintain operational continuity as outlined in Clause 47.

Our solution is specifically architected to prevent vendor lock-in and facilitate a seamless transition. Appian's **Data Fabric** technology allows for the immediate export of data without complex coding, ensuring the State retains full access to its information at all times. Furthermore, unlike opaque "black box" AI models, our **BlueBlade** regulatory engine stores compliance rules as structured, auditable logic sets that can be documented and exported, ensuring the State retains intellectual property regarding how its regulations are enforced.

**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.** We will provide ongoing support and maintenance for the BlueBlade solution for the duration of the contract. This includes all underlying Appian platform updates, security patches, and bug fixes, as well as application-level support provided by NavLabs.

Our proposal includes a comprehensive maintenance and support plan that covers the solution for the duration of the contract, including all platform updates, security patches, and bug fixes. As a SaaS solution running on **AWS**, the Appian platform is updated quarterly with full backward compatibility, ensuring the State always utilizes the latest technology without disruption to the BlueBlade accelerator. Appian provides tiered support structures, including helpdesk services, to address technical and user issues rapidly and effectively.

## Qualifications and Experience

### Qualifications and Experience Information

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

NavLabs offers the State of West Virginia a unique combination of specialized government experience, proprietary regulatory automation technology, and elite technical proficiency on the Appian platform. We are not a generalist IT firm; we are a specialized consultancy focused on modernizing Licensing, Permitting, and Inspection (LPI) systems for the public sector. Our proposed application leverages **BlueBlade**, a proprietary regulatory solution to which NavLabs has exclusive access. BlueBlade transforms static regulatory text into executable business logic, allowing us to deliver a solution that is faster to deploy, easier to maintain, and more accurate than traditional custom development.

#### Staffing Approach and Key Personnel

NavLabs utilizes an Agile "Pod" delivery structure designed to ensure velocity and quality. A typical delivery pod consists of a Technical Delivery Manager, Senior and Junior Appian Developers, and a Quality Assurance Lead, working in two-week sprints to deliver iterative value. This structure allows us to scale resources up or down based on the project phase while maintaining a consistent core team familiar with the State's specific regulatory environment. To ensure the success of the One-Stop-Shop Portal, we have designated the following key personnel:

- **Matthew Bedker, Principal Appian Consultant (Project Steering Representative):** Matt brings over a decade of IT experience and holds the **Appian Level 3 Practitioner** certification (the highest level available) and is a **Certified ScrumMaster (CSM)**. He specializes in regulator-facing solutions and has led delivery for large-scale, compliance-heavy programs. For this project, Matt will provide senior oversight and technical leadership to ensure the solution aligns with West Virginia's strategic goals.
- **Colin Teubner, VP of Technology (Project Security Lead):** Colin will oversee the security architecture of the solution. He holds a **Certificate of Cloud Security Knowledge (CCSK)** from the Cloud Security Alliance and is a **Google Cloud Associate Cloud Engineer**. With over 10 years of deep Appian platform expertise, Colin will certify the security of each deliverable, ensuring alignment with FedRAMP Moderate standards and State security policies.

#### Relevant Project Experience

NavLabs and the BlueBlade solution have been successfully deployed to solve complex regulatory challenges similar to those facing West Virginia.

### 1. Teton County Engineering Department (Jackson, WY)

- **Project Type:** Septic System Permitting & Inspection Modernization.
- **Project Manager/Contact:** Amy Ramage, County Engineer | (307) 733-3317 | aramage@tetoncountywy.gov.
- **Goals and Objectives:** Modernize a manual, paper-based permitting process to improve environmental protection and reduce review times. The objective was to implement a centralized digital solution to improve regulatory compliance.
- **How Objectives Were Met:** Leveraging the BlueBlade **Regulatory Translation Algorithm (RTA)**, we converted complex state regulations into automated compliance logic.
- **Outcome:** The solution reduced average permit review times from **two months to just two days** and increased the specificity of automated compliance reviews by a factor of seven. Additionally, we are currently in negotiations with various Wyoming state agencies to expand BlueBlade into permitting automation for much of the full state of Wyoming.

