

West Virginia Department of Administration – Purchasing

# One-Stop-Shop Permitting

**CRFP 0201 SEC2600000001**

**Date:** November 20, 2025

**Vendor Name:** SimpliGov LLC

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**Vendor Signature:**

*David O'Connell*

**David O'Connell - CEO**

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## **TABLE OF CONTENTS**

**Solicitation Cover Page – 2**  
**Addendum Acknowledgement Form - 3**  
**Proposal Review Certification – 4**  
**Executive Summary – 5**

### **RESPONSE REFERENCE:**

**4.2.1. Goals and Objectives – 7**  
**4.2.1.1 - 7**  
**4.2.1.2. – 10**  
**4.2.1.3. – 11**  
**4.2.1.4. – 12**  
**4.2.1.5. – 14**  
**4.2.1.6. – 15**  
**4.2.1.7. – 16**  
**4.2.1.8. – 16**  
**4.2.1.9. – 17**  
**4.2.1.10. – 17**  
**4.2.1.11. – 18**  
**4.2.1.12. – 21**  
**4.2.1.13. – 22**  
**4.2.1.14. - 22**  
**4.2.1.15. – 23**  
**4.2.1.16. - 25**  
**4.2.1.17. – 26**  
**4.2.1.18. – 27**  
**4.2.1.19. – 28**  
**4.2.1.20. – 29**  
**4.2.1.21. – 30**  
**4.2.1.22. – 31**  
**4.2.1.23. – 31**  
**4.2.1.24. – 32**  
**4.2.1.25. – 32**

**4.2.2. Mandatory Project Requirements – 32**

**4.3 Qualifications and Experience – 40**

**4.4. Oral Presentations - 44**



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

**State of West Virginia**  
**Centralized Request for Proposals**  
**Info Technology**

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

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:** VS0000049596  
**Vendor Name :** SimpliGov LLC  
**Address :**  
**Street :**1724 10th Street, Suite 115  
**City :** Sacramento  
**State :** CA **Country :** USA **Zip :** 95811  
**Principal Contact :** Nick Scott  
**Vendor Contact Phone:** (206) 697-8753 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

Tara Lyle  
(304) 558-2544  
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**Vendor Signature X** *David D'Connell* **FEIN#** 82-5114065 **DATE** 12/01/2025  
**All offers subject to all terms and conditions contained in this solicitation**

**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.

SimpliGov LLC

\_\_\_\_\_  
Company

*David O'Connell*

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

12/01/2025

\_\_\_\_\_  
Date

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

## REQUEST FOR PROPOSAL

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

Example:

Proposal 1 Cost is \$1,000,000

Proposal 2 Cost is \$1,100,000

Points Allocated to Cost Proposal is 30

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

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

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

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

*David O'Connell*

SimpliGov LLC

(Company)

David O'Connell, CEO

(Representative Name, Title)

530-214-9056, N/A

(Contact Phone/Fax Number)

12/1/2025

(Date)

## SECTION 1: EXECUTIVE SUMMARY:

SimpliGov is pleased to submit this proposal in response to the State of West Virginia's Centralized Request for Proposal to develop and implement a One-Stop-Shop Permitting Portal. Our proposed solution is a fully cloud-hosted, no-code permitting platform purpose-built for government, capable of meeting 100% of the functional, technical, and statutory requirements outlined in the solicitation.

The SimpliGov platform empowers the State and its agencies to design, build, test, and deploy any permit type or workflow, across all departments, without writing code. All interfaces, forms, routing logic, notifications, and reporting dashboards are fully configurable using intuitive, no-code tools. The system supports internal and external-facing interfaces, integrates with legacy record systems, and complies with NIST SP 800-53 Rev. 5, GovRAMP, and related state security frameworks.

To ensure successful delivery and long-term sustainability, SimpliGov proposes a collaborative, phased rollout approach aligned with West Virginia's statutory deadline of January 1, 2027. Each agency implementation will be delivered in three-month sprints, focused on a prioritized set of workflows determined by WV DOA based on scope and complexity.

Critically, SimpliGov embraces a train-the-trainer model that will enable the State to manage and expand the platform independently over time. To support this, SimpliGov will assign two full-time Expert Advisory Services (EAS) resources, available for the entire three-year term of the contract. These experienced platform experts will work directly with agency staff to support design, build, troubleshooting, and knowledge transfer. By year two, West Virginia teams will be equipped to independently configure and launch workflows within the platform, creating long-term cost savings and eliminating delays typically associated with vendor-led development cycles.

SimpliGov's platform includes:

- Forms Builder to create dynamic, ADA-compliant public-facing forms with conditional logic, data validations, and integrations
- Workflow Builder to configure end-to-end routing, approvals, escalations, and automated tasks; no developer involvement required
- SimpliSign, a built-in, legally compliant electronic signature solution with full audit trails
- A secure Digital Wallet for constituents to view all approved, pending, and available permits
- Role-based dashboards and real-time reporting tools to monitor application status, identify bottlenecks, and ensure accountability
- Integration with the State's preferred payment processor for seamless payment intake
- Support for legacy data migration into the new permitting platform
- A dedicated test environment mirroring production, available for the full term of the contract
- Transparent, shared project management tools (Jira, Confluence, Smartsheet) for full stakeholder visibility and collaboration

SimpliGov does not propose physical scanning of documents, as this has been identified as an optional service in the RFP. However, our team will support ingestion and migration of legacy

permit data to ensure continuity and usability within the new system.

With a client retention rate over 95% and proven success expanding across multiple departments in states like California, New Jersey, and Florida, SimpliGov offers West Virginia a scalable, configurable, and sustainable permitting solution, backed by the tools, expertise, and support required to ensure long-term success.

## **SECTION 2: RESPONSE REFERENCE**

**Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.**

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

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

SimpliGov will establish the West Virginia One-Stop-Shop Permitting solution using our no-code, cloud-based automation platform purpose-built for government. Our approach ensures each of the participating agencies can digitize, streamline, and modernize their permitting processes in a way that is flexible, scalable, and fast to deploy, without writing a single line of code. At the core of our platform is an intuitive Form Builder that can be used to configure any type of intake form required for permitting, whether collecting standard applicant data or complex, multi-part submissions with dynamic fields, attachments, or GIS coordinates.

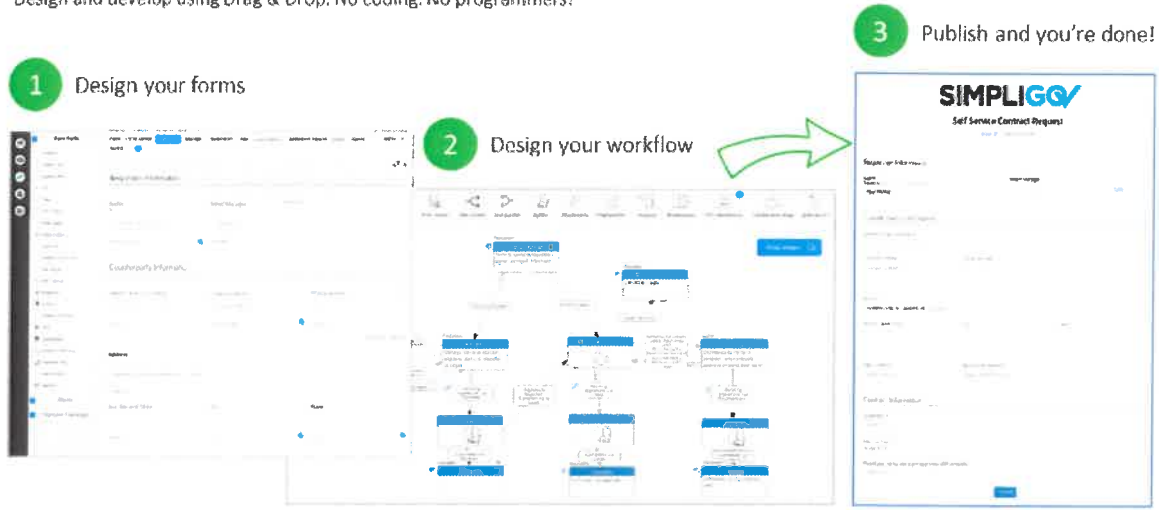
Fields can be configured with advanced data validation, pre-populated values, and hover-over help text to guide users, ensuring both accuracy and usability. Our system also includes features specifically tailored for grant and permit applications, such as required field logic, section-based navigation, and dynamic document uploads.

Our Workflow Builder allows each department to automate its unique review, routing, approval, and notification processes entirely through drag-and-drop configuration. Agencies can define decision paths, inter-agency approvals, SLA timers, escalations, and status tracking all with no-code control. Notifications and tasks can be sent by email or SMS, with full audit tracking.



## How SimpliGov works

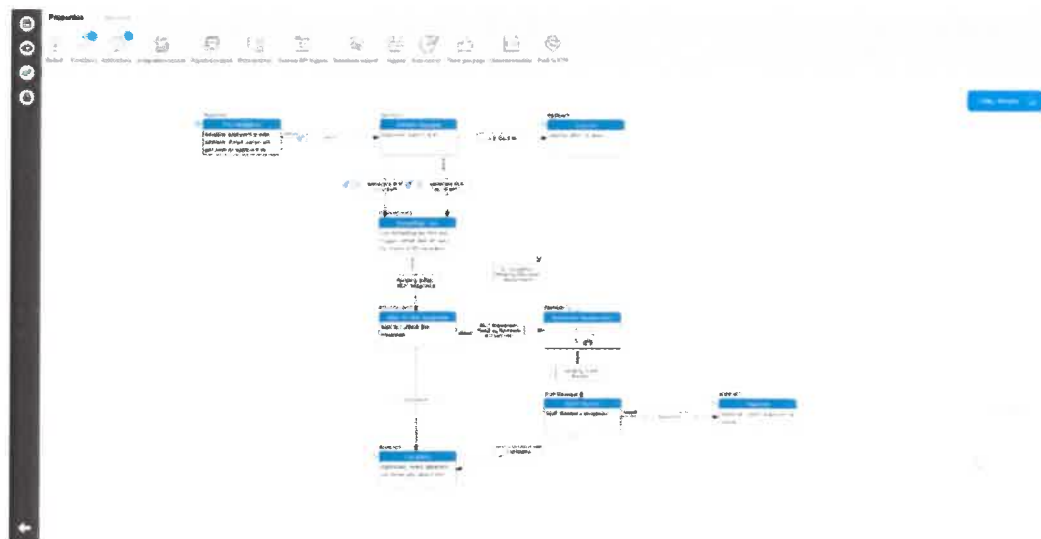
Design and develop using Drag & Drop. No coding. No programmers!



**Figure 1:** The SimpliGov no-code solution allows any Agency to design a permit interface and workflow to their exact specifications.

### SimpliGov Workflow Builder

SimpliGov's no-code functionality empowers lines of business to build and maintain their own e-forms and workflows. The Authority will have full control over their business processes and can modify them using the drag and drop designer. This allows business process design to be as fluid and flexible as your business needs require. It is very common for business analysts or line of business users with no technical background to design their own e-forms and workflows from start to finish.



**Figure 2:** All workflow steps, notifications, and approvals can be visualized in SimpliGov's Workflow Builder.

Workflow notifications can be set up by SimpliGov or the customer admin when building a workflow, and they are delivered via email or SMS text. Next action notifications and informational reminder notifications are also configurable within the workflow. Logos, subject lines, and body of text can all be customized in HTML and CSS to provide users with an easy-to-read and understandable notification that prompts action.

Data can be dynamically pulled into the notifications, attachments can be included, and approvals can be managed directly from the user's email, if necessary. The approver can click the link provided in the email to begin their stage of the workflow. SMS notifications can be sent from SimpliGov forms (US numbers only). SimpliGov provides non-technical users with the ability to design, build and customize forms. Our intuitive drag-and-drop Forms Designer makes it simple to quickly design and publish simple to complex, highly interactive forms. Internal and external users have 24/7 access to forms once they are moved into production. Online forms can be designed to offer a guided experience for users with contextual information to help reduce errors before the forms are submitted. SimpliGov provides a rich user interface and multiple ways to initiate and interact with e-forms.

## **SimpliGov Implementation Methodology**

SimpliGov delivers a proven, scalable, and government-focused implementation methodology built around speed, flexibility, and sustainability. Our approach enables agencies to deploy all permits, all workflows, all departments, and all reports using a 100% no-code platform, with no reliance on custom development. The SimpliGov platform empowers internal teams to configure, manage, and evolve workflows using intuitive tools and pre-built templates, dramatically reducing time to launch and long-term maintenance costs.

## **Why SimpliGov is Better**

Unlike traditional permitting systems that require extensive IT resources or vendor-led customization, SimpliGov is fully configurable to support any permit type, regardless of complexity. Whether you're digitizing a simple event permit or a multi-step development review process, SimpliGov provides the flexibility to tailor data fields, logic, roles, documents, approvals, notifications, and integrations, all without writing a single line of code. This flexibility ensures:

- Faster time to value
- Lower cost of ownership
- Agility to meet evolving compliance, policy, or operational needs

## **Full-Scope Government Coverage by January 2027**

By January 2027, SimpliGov will support the full permitting lifecycle across every department and permit type, with standardized workflows, centralized dashboards, and role-based access for staff and applicants. This includes:

- Public-facing permit intake forms
- Internal multi-step routing workflows

- Role-based processing queues
- Configurable audit trails and logs
- Report libraries and exportable data sets
- Integrated e-signatures, payments, and GIS as needed

### Sustained Enablement: Train-the-Trainer Program

To ensure long-term scalability and internal ownership, SimpliGov will assign two (2) full-time resources annually to provide hands-on configuration support and to train internal staff ("train the trainer") on building and modifying workflows using our existing library of over 1,400 government templates. This model enables your teams to become self-sufficient while accelerating adoption across departments.

### Phased Implementation Methodology

SimpliGov's methodology follows a structured, agile approach:

1. **Discovery & Planning:** Collaborative intake with departments to identify permit types, workflows, integrations, data, and reporting needs.
2. **Configuration:** Buildout using our no-code platform, leveraging existing templates and adjusting to statutory requirements.
3. **Integration:** Secure APIs and middleware to connect with GIS, legacy systems, SSO, payments, and more.
4. **Testing & UAT:** Department-led testing cycles with real-world data and process scenarios.
5. **Training & Knowledge Transfer:** SimpliGov-led sessions focused on enabling your teams to scale workflows internally.
6. **Go-Live & Support:** Full production deployment with real-time dashboards, audit trails, and SLA-backed support.

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

SimpliGov fully complies with the requirement to implement a flexible and secure Role-Based Access Control (RBAC) system. Our approach is to scope and configure RBAC individually for each workflow in collaboration with the agency, ensuring that access permissions align precisely with functional roles, business rules, and statutory requirements. The RBAC system in SimpliGov is fully configurable at any time by authorized administrators, without the need for developer intervention.

Access permissions can be defined at multiple levels, including workflow step, form section, field, document, and dashboard visibility. Each role can be assigned specific actions such as view-only, edit, approve, reassign, or escalate. These roles can be mapped to individual users, user groups, departments, or even dynamically assigned based on data entered in the workflow (e.g., jurisdiction or agency type).

SimpliGov supports the enforcement of least privilege by ensuring users only see and act upon the data and tasks relevant to their role. In addition to platform-based roles, SimpliGov integrates with identity providers such as Azure Active Directory to inherit roles via single sign-on (SSO), allowing centralized identity and access management. All access activities are logged with detailed audit trails for compliance and monitoring.

The image shows a user interface for role management in SimpliGov. It is divided into two main sections: 'Assign role' on the left and 'Create new role' on the right.

**Assign role:** This section features a list of roles, each with a blue checkmark icon in a square box to its left. The roles listed are 'Accountant Secretary 2', 'Manager', and 'Product Manager'. Each role name is preceded by a small person icon.

**Create new role:** This section is for adding a new role. It includes a header with a person icon and the text 'Create new role'. Below this, there are three input fields for user information: 'Email' (containing 'DKmit@gmail.com'), 'Name' (containing 'Daria kmit'), and 'Phone' (containing '+1 392 93 99'). Below these fields are two buttons: 'Cancel' and 'Save'.

**Figure 3:** SimpliGov comes with built-in role-based access controls that can be configured down to the individual or record level with view, edit, and share permissions configured to every Agency's needs.

**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.**

SimpliGov provides a no-code, cloud-native platform that allows government agencies to design responsive web forms with intuitive navigation, conditional logic, and integrated data validation. The SimpliGov Forms Builder, Workflow Builder, and SimpliSign enable the State to add additional permits and application interfaces, as needed. The Forms Builder supports progressive disclosure of form fields based on applicant responses, ensuring users are not overwhelmed and only see relevant inputs. This tailored experience helps minimize user error and supports accessibility standards.

To track applications through the approval process, SimpliGov's platform includes:

- Real-time status tracking and visual dashboards showing where an application is in the process.

- Automated email and SMS notifications at key stages to keep applicants informed.
- Role-based access controls ensuring that only authorized personnel can review or approve applications.
- Public portals allowing users to securely check their status or submit additional documents.

SimpliGov also supports multi-permit workflows. Applicants can apply for additional permits or licenses within the same session or linked workflows, eliminating the need to restart or resubmit redundant data. Through dynamic workflow routing, SimpliGov handles complex branching logic to automatically route applications based on selected license or permit types, jurisdictional rules, or applicant profiles.

#### Responsive Interface Highlights:

- Mobile-first, ADA-compliant form design.
- Embeddable in agency websites or accessible via public portals.
- Real-time validations (e.g., address lookup, required fields, digital attachments).