### 2. Texas Secretary of State (SOS)

- **Project Type:** Business Licensing System Replacement.
- **Project Context:** Large-scale government modernization.
- **Goals and Objectives:** Replace legacy systems to serve the vast business community of Texas with a scalable, secure platform.
- **How Objectives Were Met:** The Appian platform was utilized to deliver a Business Licensing System capable of managing significant data volumes and complex workflows.
- **Outcome:** The system successfully serves approximately **3 million Texas businesses**, demonstrating the platform's capacity for managing critical, large-scale government systems relevant to West Virginia's One-Stop-Shop requirements.

### 3. Dallas Fort Worth International Airport (Dallas, TX)

- **Project Type:** Airport Operations & Compliance Management Modernization.
- **Project Manager/Contact:** Tim Neathery, ITS Programs Manager | (972) 973-1751 | tneathery@dfwairport.com
- **Goals and Objectives:** Accelerate the development and deployment of digital solutions to optimize the customer experience and streamline operations. Specific goals included managing compliance requirements for over 200 shops and restaurants and improving facility management responsiveness.
- **How Objectives Were Met:** Leveraging Appian Cloud, the team built 40 distinct applications in just 18 months. The solution enabled employees to run operations entirely from mobile tablets, including a janitorial dispatch app to address facility conditions in real-time.
- **Outcome:** DFW successfully deployed a robust mobile ecosystem for compliance and operations. The use of cloud delivery significantly accelerated the development timeline, allowing for rapid scaling of applications to meet diverse airport needs.



#### 4. University of South Florida (Tampa, FL)

- **Project Type:** "Archivum" Enterprise Business Transformation.
- **Project Manager/Contact:** Sidney Fernandes, Public Health CIO | (813) 974-2957 | [sfernandes@usf.edu](mailto:sfernandes@usf.edu)
- **Goals and Objectives:** Modernize academic and business processes by placing full control over the student/academic advisor relationship and course of study directly onto a mobile-accessible platform.
- **How Objectives Were Met:** USF utilized Appian Cloud to create "Archivum," a program for business transformation. The pilot application for the College of Public Health was deployed in just three weeks.
- **Outcome:** The application reduced a registration and advisor process that previously took two weeks down to just two days. Realizing the potential of this low-code platform, USF IT expanded Archivum across the University, modernizing academic and business processes covering course records, the medical student lottery, travel, and human resource onboarding.

**4.3.1.1. Vendors should highlight a Proven track record designing, deploying, or supporting permitting platforms for state or local agencies.** NavLabs demonstrates a proven track record in modernizing public sector permitting through our implementation of the BlueBlade solution for Teton County, Wyoming, where we successfully automated septic permitting to reduce review times from one month to just two days. Our approach leverages the enterprise-grade Appian platform, currently utilized by over 200 government entities to manage complex regulatory workflows, ensuring our solutions are both field-tested and scalable. Through our proprietary access to the BlueBlade solution, we deploy pre-built modules tailored for licensing and inspections that streamline compliance reviews and enhance the applicant experience. Furthermore, our strategic partnership with AWS ensures this solution is hosted on a resilient, FedRAMP-authorized cloud infrastructure that meets the stringent security requirements of mission-critical state operations.

**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.** NavLabs has demonstrated extensive experience integrating Appian solutions with complex legacy environments, utilizing standard protocols like REST, SOAP, and JDBC to connect with disparate third-party platforms. Utilizing our proprietary BlueBlade solution in Teton County, Wyoming, we successfully integrated intelligent regulatory logic directly with their existing SmartGov platform and ArcGIS systems, proving our ability to layer modern automation over established tools. Additionally, for federal and financial clients such as Guild Mortgage, our teams have architected flexible data-fabric models and coordinated with enterprise middleware to securely handle sensitive data exchange. We have also implemented integrations with accounting systems via MuleSoft APIs, ensuring seamless data flow across organizational functions while maintaining strict security compliance.