##### Requester Information

**Name**

Your full legal name

Requester\_Name

**Email**

Please write your email

Email123

**Select Manager**

Your Manager

Element8

**Figure 4:** All functionality in the SimpliGov platform is accessible via mobile device. SimpliGov is mobile optimized for all modern browsers.

#### **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.**

SimpliGov also provides an intuitive FAQ system that administrators can configure to be context-aware. Frequently asked questions may be displayed alongside or below relevant sections of the application form, triggered by user actions or based on the page being viewed. This allows applicants to receive immediate guidance without leaving the workflow, reducing confusion and drop-off rates. Content updates to FAQs can be made directly by agency staff within the administrative interface, with no IT involvement required.

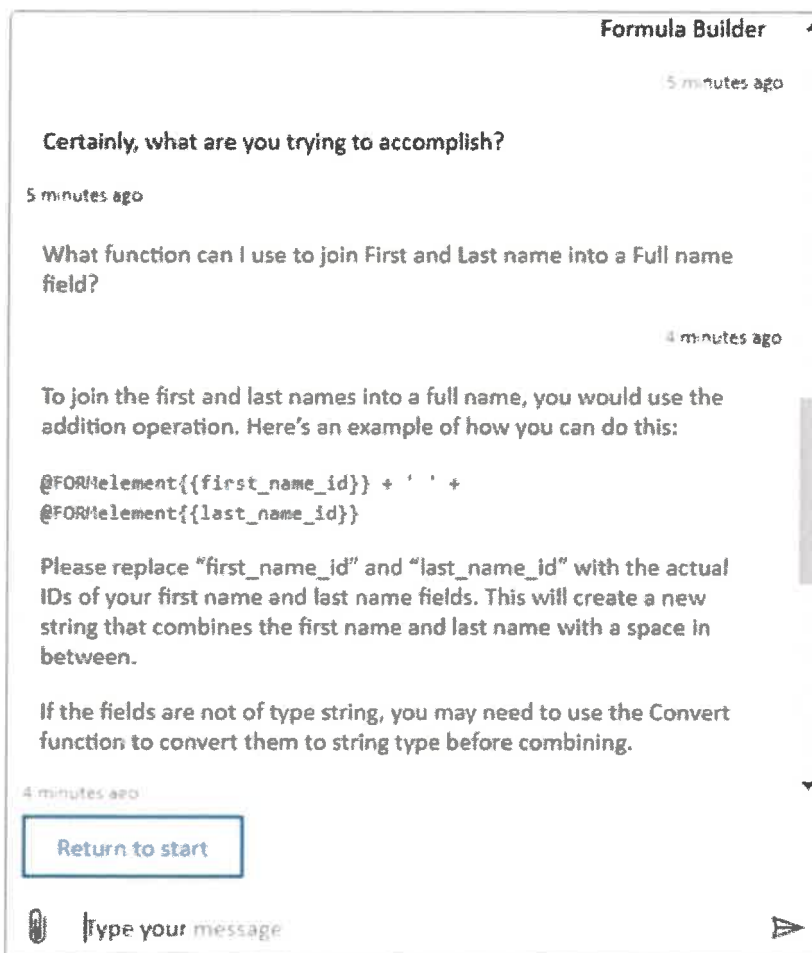
Hover-over help is natively available in SimpliGov's Forms Builder. Every input field or section can include a help icon that users can hover over to reveal a brief explanation or example. These tooltips are configurable with rich text, hyperlinks, and formatting options to provide clear instructions or link to external resources. The use of field-level tooltips reduces user error and increases form completion rates by offering real-time guidance exactly where it is needed.

SimpliGov workflows also support progressive disclosure, showing or hiding form sections dynamically based on user responses. This intelligent logic ensures that applicants are not overwhelmed with irrelevant questions and only view fields that apply to their specific situation.

SimpliGov provides the ability to leverage SimpliAI to support case management productivity, including case note writing and searching. With SimpliAI, staff can draft case notes faster using AI-assisted language generation, ensuring consistency in tone and structure while capturing all required details. Staff can also search across notes using AI-enhanced query capabilities to locate key information quickly, supporting compliance reviews and program audits.

In addition to case notes, SimpliAI delivers a suite of productivity-boosting features:

**Formula Builder:** helps staff build, troubleshoot, and explain formulas used in workflows, such as calculating eligibility thresholds, durations, or financial totals.



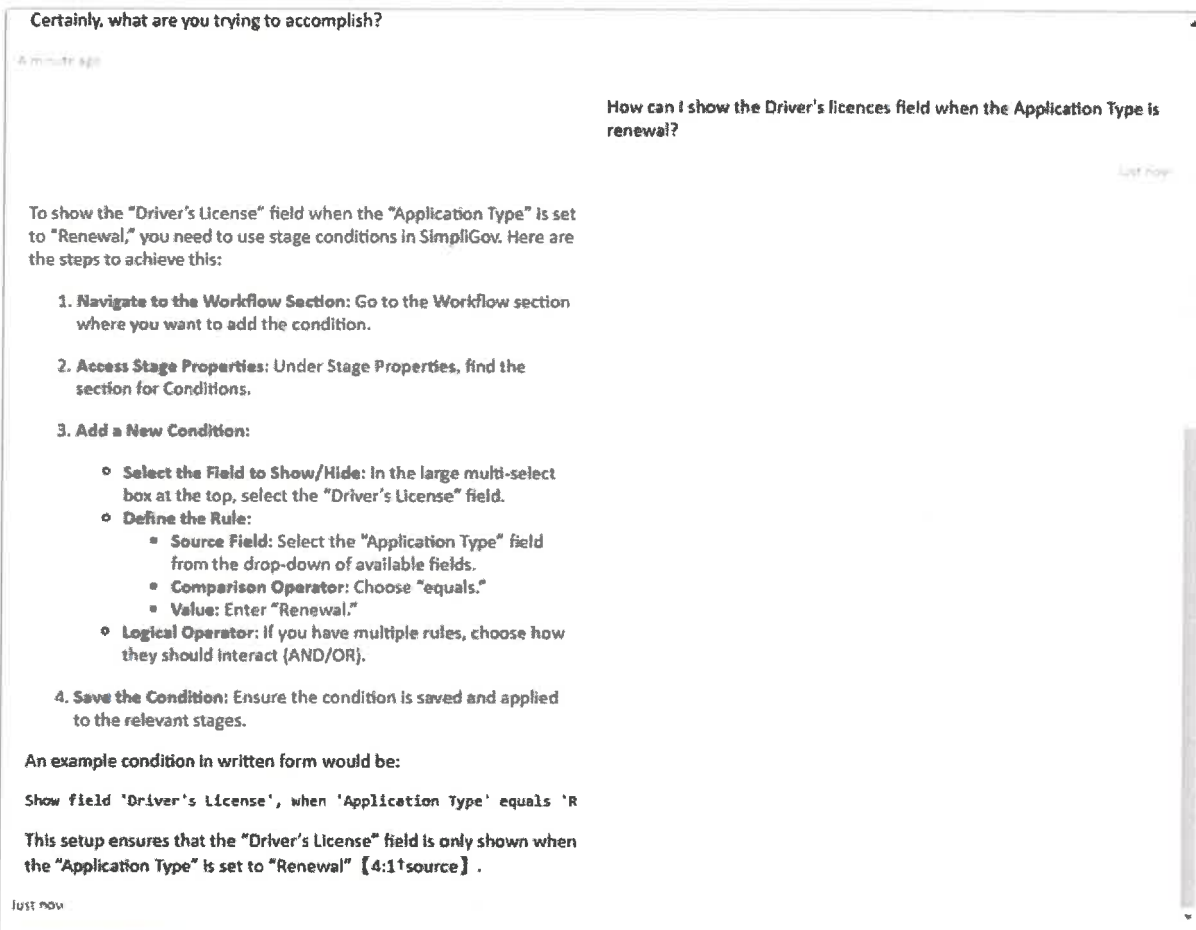


**Figure 5:** SimpliAI assists users with formulas for the SimpliGov Workflow Builder.

**Regular Expression Builder:** generates and deconstructs complex regex patterns to validate data, for example checking that emails end in “@wv.gov” or ensuring IDs follow specific program formats.

**CSS Builder:** provides styling support for forms, allowing agencies to apply custom branding, adjust layouts, or meet accessibility requirements.

**General Assistant:** answers technical and troubleshooting questions, guides configuration, and supports integration scenarios such as connecting SimpliGov to Salesforce or other state systems.



**Figure 6:** The General Assistant offers tips and tricks into all system aspects of the SimpliGov Automation Platform.

Together, these AI-driven assistants reduce administrative workload, speed up configuration and support, and improve data quality. Commerce staff will benefit from AI support not only in day-to-day case management tasks like note-taking and searching but also in building, configuring, and maintaining the platform more efficiently.

#### 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.

SimpliGov's platform includes a configurable public-facing dashboard that allows applicants to track the real-time status of their submissions throughout the entire approval workflow. This dashboard is dynamically updated through the system's no-code Workflow Builder, which governs the stages, roles, and status updates of each application. Agencies can define workflow stages using SimpliGov's drag-and-drop interface, then publish those milestones as status indicators within the applicant's view.

Within the dashboard, public users are presented with an intuitive interface showing the current status of each open application, along with key timestamps, expected next steps, and any outstanding actions or missing documents. Visual indicators such as status bars, step markers, or percentage completion help convey progress at a glance. Applicants may also receive automated email or SMS alerts when their application advances to the next stage or requires additional input.

SimpliGov's audit log and metadata tagging ensure that every status update shown in the dashboard is backed by system actions, reducing the risk of outdated or inaccurate information. Each workflow stage can trigger updates to the public dashboard in real time, and agencies can choose which internal milestones are visible externally to preserve operational integrity while offering transparency.

**My Dashboard**  
Welcome to SimpliSign, John

**To do** 2

**Timecard Document**  
Submit your timecard for this week!  
Last Update, May 9, 2020

**Registration Renewal**  
Your vehicle registration renewal is due.  
Continue filing!  
Last Update, May 9, 2020

**Grant Update Review**  
Please review your grant application and sign.  
Last Update, May 9, 2020

Agreement Name	Sender	Current Signers	Status	Created	Last Updated
Timecard Document	Dianne Russell	3	Sign	03/21/2019 07:19 AM	06/13/2019 12:05 PM
Registration Renewal	Jerome Bell	1	Sign	09/06/2018 12:49 AM	02/27/2020 04:38 AM
Acceptable Use Agreement	Floyd Miles	1	Sign	03/06/2018 01:23 AM	10/05/2018 01:43 AM
Grant Application	Jacob Jones	1	Sign	01/15/2018 01:40 AM	06/02/2019 06:17 AM

**Need help?**  
[Learning center](#)

**Figure 7:** Public users will have the ability to see all permits they have applied for, their status, and any pending next action items to take.

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



SimpliGov is designed to support mid-process application saves through automatic and manual draft preservation. As users fill out a permit application, SimpliGov's session management automatically saves form data at regular intervals and whenever users navigate between sections. This ensures that progress is never lost due to accidental timeouts, browser closures, or interruptions. Users can exit the application process and later resume from where they left off using a secure token or user login, depending on whether the process is anonymous or authenticated. For authenticated users, draft data is linked to their profile and remains available until the application is submitted. Anonymous users can receive a unique return link to resume their application at a later time. All entered data, including file uploads and dynamic fields, is retained across sessions. This approach reduces abandonment rates and ensures that users completing complex, multi-stage permitting applications are not penalized for delays in gathering required information.

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

SimpliGov complies with the requirement to provide a transparent and dynamic time-tracking module within the public-facing dashboard. The platform supports real-time tracking of elapsed time at both the overall application level and individual workflow stages. Time-in-process data is captured automatically and can be configured to display to the public, allowing applicants to see how long their permit has been under review, which agency is currently processing it, and the time spent at each step. This enhances transparency and helps manage constituent expectations. Internally, agency staff dashboards include SLA timers, countdowns, and alerts for items approaching or exceeding their target durations. The platform also supports visual cues such as color-coded flags to indicate permit aging and enables reporting on bottlenecks and average processing times. These features are configurable per agency and workflow, ensuring that time-tracking is aligned with agency performance metrics and accountability goals.

**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,**

SimpliGov supports mobile-friendly, offline-capable inspection functionality as part of its workflow platform. The SimpliGov solution includes a responsive interface that allows inspectors to access and complete assigned inspection forms on tablets or mobile devices directly from the field. Forms built in the Workflow Builder are fully mobile-optimized and accessible via standard web browsers, eliminating the need for inspectors to download a separate app.

For scenarios where inspectors lack internet connectivity, such as remote site visits, basements, or infrastructure zones, SimpliGov supports offline-capable form access through device caching mechanisms. Inspectors can load their scheduled inspection forms while online and complete them offline. Data entered is temporarily stored locally and securely on the device and queued for automatic upload to the SimpliGov platform as soon as the device reconnects to a network.

This queued submission process is fully auditable. Once connectivity is restored, inspection results are uploaded with original timestamps, user IDs, and GPS data (if configured), maintaining full data integrity for compliance and audit purposes. Supporting photos, checklists, and digital signatures

can also be captured offline and included in the final submission package.

Agencies may configure workflows so that offline inspections automatically trigger alerts, routing, or conditional logic once received. For example, failed inspections can trigger follow-up scheduling workflows or escalate issues to supervisors based on criteria set in the inspection template. SimpliGov has successfully deployed this capability for inspection-heavy use cases in municipalities managing fieldwork, property assessments, or compliance reviews where reliable connectivity cannot be guaranteed.

**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.**

SimpliGov fully complies with the requirement for full mobile accessibility and functionality across smartphones and tablets for both public and internal agency users. The platform is cloud-native and browser-based, designed using responsive web architecture that ensures seamless usability on all screen sizes without requiring a separate mobile application. Forms, dashboards, workflows, and administrative interfaces retain their full functionality when accessed from mobile devices, including actions such as form submission, status tracking, digital signing, and review workflows. Mobile optimization applies equally to public-facing permit portals and internal reviewer interfaces, ensuring that staff and constituents can initiate, manage, and complete permitting tasks from any device, anywhere. Performance is maintained across all device types, including touch responsiveness, accessibility standards compliance, and support for document uploads, signatures, and approvals via mobile. This mobile-first design supports the platform's mission to increase accessibility and operational flexibility for all user groups.

**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.**

SimpliGov implements a flexible, user-controlled notification system that can be configured entirely within the workflow builder without the need for any coding. Workflow designers use a graphical, no-code interface to define when notifications are triggered, who receives them, and what content they contain. These notifications can be tied to specific events, stages, or business rules established by the issuing department. All configurations respect role-based access control (RBAC), ensuring that only authorized users receive notifications or have access to sensitive workflow data.

SimpliGov supports notifications through both email and SMS, and forms can be designed to allow users to select their preferred notification method. The platform's notification system is tightly integrated with workflow stages, enabling automated alerts when forms are submitted, approvals are completed, or when follow-ups are required. Notification templates are customizable via a WYSIWYG editor, allowing the use of dynamic tags to populate form data and user information. Designers can send test notifications using a built-in preview function to confirm formatting and content before deploying the workflow.

Additionally, SimpliGov supports daily or weekly reminder notifications for incomplete tasks or unsigned documents. These can be configured in both interactive and non-interactive signature flows. All notifications are logged with detailed audit trails, capturing who triggered the alert, when it was sent, and the delivery status, which supports compliance and accountability

The document pdf has been delegated



The document pdf has been delegated

User David O'Connell delegated the document pdf to you and says The user was reassigned

[Click Here to Sign](#)

If this is not you please [Click Here](#)

**Figure 8:** Notifications can be sent via email and configured with any messaging or design desired by an Agency.

#### **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.**

The SimpliGov Automation Platform (SGAP) includes a robust no-code Form Builder that allows agencies to design fully customizable, dynamic online forms without requiring technical resources. Forms support advanced features such as conditional logic, validation rules, repeatable sections, attachments, auto-populated fields, multi-language support, and accessibility compliance. Agencies can quickly create permit-specific forms from scratch or digitize existing PDFs by overlaying form fields using the platform's import tool.

SimpliGov provides fully customizable input templates and supports a wide range of field types, enabling any Agency to create targeted, accessible, and accurate data collection tools. Templates streamline the creation, deployment, and reuse of standardized forms across departments or programs. Templates can be designed once and then cloned, adapted, or shared, ensuring consistency in structure, branding, and compliance with internal policies. SimpliGov templates can be customized to any question type to collect any type of data required by the Authority as efficiently as possible. Question types include, but are not limited to:

<ul style="list-style-type: none"> <li>• Text box</li> <li>• Text area</li> <li>• Dropdowns</li> <li>• Time picker</li> <li>• Section headers</li> <li>• Hidden fields</li> <li>• Table/grid input</li> </ul>	<ul style="list-style-type: none"> <li>• Radio buttons</li> <li>• Checkboxes</li> <li>• Date picker</li> <li>• Electronic signature</li> <li>• Rich text display (HTML)</li> <li>• Calculated fields</li> <li>• Auto-fill fields</li> </ul>	<ul style="list-style-type: none"> <li>• Currency</li> <li>• Number</li> <li>• File upload</li> <li>• Yes/No toggle</li> <li>• Repeatable sections (sub-forms)</li> <li>• Barcode/QR code</li> <li>• Multi-select lists</li> </ul>
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**Figure 9:** All permit records allow for the uploading of multiple documents/files in a wide variety of file formats.