**4.3.1.3. Vendors should describe Familiarity with scalable, secure cloud platforms (e.g., Azure, AWS, Google Cloud) and disaster recovery best practices.** NavLabs possesses extensive experience deploying mission-critical applications on scalable, secure cloud platforms, primarily utilizing the Appian Cloud which runs on a robust Amazon Web Services (AWS) foundation. For clients in both the commercial and public sector spaces, we have configured Appian's High Availability architecture to ensure elastic scalability across multiple availability zones while maintaining strict FedRAMP Moderate compliance. Our team routinely implements disaster recovery best practices, establishing automated failover protocols and backup strategies that have achieved Recovery Point Objectives (RPO) of one minute and Recovery Time Objectives (RTO) of under 15 minutes for enterprise clients. Additionally, through Appian's Strategic Collaboration Agreement with AWS, we have leveraged advanced cloud services to deliver secure, private AI architectures that protect government data within defined boundaries while ensuring operational resilience.

**4.3.1.4. Vendors should explain their experience managing sensitive data with encryption, access controls, and audit trails.** NavLabs has extensive experience managing sensitive data types, including PII, PHI, and financial records, for highly regulated clients and federal agencies alike. We consistently implement defense-in-depth security strategies on the Appian platform, ensuring all data is protected by AES-256 encryption at rest and TLS 1.2+ in transit to meet federal standards like FIPS 140-2. Our team expertly configures granular Role-Based Access Controls (RBAC) and integrates with enterprise identity providers via SAML to enforce strict least-privilege access and Multi-Factor Authentication (MFA). Furthermore, for every deployment, we establish comprehensive, immutable audit trails that log all user activities and system events, providing clients with the complete traceability required for compliance audits and forensic analysis.

**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.** NavLabs maintains a workforce highly trained in federal and state security standards, requiring all developers to undergo annual security awareness training. We leverage the Appian platform's innate, defense-in-depth security architecture, which provides a **FedRAMP Moderate** authorized foundation pre-configured to meet NIST SP 800-53 and CIS benchmarks. By building on this platform, our solutions inherit robust, automated vulnerability scanning protocols performed monthly and a mature Incident Response Plan that is tested annually to ensure rapid containment and eradication of threats. This expertise is demonstrated by our successful delivery of compliant case management systems for federal agencies, where our teams navigated complex authorization boundaries to meet strict federal privacy and security mandates.

**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.** NavLabs can employ a flexible, **Hybrid-Agile project management methodology** that we explicitly tailor to the specific governance structures and operational tempos of each agency partner. We utilize industry-standard tools like **Jira** for backlog management and defect tracking, often configuring

it to serve as a dynamic Requirements Traceability Matrix that ensures every stakeholder need is tracked through to delivery. For detailed schedule management and critical path tracking, we develop and maintain comprehensive **Microsoft Project** plans (MPP), while remaining adaptable enough to integrate with an agency's preferred document repositories or communication platforms. Our approach emphasizes transparency through weekly schedule reviews and collaborative sprint planning, ensuring our delivery cadence aligns perfectly with state oversight requirements while accommodating agency-specific constraints.

**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.** NavLabs has a strong history of implementing successful "train-the-trainer" programs as requested by our customers. Our methodology leverages a blended learning approach, combining custom instructor-led workshops for agency "super-users" with the extensive on-demand resources of the **Appian Academy**, which provides self-paced courses and documentation for ongoing skill development. To support this, we can deliver comprehensive "Trainer's Toolkits" containing customizable slide decks, facilitator notes, and role-based user guides that empower agency staff to train their peers effectively. Additionally, for our proprietary BlueBlade solution, we conduct targeted knowledge transfer sessions that enable administrators to independently validate and update regulatory logic, ensuring sustainable operations without constant vendor intervention.

**4.3.1.8. Vendors should demonstrate familiarity with uptime guarantees, RTO/RPO metrics, and service-level reporting.** NavLabs demonstrates deep familiarity with enterprise availability standards, utilizing the Appian platform to provide financially backed Service Level Agreements (SLAs) of **99.95% uptime** or higher. For mission-critical government systems, we have implemented High Availability architectures that achieve a **Recovery Point Objective (RPO) of 1 minute** and a **Recovery Time Objective (RTO) of 4 minutes**, ensuring minimal data loss during continuity events. Through the Appian platform, we support rigorous service-level reporting through the delivery of monthly performance dashboards that transparently track system availability, transaction response times, and incident resolution against defined targets. This resilience is underpinned by our strategic partnership with **AWS**, utilizing their localized availability zones to ensure redundancy and consistent performance for West Virginia's operations.