Users, whether public applicants or agency reviewers, can upload documents in any standard format (PDF, DOCX, XLSX, JPG, PNG, etc.) as part of the permit submission or internal review process. Uploaded documents are securely stored with role-based access controls, version tracking, and full audit trails. All document uploads can be configured as required or optional, and file types and size limits are managed at the form level.

Summary Details for Request # 00985412 Workflow Status: Processing

[Audit Trail](#) | 
 [2 Documents](#) | 
 [0 Communications](#) | 
 [0 eSignature Documents](#) | 
 [0 Related Workflows](#)

Uploaded Files Refresh Grid Data

Action	Name	Uploaded by	Creation Date	Version	Source
...	HR_Application.odt	[VERGED_DOCUMENT]	06/22/2023 02:45 PM	N/A	One
...	HR_Application_Estimate.PDF	[VERGED_DOCUMENT]	03/13/2024 01:14 AM	N/A	One

1 - 2 of 2 items

**Figure 10:** All permit records allow for the uploading of multiple documents/files in a wide variety of file formats.

### SimpliSign

Integrated within this module is SimpliSign, SimpliGov's native electronic signature solution. SimpliSign allows uploaded or generated documents to be routed for secure digital signature, supporting both sequential and parallel signing workflows. Signers can be assigned dynamically based on form inputs or preconfigured roles. SimpliSign supports fillable documents, interactive drag-and-drop field design, expiration settings, and signature reminders. Signatures are legally binding and comply with industry standards for digital authentication and document integrity. This ensures that permit forms or attached documents that require certification or approval can be executed securely and efficiently, all within the same platform.

SimpliGov's form and document management capabilities are central to enabling end-to-end digital permitting workflows that are flexible for administrators and intuitive for users, while maintaining the highest standards of security, usability, and compliance.

[Save & Back](#) | 
 Create signatures | 
 [Save Template](#) | 
 [Cancel](#) | 
 [Send](#)

Thomas Doughe...

- Signature
- Initial
- Title
- Company
- Name
- Email
- Date
- Custom Input

Request for Information  
CWP1 SEC28000007 - One-Day Site Permitting Program

4.2. Requested Information: Provide a request detail sheet (attached) from the information provided within the RFI request. The request detail sheet (RFI request) must include the RFI request as a header or the project title/number and address.

4.3. Response: All responses must be submitted to the Permitting Division prior to the date and time specified in the RFI or the opening date. All responses must be in compliance with the provisions listed in Section 2.1. Submittals to be made following information:

By signing below, I certify that I have received this Request for Information in its entirety, understood the requirements, terms and conditions, and other information contained herein, and I am submitting the information for review and consideration.

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Company: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

WV RFI Acknowledge...

4.2. Requested Information: Provide a request detail sheet (attached) from the information provided within the RFI request. The request detail sheet (RFI request) must include the RFI request as a header or the project title/number and address.

4.3. Response: All responses must be submitted to the Permitting Division prior to the date and time specified in the RFI or the opening date. All responses must be in compliance with the provisions listed in Section 2.1. Submittals to be made following information:

By signing below, I certify that I have received this Request for Information in its entirety, understood the requirements, terms and conditions, and other information contained herein, and I am submitting the information for review and consideration.

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Company: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

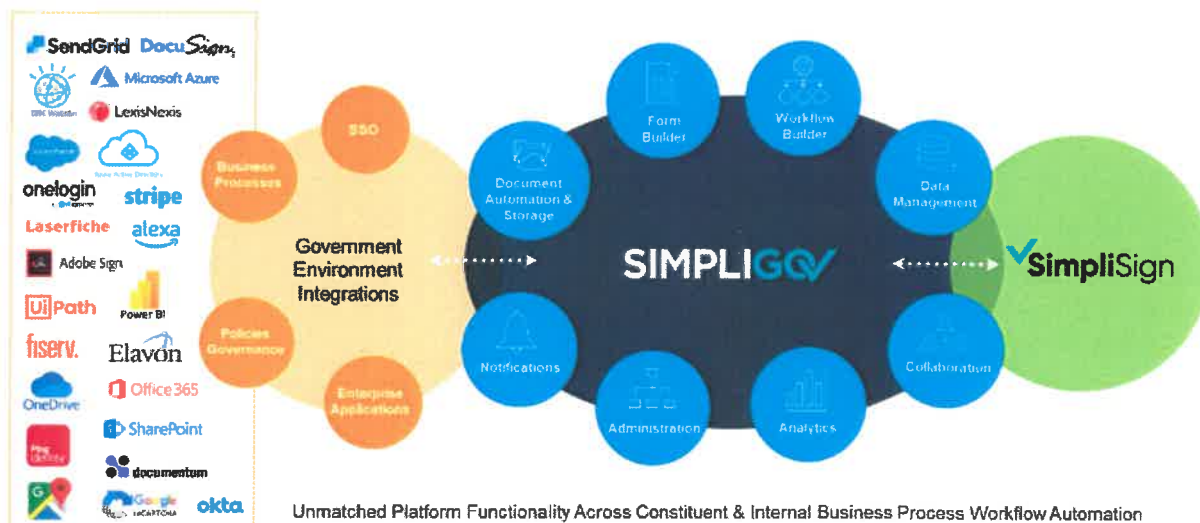
**Figure 11:** SimpliSign uses drag-and-drop fields to designate signature areas and other common form fields.



**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 SimpliGov platform is purpose-built for government workflows and has been implemented in multi-agency, multi-portal environments with complex legacy ecosystems. Our approach starts with a discovery and co-design phase, where we work closely with stakeholders from each participating agency to map existing workflows, integration points, and user roles. SimpliGov's no-code configuration model allows us to rapidly replicate current processes, then optimize them by removing manual steps, enabling automation, and introducing intuitive user-facing forms and dashboards. This ensures familiarity for agency staff while significantly improving efficiency and compliance.

For public users, SimpliGov creates accessible, mobile-responsive interfaces that support multilingual access, save-and-resume functionality, and real-time application tracking. These user portals are branded to the State's design standards and can be embedded directly into existing state websites or portals. SimpliGov integrates easily with existing permitting and case management platforms such as ERIS, RBDMS, Hyland OnBase, and the State Treasurer's payment system through its RESTful API framework. Integration points can include data prefill, payment processing, document storage, and permit number issuance. Where existing systems are maintained, SimpliGov functions as the unified front-end layer, routing submissions and synchronizing updates while providing an improved and consistent user experience.



**Figure 12:** SimpliGov uses established integrations with Microsoft systems, Salesforce, and all required WV systems.

This strategy was successfully demonstrated in past implementations including Guilford County, NC, where SimpliGov was deployed as a fully digital front-end integrated with SharePoint and

Office 365, and in the California DMV, where SimpliGov served as a front-end submission portal connected via RPA (UiPath) to legacy DMV databases. These projects involved high-volume, multi-step workflows and produced significant gains in user satisfaction, turnaround time, and transparency.

**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.**

SimpliGov fully complies with the requirement to provide effective data security and protection, along with ongoing support, maintenance, and the ability to adjust the program and dashboard to meet evolving needs. The platform is hosted in Microsoft Azure Government Cloud, which is FedRAMP High authorized and supports compliance with CJIS, HIPAA, and NIST SP 800-53 standards. Data is encrypted both in transit and at rest using FIPS 140-3 validated cryptographic modules. SimpliGov implements role-based access controls, audit logging, intrusion detection, and multi-factor authentication (MFA) to protect against unauthorized access and ensure data integrity. SimpliGov's no-code architecture allows agency administrators to make real-time updates to workflows, dashboards, and user permissions without needing vendor-side development. This flexibility enables the State to adjust its permitting program as policies, regulations, or internal structures change. Dashboards can be tailored to reflect new performance indicators, user roles, or reporting needs at any time.

Ongoing support includes access to SimpliGov's U.S.-based support team, regular system maintenance, patching, bug fixes, and enhancement releases. SimpliGov also provides agencies with access to a sandbox environment for safe testing of adjustments before deploying changes to production. For more information, see <https://simpligov.com/security-and-trust/>.

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

SimpliGov delivers a comprehensive permitting solution that includes full lifecycle management of applications, approvals, reviews, communications, and reporting, centralized in a single, cloud-based platform. All data, documents, signatures, and interactions are securely captured and traceable from intake through completion. SimpliGov is inherently flexible due to its no-code architecture. Agencies can configure any permit type, across any department, without custom development. Forms, workflow logic, routing paths, data validations, and notifications can all be modified through a user-friendly interface, supporting continuous improvement without vendor dependency.

The platform is secure, hosted in Microsoft Azure Government with end-to-end encryption, role-based access controls, and full audit logging. It aligns with NIST SP 800-53 and supports SSO, MFA, and other public-sector security protocols.

SimpliGov supports interoperability through modern RESTful APIs, webhooks, and middleware, enabling integration with legacy systems, GIS, payment processors, CRMs, and data warehouses. This ensures compatibility with existing infrastructure and avoids disruption to current operations.

The platform is designed to minimize disruption during implementation through a phased, department-driven rollout approach and the use of pre-built workflow templates. Agencies can deploy incrementally and expand at their own pace, with two full-time SimpliGov resources assigned annually for configuration and training.

SimpliGov enhances operational efficiency by automating routine communications, standardizing review processes, and eliminating manual data entry. Actionable dashboards and reports highlight workflow performance and identify bottlenecks in real time. Agencies using SimpliGov have saved thousands of staff hours and significantly reduced application processing times, while organizing all permit documentation and communication in a single, secure system.

**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 SSA-13-1 et seq., which mandates full implementation of the One-Stop-Shop Permitting Program by January 1, 2027.**

SimpliGov recommends a full replacement of existing permitting systems for all internal and external user interfaces to streamline constituent experience, improve staff efficiency, and ensure long-term maintainability. However, where needed, SimpliGov will integrate with existing record-keeping systems or document repositories retained by individual agencies. This ensures data continuity, satisfies statutory or policy requirements, and avoids unnecessary system disruption.

We propose a phased rollout by agency, executed in three-month implementation sprints. Each phase will focus on a defined group of workflows selected collaboratively with the West Virginia Department of Administration (WV DOA), based on scope, complexity, and agency readiness. This phased model supports incremental delivery while maintaining forward momentum toward the statutory deadline.

SimpliGov will assign two full-time Enterprise Application Services (EAS) resources to support implementation throughout all three years of the project. These resources (40 hours/week) will work directly with agency teams using a collaborative, train-the-trainer approach to enable West Virginia to take ownership of ongoing workflow development and reduce long-term reliance on external services.

The table below outlines a sample Year 1 implementation plan. We expect to follow a similar cadence in Years 2 and 3, allowing for full system implementation across all permitting agencies well in advance of the January 1, 2027 deadline mandated by W.Va. Code § SSA-13-1.

SimpliGov's no-code platform, reusable templates, and public-sector-focused delivery model ensure the state can meet this deadline with reduced risk, lower costs, and a modern, maintainable permitting infrastructure.

WBS	Task Name	Duration
1	Workflows Batch #1	30 days
1.1	Kickoff Meeting	All within 30 days



1.2	Initiation and Planning	30 days
1.3	As-Is Validation	30 days
1.4	Analysis and Design	30 days
1.5	Buildout (3 Iterations)	60 days
1.5.1	Build 1 (Phase 1)	40 days
1.5.2	Build 2 (Phase 2)	40 days
1.5.3	Build 3 (Phase 3)	40 days
1.6	Testing	30 days
1.7	Communication and Training	30 days
1.8	User Acceptance Testing	30 days
1.9	Deployment	10 days
2.0	Project Management & Oversight	From Go Live to Contract Expiration

Implementation Plan Stage (duration)	1	2	3	4	5 PHASE 2	6	7	8	9 PHASE 3	10	11	12 Jan 2027
<b>Project Initiation</b> (1 month)												
<b>Detailed Requirements Capture</b> (1 months)												
<b>Forms, Workflow Build &amp; Integrations</b> (2 months)												
<b>User Acceptance Testing (UAT)</b> (1 month)												
<b>Administrator Training Prep &amp; Go Live</b> (1 month)												
<b>File Conversion</b> (1 month)												
<b>Go Live Preparation</b> (1 month)												
<b>Go Live</b> (1 month)												
<b>Knowledge Transfer</b> (1 month)												
<b>Project Management &amp; Oversight</b> (1 month)												

**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.**

SimpliGov fully complies with the requirement to deliver a structured, scalable "train-the-trainer" model to support agency-wide adoption of the platform. Our implementation methodology includes

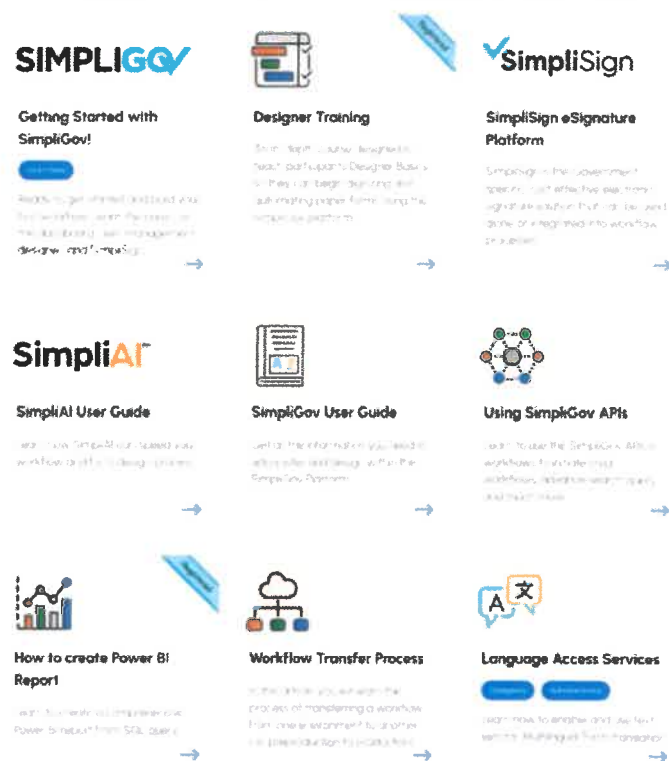
a formalized training program designed to empower designated agency personnel to become internal experts who can train, support, and mentor additional users across departments. The approach is modular, role-based, and repeatable, ensuring both depth and breadth of knowledge transfer.

The program begins with targeted training sessions for super users, system administrators, and key workflow owners identified by the agency. All sessions are tailored specific to relevant permit workflows and applications. These individuals receive in-depth instruction on core platform components, including form and workflow design, dashboard configuration, role-based permissions, document handling, and basic troubleshooting. Each training module includes hands-on exercises, use-case walkthroughs, sandbox access, and knowledge assessments to reinforce retention. SimpliGov also provides step-by-step guides, reference documentation, and video-based learning tools to supplement the live sessions.

Once core users demonstrate platform fluency, SimpliGov transitions into coaching and co-configuration mode, where agency trainees begin building real workflows under the guidance of our implementation team. This approach gives future trainers real-world experience while reinforcing platform principles. SimpliGov also offers template playbooks and reusable training curricula that agency trainers can use to onboard other users quickly and consistently. Ongoing support includes office hours, refresher sessions, and access to SimpliGov's support portal for updated documentation and recorded training materials.

**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.**

SimpliGov will provide SimpliLearning, an online training module that contains the full range of Solution functions and is available to all users. In addition, SimpliGov will deliver Train-the-Trainer sessions to designated staff. Training will follow a functional, workflow-based approach with a focus on hands-on examples that mirror the actual configured Solution, ensuring users are learning directly in the context of how they will use the system. All training content, including online modules and supporting materials, will be kept up to date to reflect the Solution as it evolves, ensuring Commerce staff and participants always have accurate and relevant resources. All WV employees designated will be given access to these detailed training modules.



**Figure 13:** SimpliLearning offers a host of training modules covering all aspects of the system.

**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.**

SimpliGov fully complies with the requirement to ensure compatibility and interoperability with both Google and Microsoft platforms, including email, calendar, and meeting tools. The SimpliGov platform is designed for seamless integration with widely used productivity suites to ensure that state employees can adopt and operate the solution within familiar environments, thereby reducing friction and accelerating time to value.

For Microsoft 365 users, SimpliGov supports native integration with Outlook for email-based workflow notifications and task reminders. Calendar events such as permit deadlines, review appointments, or scheduled inspections can be triggered directly from workflows and pushed to Microsoft Outlook calendars. SimpliGov also supports Azure Active Directory for single sign-on (SSO), allowing agency users to log in securely using their existing Microsoft credentials. Documents and workflow data can be linked or exported to SharePoint Online and OneDrive for shared access or archival. SimpliGov's dashboards and reports can be exported to Excel for further analysis or presentation.

For Google Workspace environments, SimpliGov supports similar functionality. Workflow alerts

and automated messages can be sent through Gmail, while time-based workflow tasks can be linked to Google Calendar. SimpliGov URLs and submission details can be embedded in Google Meet invitations or used to coordinate permit-related meetings. In both environments, links to live workflow records, audit trails, or status dashboards can be shared securely with permissioned users. SimpliGov ensures that all external calendar and email integrations respect role-based access controls, data encryption policies, and audit requirements, maintaining the platform's overall security posture while maximizing usability within the State's current IT ecosystem.



**Figure 14:** SimpliGov is already integrated with many systems in place at WV Agencies.

**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.**

SimpliGov is architected as a highly flexible, no-code SaaS solution that allows state agencies to independently create, modify, and scale digital workflows, including permitting applications, without any need for custom code, developer resources, or third-party services.