**4.3.1.9. Vendors should explain experience working with multi-agency teams, gathering requirements, and managing change.** NavLabs excels in managing multi-agency environments, utilizing an Agile methodology to facilitate iterative requirements gathering and continuous stakeholder feedback across diverse departments. Our proposed BlueBlade solution is specifically architected for multi-office Permitting, Licensing, and Inspection (PLI), allowing us to harmonize conflicting regulatory workflows into a single, cohesive system while respecting the unique mandates of each agency. We effectively manage change through a structured "train-the-trainer" model that empowers agency staff to become internal champions, ensuring sustainable adoption and minimizing operational disruption. This collaborative approach is

bolstered by the Appian platform's native collaboration tools, which streamline communication and decision-making across inter-agency teams to ensure all requirements are met.

## Mandatory Qualification/Experience Requirements

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

NavLabs maintains a rigorous security training program for all employees and subcontractors. We ensure our team is educated on both general security awareness and technical security best practices specific to the Appian platform. We maintain auditable records of all training and policy acknowledgments and will provide them upon request.

Our security training program consists of three pillars:

1. **Mandatory Security Policy Training & Attestation.** Upon hire and annually thereafter, all NavLabs personnel must review and attest to our comprehensive internal security policies. This ensures every team member understands their specific responsibilities regarding:

- Acceptable Use Policy: Rules for safe use of hardware, software, and internet access.
- Data Handling & Privacy: Protocols for handling PII, PHI, and Sensitive State Data.
- Incident Reporting: Procedures for identifying and reporting potential security threats immediately.
- Remote Work Security: Standards for securing home networks and devices.

2. **Role-Based Technical Security Training (Appian Certification).** As an Appian specialized firm, our technical staff are required to maintain active Appian Certifications. This certification process serves as our primary technical security training, ensuring our developers are proficient in:

- Appian Security Best Practices: Implementing object-level security, folder security, and user role management.
- Secure Data Architecture: Configuring Record Level Security (Row-Level Security) to ensure users only see data they are authorized to view.
- Integration Security: Securely configuring connected systems using standard authentication protocols (OAuth, API Keys).
- Maintenance Policy: Appian Certified practitioners are expected to be current on Appian technology to maintain their certification(s). Certified practitioners are required to complete quarterly Release Showcase training. All training must be completed before the certification expiration date. Failure to complete training will result in an expired certification. Expiration dates will not be extended and expired certifications cannot be reinstated. To become Appian certified again you will need to retest at the lowest level. You can find additional information and an up-to-date list of required training to maintain

certification on the Appian Recertification Guidelines page (<https://community.appian.com/learn/certifications/p/recertification>).

3. Underlying Platform Security Training (Appian). For the underlying platform, our partner Appian ensures rigorous training for its own personnel who manage the cloud infrastructure. Appian requires all employees to complete corporate-wide security awareness training upon hire and annually thereafter. Additionally, personnel with access to the Appian Cloud infrastructure receive specialized security training specific to their roles.

Records for Validation: NavLabs maintains a centralized repository of:

- Signed policy acknowledgments for all staff.
- Active Appian Certification transcripts for all technical resources.

These records are available for audit by the State of West Virginia at any time.