Key features that support this adaptability include:

- **Unlimited User Licensing:** SimpliGov's standard licensing model allows for unlimited users and roles within an agency or across multiple participating agencies. This ensures that as the State expands participation to additional departments or jurisdictions, there is no per-user cost barrier to scaling the solution.
- **No-Code Configuration:** Authorized agency personnel can configure new permit types, edit existing workflows, change field-level permissions, and set custom logic and routing paths, all through a drag-and-drop interface. These updates can be done in real-time without writing

a single line of code.

- **Multi-Tenant and Role-Based Access:** The platform supports role-based access control and segregated data views, allowing each participating agency to securely manage its own workflows and data while benefiting from a shared infrastructure.
- **Cross-Agency Scalability:** SimpliGov supports cross-agency expansion through flexible form and workflow templates, customizable approval logic, and native support for multi-step, multi-party processes. For example, the system can accommodate permit processes that involve applicants, reviewers, third-party stakeholders, and external verifications.
- **Reusable Components:** Agencies can clone, version, and update workflow templates without disrupting live processes. Permit types and business rules can evolve over time as operational or statutory needs change.
- **Self-Service and Lifecycle Updates:** Super Admins have the ability to update record data, rollback submissions to prior stages, and resync workflows to reflect updated business rules, critical tools that allow workflows to adapt to new legislation or policy changes without downtime or rework.

**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.**

See below for an excerpt from SimpliGov's standard Service Level Agreement, found at [www.simpligov.com/sla](http://www.simpligov.com/sla). SimpliGov will work with the State of West Virginia to meet the uptime standards and service level agreements required for the performance of this contract.

## 7. Uptime Commitment

A. The Services will be accessible 98% of the time, 7 days per week, and 24 hours per day ("Uptime Commitment"), as calculated over a calendar month. Uptime Commitment shall not apply to, and SimpliGov will not be responsible for, any downtime which: 1) lasts less than 15 minutes; 2) results from Scheduled Downtime; 3) results from the failure of communication or telephone access service or other outside service or equipment or software not the fault of SimpliGov, including without limitation general network outages; 4) is caused by a third party not under SimpliGov's control; 5) is a result of causes beyond the reasonable control of SimpliGov; or 6) results from failures of the system or the Client API Kit.

B. If SimpliGov fails to meet its Uptime Commitment in any given month, Client's sole remedy and SimpliGov's entire liability will be for SimpliGov to credit Client's account with "Service Level Credits", to be applied against Client's next billing period as follows:

C. To receive a Service Level Credit, Client must submit a written request for a Service Level Credit to Client's designated account manager or the SimpliGov support team. To be eligible, the request must (i) include the dates and times of each incident of downtime experienced by Client in the preceding month; and (ii) be received by SimpliGov within ten business days after the end of the billing cycle in which the downtime occurred.



D. Upon receipt of a Service Level Credit request in compliance with the above requirements, SimpliGov shall have 30 days to review the request and to validate the information provided. If SimpliGov determines in good faith that the Services failed to meet the Uptime Commitment as alleged in such a request, then SimpliGov will apply such Service Level Credits to Client's immediately succeeding billing period. Client's failure to comply with the provisions of Section 2.C. above will disqualify it from receiving a Service Level Credit.

SimpliGov provides a structured, SLA-driven support model that ensures timely resolution of issues and proactive engagement throughout the post-implementation lifecycle. The following outlines SimpliGov's commitments, service tiers, and available support options. For a full copy of SimpliGov's standard Service Level Agreement see: <https://simpligov.com/sla/>. All reported issues are triaged by severity level with defined response, start, and resolution targets, as follows:

Severity	Definition	Response Time	Time to Start Work	Target Time to Complete
<b>Emergency (P1)</b>	Production outage or total loss of core functionality with no workaround	Within 1 hour	Immediately (24x7)	Within 4 hours
<b>High Priority (P2)</b>	Major functionality loss that affects business operations; no viable workaround	Within 4 hours	Same business day	Within 1 business day
<b>Medium Priority (P3)</b>	Partial functionality loss or issue with a known workaround	Within 1 business day	Within 1 business day	Within 3 business days
<b>Low Priority (P4)</b>	Cosmetic issues, enhancements, or requests not impacting business operations	Within 2 business days	Within 3 business days	Within 5 business days

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

SimpliGov uses a structured, agile-based project management approach tailored to government implementations. Each phase is managed using clearly defined sprints, milestones, and deliverables, with full collaboration between SimpliGov's implementation team and WV DOA stakeholders. SimpliGov presents plan-to-actuals, project plan, deliverables, and progress in a real-time dashboard built natively on the SimpliGov platform. To supplement internal tracking and reporting, SimpliGov personnel also use Accelo, an industry-leading Project Management software.

On a monthly basis, or as project tracking requires, the SimpliGov lead PM will deliver a dashboard with overall plan-to-actual status including a project burn-rate (%) as well as appropriate project cost plan-to-actual decomposition. Additionally, we provide asynchronous, up-to-date reporting of quality control measures to relevant stakeholders in accordance with the principles of our communication plan. We provide easily readable and accessible charts to communicate the information derived from quality planning and assurance measures. Based on our knowledge of project scope, stakeholder needs, and project planning, we develop a Quality Management Plan and metrics. Quality checklists provide a ready means to validate deliverables and services as they are developed and/or implemented. All deliverables tracking and dashboards are done in the

SimpliGov platform and are in accordance with PMI standards.

Title	Status	Assignee(s)	Scheduled Dates	Time	Value
<b>Project Summary</b>				0m / 2100h 0m	0% 2100h 0m Remaining
Pre-Project	Active	None	Today Jul 29	0m / 50h 0m	0% 50h 0m Remaining
Project Qualification & Initiati...	Active	None	Today Jul 15	0m / 60h 0m	0% 60h 0m Remaining
Obtain existing document...	Pending	+ Add	May 08 Jul 08	0m / 10h 0m	0% 10h 0m Remaining
Project Forms & Process ...	Pending	+ Add	Jul 09 Jul 15	0m / 50h 0m	0% 50h 0m Remaining
Project Scoping and Design	Active	None	May 16 Aug 29	0m / 80h 0m	0% 80h 0m Remaining
Business Requirements R...	Pending	+ Add	Jul 16 Jul 22	0m / 10h 0m	0% 10h 0m Remaining
Design/CSS Requirements	Pending	+ Add	Jul 23 Jul 23	0m / 10h 0m	0% 10h 0m Remaining
Content (Workflow/Notifi...	Pending	+ Add	Jul 23 Jul 29	0m / 10h 0m	0% 10h 0m Remaining
Business Requirements R...	Pending	+ Add	Jul 23 Jul 29	0m / 10h 0m	0% 10h 0m Remaining
Business Requirements R...	Pending	+ Add	Jul 30 Aug 05	0m / 5h 0m	0% 5h 0m Remaining
Business Requirements R...	Pending	+ Add	Aug 06 Aug 12	0m / 5h 0m	0% 5h 0m Remaining
Finalize Scope and Object...	Pending	+ Add	Aug 13 Aug 13	0m / 10h 0m	0% 10h 0m Remaining
Business Requirements D...	Pending	+ Add	Aug 14 Aug 14	0m / 10h 0m	0% 10h 0m Remaining
DELIVERABLE: Business ...	Pending	+ Add	Aug 15 Aug 15	0m / 10h 0m	0% 10h 0m Remaining
Project Execution	Active	None	Jun 20 Mar 24	0m / 1195h 0m	0% 1195h 0m Remaining
UAT	Active	None	Dec 01 Nov 18	0m / 401h 0m	0% 401h 0m Remaining

**Figure 15:** SimpliGov sample project plan with deliverables, etc. Plans will be configured to permit-specific implementations and specifications.

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

SimpliGov supports integration with Quest, the State's preferred SSO solution, as well as Azure Active Directory (Azure AD) and other SAML 2.0-compliant identity providers for Single Sign-On (SSO) functionality. Furthermore, SimpliGov offers support for both enterprise-level SSO (e.g., Microsoft O365, Okta, Ping Identity, OneLogin) and consumer-level (B2C) SSO through Azure AD B2C, which enables public users to log in with accounts like Google, Facebook, and Microsoft.

#### 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.



SimpliGov has provided a full cost breakdown in the Attachment A format in a separate sealed envelope, as instructed in the RFP. SimpliGov has included all fees for the entire platform and proposed scope of this solution in the “Annual License Fee”. This fee includes all implementation resources (two, full-time Expert Advisory Services professionals for three years), as well as full access to build, configure, and report on permit workflows using the no-code SimpliGov Automation Platform (SGAP). SGAP includes all features listed in this proposal, the Forms Builder, Workflow Builder, SimpliSign, and all required system integrations and migrations. SimpliGov has provided a flat fee for anticipated data migration, since record and file size estimates will be determined for each Agency at a later time. SimpliGov has in agreement with the payment milestone schedule set forth by WV DOA in Attachment A.