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

NavLabs leverages the enterprise-grade capabilities of the Appian platform to ensure strict adherence to WCAG 2.2 Level AA and Section 508 standards for all public-facing services. Our approach relies on the strength of the underlying technology and our team's specialized training in its deployment:

- Appian Platform and SAIL Technology: Our developers are trained to utilize Appian's SAIL (Self-Assembling Interface Layer) framework, which generates accessible user interfaces by default. This architecture ensures that the West Virginia One-Stop-Shop portal will inherently support critical accessibility features—such as keyboard navigation, screen reader compatibility (JAWS, NVDA), and semantic HTML markup—without requiring complex custom coding.
- Developer Training and Best Practices: NavLabs staff are trained on Appian's accessibility best practices to ensure that all configurations made within the BlueBlade accelerator maintain the platform's native compliance. By adhering to these standards during the design phase, we ensure that the logic processed by the Regulatory Translation Algorithm (RTA) is presented in a fully accessible format.
- Compliance Validation: We rely on Appian's Accessibility Conformance Report (ACR), based on the VPAT® template, to validate that the core technology meets federal and state accessibility mandates throughout the solution's lifecycle.

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

NavLabs demonstrates extensive experience aligning enterprise solutions with rigorous IT policies, privacy statutes, and accessibility mandates. By leveraging the Appian Platform's

"defense-in-depth" security architecture, we inherit critical compliance controls while applying our specialized implementation methodology to meet specific state and federal directives.

### 1. Alignment with State & Federal IT Policies

NavLabs designs solutions that integrate seamlessly into government-managed ecosystems, ensuring compliance with centralized IT governance frameworks.

- **Federal Agency Experience:** NavLabs acted as the technical lead for regulator-facing solutions for a federal government agency, where we were responsible for ensuring the solution met NIST-aligned security requirements. This included coordination with enterprise security architecture teams and managing tier 3 support and incident response.
- **Appian Platform Leverage:** Our solutions utilize Appian's FedRAMP-authorized cloud boundaries to inherit substantial security controls, reducing the compliance burden for state IT teams. Appian maintains compliance with global standards including SOC 1, SOC 2 Type II, SOC 3, and ISO 27001.
- **Authentication Standards:** We implement solutions that support industry-standard protocols for Single Sign-On (SSO), including SAML, OpenID Connect (OIDC), and LDAP. This allows state agencies to enforce their own identity management policies, including Multi-Factor Authentication (MFA), ensuring secure access for internal and external users.

### 2. Compliance with Privacy Laws (PII/PHI Protection)

We maintain a "privacy-by-design" philosophy, ensuring that sensitive data—including PII and PHI—is protected according to strict regulations.

- **Data Sovereignty & Fabric:** We utilize Appian's Data Fabric architecture, which allows the platform to connect to and interact with data sources (such as state-managed databases) without requiring data migration. This ensures the State retains full ownership and physical control of its data, satisfying strict data residency and classification policies without creating duplicate copies of sensitive records.
- **Granular Access Control:** For a federal agency managing Temporary Transportable Housing Units (TTHUs), NavLabs implemented a mobile-first inspection solution that handled sensitive asset data. We utilized granular security roles to ensure field inspectors could only access data relevant to their active assignments.
- **Auditability:** Our solutions leverage Appian's immutable audit trails to log every user interaction, data modification, and system event. This capability provides a complete, transparent history of all actions, which is critical for meeting privacy audits and producing evidence of compliance.

### 3. Accessibility Mandates (Section 508 & WCAG 2.2)

NavLabs is committed to building inclusive digital services that meet or exceed Section 508 of the Rehabilitation Act and WCAG 2.2 Level AA standards.

- **Native Accessibility:** We utilize Appian's SAIL (Self-Assembling Interface Layer) framework, which generates user interfaces that are inherently accessible. This includes native support for screen readers (such as JAWS and NVDA), keyboard navigation, and semantic markup without requiring custom code.
- **Public-Facing Portals:** Our experience includes developing public-facing portals, such as those for Guild Mortgage, where we delivered a bilingual external portal for borrowers. These portals are designed to be fully responsive, ensuring equitable access across desktop, tablet, and mobile devices.
- **Verification:** We support the validation of accessibility compliance through Accessibility Conformance Reports (ACR) based on the VPAT (Voluntary Product Accessibility Template) to certify compliance prior to deployment.

**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).**

As the State of West Virginia's implementation partner, NavLabs guides the State in leveraging the Appian platform's defense-in-depth security model. Our approach ensures you benefit from both the granular control of the application and the rigorous, audited protocols of the underlying Appian Cloud infrastructure.

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

We implement a two-tiered RBAC strategy that separates business logic (State-controlled) from infrastructure security (Appian-controlled):

**1. Application-Level RBAC (State & NavLabs Managed)**

- **Granular Business Roles:** NavLabs works with the State to define "Security Role Maps" that map specific users to business functions (e.g., Agency Admin, Public User, Auditor).
- **Inherited Permissions:** We configure the application so that security is inherited from the top down (e.g., a "Case Folder" inherits permissions from the "Agency Group"). This ensures that if an employee changes departments, updating their group membership instantly propagates the correct access rights across thousands of records.
- **IdP Integration:** We configure the solution to integrate with the State's existing Identity Provider (e.g., Active Directory/Azure AD) via SAML or OIDC, ensuring that the State retains full control over user provisioning and de-provisioning.

**2. Infrastructure-Level Access (Appian Cloud Team Managed)**

- **Restricted Support Access:** The State's data is protected by strict protocols governing the Appian Cloud Team. Appian support personnel do not have standing access to customer data. Access is granted only on a "Just-in-Time" basis, typically requiring a specific support ticket and explicit customer authorization.
- **Audited Protocols:** These backend access controls are audited regularly as part of Appian's SOC 2 Type II and FedRAMP compliance programs. Every access event by an Appian engineer is logged and attributable to a specific individual.
- **Separation of Duties:** Appian employs strict separation between development, operations, and security teams. This prevents any single individual from having unauthorized end-to-end control over the environment.

#### Disaster Recovery & Resilience

- **Standard AWS Configuration:** The solution utilizes Appian Cloud High Availability (HA) on AWS. This architecture automatically replicates data across three separate AWS Availability Zones (AZs).
- **Automated Failover:** In the event of a zone failure, the platform automatically fails over to a healthy node in a different AZ with an RPO (Recovery Point Objective) of 1 minute.
- **Future Expansion:** NavLabs can assist the State in upgrading to Enhanced Business Continuity in the future, which adds cross-region replication (e.g., replicating data from US-East to US-West) for protection against regional catastrophes.

#### Compliance & Vulnerability Management

- **Vulnerability Scanning:** Appian conducts rigorous third-party penetration testing and vulnerability scans (using tools like Qualys). NavLabs facilitates the State's access to these reports via the Appian Trust Center.
- **Encryption:** All data is protected by AES-256 encryption at rest and TLS 1.2/1.3 in transit by default. NavLabs ensures all integration points (APIs, file transfers) strictly adhere to these encryption standards.



## Exceptions, Clarifications, and Deviations

**Vendor Name:** Navigator Labs, LLC **Solicitation No:** CRFP SEC2600000001 **Date:** December 3, 2025

Navigator Labs, LLC ("NavLabs") is pleased to submit this proposal. We accept the State's General Terms and Conditions and Project Specifications, subject to the following specific exceptions and clarifications. These modifications are necessary to align the contractual obligations with industry standards for agile software development and to reasonably allocate project risk.

### 1. General Terms and Conditions: Section 4 – Contract Term; Renewal; Extension

- **RFP Reference:** Section 3, Item 4 (Page 14)
- **Current Language:** "The Initial Contract Term becomes effective on the start date listed on the first page of this Contract..."
- **NavLabs Clarification:** "The Initial Contract Term becomes effective on the start date of no later than January 20th, 2026 .."

### 2. General Terms and Conditions: Section 12 – Liquidated Damages

- **RFP Reference:** Section 3, Item 12 (Page 18)
- **Current Language:** "Vendor shall pay liquidated damages in the amount specified below... \$10,000 per day for each day the portal fails to be live after Jan. 1, 2027."
- **NavLabs Exception/Modification:** NavLabs takes exception to the uncapped nature of this provision. We propose the following replacement language:  
"In the event the One-Stop-Shop Permitting Portal is not Live by January 1, 2027, due solely to the fault or negligence of the Vendor, the Vendor shall pay liquidated damages in the amount of \$2,500 per day, up to a maximum aggregate cap of ten percent (10%) of the total Contract Value. Vendor shall not be liable for liquidated damages to the extent delays are caused by: (i) the State's failure to timely provide feedback, approvals, or necessary data; (ii) the acts or omissions of third-party vendors under the State's control; (iii) delays in API integrations with external State agencies outside of Vendor's control; or (iv) Force Majeure events."

### 3. General Terms and Conditions: Section 13 – Acceptance / Binding Offer

- **RFP Reference:** Section 3, Item 13 (Page 18) and Certification Page (Page 27)
- **Current Language:** "...constitutes an offer to the State that cannot be unilaterally withdrawn... creates a Contract by and between the State of West Virginia and the Vendor."
- **NavLabs Clarification:**  
"NavLabs submits this proposal as a firm offer; however, Contract formation shall be contingent upon the parties mutually agreeing to a final Statement of Work (SOW) that finalizes the Project Schedule, Acceptance Criteria, and a Project Plan derived from the

'Discovery and Planning' phase of the engagement. This ensures that the 'Live' date and deliverables are based on verified technical requirements rather than preliminary estimates."

#### **4. Project Specifications: Definition of "Live"**

- **RFP Reference:** Section 4.2.2 (Page 31) and Section 3, Item 12
- **Current Language:** "...fails to be live..."
- **NavLabs Clarification:**

"For the purposes of the Liquidated Damages clause and contract fulfillment, 'Live' shall be defined as the deployment of the One-Stop-Shop Permitting Portal to the production environment in a manner that allows public users to register, submit applications, and view status updates for at least one (1) onboarded agency ('Minimum Viable Product'). The system shall be considered 'Live' even if minor defects (Severity Level 3 or 4) exist, provided they do not materially prevent the critical business functions described above."

**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.

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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 cancelation, 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.

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**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.

**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.

**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.

**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.

### **Subcontractor List Submission (Information Technology)**

**Bidder's Name:** NavLabs

☐ Check this box if no subcontractors will be provided access to State data, State information, or access to the State Network during the performance of this Contract.

[illegible]

Attach additional pages if necessary

Request for Proposal

**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) Sasha Cassidy, Director

(Address) 430 Scott Lane, Jackson, WY 83001

(Phone Number) / (Fax Number) 615-485-2955


(email address) sasha.cassidy@nav-labs.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes 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.

NavLabs

(Company)

  
(Signature of Authorized Representative)

Larson Thune, CEO 12/3/35

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

703-477-5039

(Phone Number) (Fax Number)

larson@nav-labs.com

(Email Address)

**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.

NavLabs

Company

*AL*

Authorized Signature

12/3/25

Date

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



CC VND 00494505 2025 TR

Amazon Web Services, Inc. ■ 410 Terry Avenue North, Seattle, WA 98109-5210, U.S.A.

November 13, 2025

Appian  
7950 Jones Branch Dr.  
McLean, VA 22102  
United States

Re: Letter of Support for CRFP 0201 SEC2600000001

To Whom It May Concern:

Amazon Web Services, Inc. (AWS) is very pleased to support Appian in its efforts to assist West Virginia Department of Administration for CRFP 0201 SEC2600000001 using the AWS Cloud. This letter confirms that Appian is an AWS Partner Network (APN) AWS Partner in good standing.

Appian also holds the following AWS Competency: Government ISV Competency.

AWS offers commercially available, web-scale computing services that help organizations avoid much of the heavy-lifting typically associated with launching and growing successful applications. These services are based on Amazon's own back-end technology infrastructure and incorporate over a decade and a half of experience building one of the world's most reliable, scalable, and cost-efficient web infrastructures. The use of AWS will provide you with access to expertise in large-scale distributed computing and operations and will enable your applications to be robust and scalable.

AWS values and appreciates the opportunity to support Appian, and we look forward to a long and productive relationship. If you have any questions, or require additional information, please contact Jonathan Hatmaker, Senior Partner Account Manager, at [hatmjon@amazon.com](mailto:hatmjon@amazon.com) or 541-517-1131.

Sincerely,

Amazon Web Services, Inc.

A handwritten signature in black ink, appearing to read "Shannon Lowther".

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Shannon Lowther  
Senior Manager, Worldwide Public Sector Contract Management