**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.**

SimpliGov fully complies with the requirement to ensure that all work on this project will be performed within the United States. All SimpliGov employees, implementation specialists, support staff, and infrastructure resources are U.S.-based, and no part of the project will be outsourced or offshored. SimpliGov does not utilize development, configuration, or support resources located outside of the United States, nor does it allow remote access to systems or data from foreign countries. The SimpliGov platform is hosted exclusively in Microsoft Azure Government Cloud, which is physically and logically isolated from non-U.S. data centers and services, and is compliant with FedRAMP High standards. All data storage, processing, and system operations occur within U.S. jurisdiction, and SimpliGov enforces strict access controls and geo-fencing policies to prevent any form of data transmission or communication with countries restricted or banned by the Federal Government. SimpliGov confirms that it will continue to comply with these restrictions for the full duration of the contract and will not engage with any vendors, subcontractors, or technologies that violate this requirement.

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

SimpliGov will provide a digital wallet where constituents can easily access all approved, pending, and available permits in one place. This interface is designed for usability, transparency, and real-time updates, helping users track progress and complete required actions without confusion. The digital wallet can be integrated with the State’s preferred payment processor, allowing applicants to submit payments directly within the workflow. This ensures a seamless experience without requiring changes to the State’s existing financial systems.

SimpliGov also offers an optional integrated payment solution, SimpliPayments. It supports secure, PCI-compliant transactions, dynamic fee calculation, automated receipts, and full payment status tracking across workflows. While SimpliPayments is not proposed as part of this solution, we are open to discussing its use with WV DOA if centralized payment processing is desired in future phases.

**4.2.2. Mandatory Project Requirements — The following mandatory requirements**

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

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

The SimpliGov Automation Platform provides a complete, no-code solution for the development, deployment, and management of a One-Stop Shop Permitting Portal for West Virginia. Agencies will be empowered to design, build, test, and deploy permit workflows without custom coding or reliance on IT developers. The platform includes:

- **Form Builder** for creating user-friendly, dynamic intake forms
- **Workflow Builder** for configuring multi-step routing, approvals, and automation logic
- **SimpliSign**, our integrated electronic signature tool compliant in all 50 states
- **Integration tools** to connect with legacy systems, payment processors, GIS, CRMs, and document repositories

To support implementation, SimpliGov will assign two full-time Expert Advisory Services (EAS) resources to the State for the entire duration of the contract. These EAS specialists will work directly with agency staff to assist with workflow design, form building, integration setup, testing, and troubleshooting.

We are also embracing a train-the-trainer model to ensure long-term sustainability. During the first year, SimpliGov will lead all configuration and knowledge transfer. In years two and three, West Virginia agencies will be equipped to build and maintain their own permit workflows within the platform, reducing reliance on outside services, accelerating rollout, and creating a clear opportunity for cost savings and avoiding delays tied to traditional development cycles

**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.**

SimpliGov follows a proven, structured implementation methodology built specifically for government permitting projects. Our approach ensures timely delivery, stakeholder alignment, and quality assurance at every phase of the project.

We use an agile, sprint-based delivery model, rolling out permitting workflows in defined 90-day phases. Each sprint includes clear milestones, collaborative reviews, and built-in testing cycles. SimpliGov provides full transparency into project progress through a SimpliGov project dashboard or thorough industry-standard tools such as Jira (task tracking), Confluence (shared documentation), and Smartsheet or Microsoft Project (high-level timelines and status

dashboards), all of which are accessible to the State's project team at no additional cost.

Every implementation is led by an experienced SimpliGov project manager, backed by a cross-functional team that includes business analysts, solution architects, and technical leads. Our PMs are experts in public sector delivery and work directly with agency stakeholders to ensure alignment, track risks, manage change, and maintain quality from kickoff to go-live. SimpliGov has provided an implementation plan for a phased rollout of permit workflows, as desired by WV DOA and clarified in Q&A responses. See **Section 4.2.1.15**.

**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.**

SimpliGov fully agrees to and will meet all data security requirements established by the West Virginia Office of Technology. We have implemented this commitment successfully across hundreds of government clients and are fully prepared to do the same for this project.

Our team has thoroughly reviewed all applicable documentation, policies, and statutes and is prepared to maintain full compliance throughout every phase of the engagement, including initial meetings, discovery, design, development, testing, and post-launch support. Security is embedded in our platform architecture, implementation processes, and ongoing support model.

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

SimpliGov is a fully cloud-hosted platform, deployed in Microsoft Azure Government, which holds FedRAMP High authorization. Our platform is built to meet the security and compliance standards required by government agencies at all levels.

As clarified in Addendum 4, GovRAMP is an acceptable framework for meeting the State's cloud security requirements. SimpliGov is fully aligned with this guidance:

- SimpliGov is StateRAMP compliant, and we are working with a 3PAO (Securisea) and listed as "In Process" on the GovRAMP Authorized Product List.
- Our platform is aligned with NIST SP 800-53 Rev. 5, the foundation for both FedRAMP and GovRAMP frameworks.
- We also hold security posture alignment with StateRAMP, TexRAMP, and AZRAMP.
- We are actively pursuing FedRAMP authorization, having completed a Readiness Assessment Report (RAR) and are on the path toward full FedRAMP Ready designation.

SimpliGov's solution is no-code and flexible in deployment. It can be embedded within any domain, including a WV.gov site, and supports future migration into the State's existing cloud tenant if required, without disruption to functionality or security posture. This ensures full compliance with State requirements while preserving flexibility for long-term hosting strategy.

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

SimpliGov fully complies with the requirement to encrypt all State data both at rest and in transit, using encryption methods that meet or exceed the FIPS 140-3 standard. All data transmitted between users and the platform is secured using Transport Layer Security (TLS) 1.2 or higher, ensuring that all communication is encrypted during transit. For data at rest, SimpliGov leverages encryption protocols within Microsoft Azure Government Cloud, which uses validated FIPS 140-2 and FIPS 140-3 cryptographic modules to protect stored data, including backups, uploaded documents, workflow records, and audit logs. Encryption is enforced for all sensitive data fields, system logs, attachments, and metadata. SimpliGov ensures encryption is applied across both the application and infrastructure layers, including file storage, databases, and content repositories. Role-based access controls and audit trails further reinforce data protection and access governance.

**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.**

SimpliGov is not proposing any subcontractors for this engagement and does not anticipate the use of subcontractors for the duration of the contract. All work, including implementation, support, hosting, and maintenance, will be performed directly by SimpliGov personnel. In the event that subcontractors are considered in the future, SimpliGov will strictly adhere to all applicable requirements set forth by the State of West Virginia. This includes obtaining the State's prior written consent before initiating any subcontracting arrangement, formally identifying and reporting any subcontractors to the West Virginia Office of Technology, and ensuring that all subcontractors maintain continuous compliance with the State's data security and privacy standards. SimpliGov remains fully accountable for all aspects of performance and compliance under the contract.

**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**

SimpliGov fully complies with the requirement for security controls aligned to the NIST SP 800-53 standard. The platform is architected to meet the rigorous requirements of public sector agencies at the state and local levels and is in active pursuit of both GovRAMP and FedRAMP authorization, which are based directly on the NIST 800-53 control framework.

SimpliGov's policies, procedures, and technical safeguards are built in accordance with NIST SP 800-53 Revision 5, including controls related to access control (AC), audit and accountability (AU), system and information integrity (SI), incident response (IR), configuration management (CM), and more. Our platform infrastructure is hosted in Microsoft Azure Government Cloud, which itself is FedRAMP High authorized and supports alignment with DoD IL5/6, CJIS, and CUI handling requirements.



As part of our readiness efforts, SimpliGov has engaged a FedRAMP-recognized Third Party Assessment Organization (3PAO), Securisea, to conduct formal assessments and validate adherence to the NIST 800-53 control baseline. SimpliGov currently maintains SSAE 18 SOC 2 Type II, HIPAA-HITECH third-party risk assessments, and PCI DSS v4.0.1 Level 1 AOC/ROC for its platform.

Upon request, SimpliGov will provide evidence of NIST 800-53 alignment, including system security plans (SSPs), control implementation summaries, 3PAO readiness documentation, and independent audit reports as permitted under confidentiality terms.

**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.**

Our security program is structured around the NIST SP 800-53 Rev. 5 control framework and includes comprehensive administrative, technical, and physical safeguards designed to protect system confidentiality, integrity, and availability.

SimpliGov conducts continuous vulnerability scanning of its infrastructure and application environments using industry-standard tools and services. These scans include both automated and manual assessments of code, APIs, endpoints, and cloud resources. Findings from vulnerability scans are prioritized based on severity, with remediation tracked through internal governance and change management workflows.

In addition to vulnerability scanning, SimpliGov performs routine penetration testing, third-party audits (SOC 2 Type II, PCI DSS, HIPAA), and security assessments as part of its commitment to transparency and risk reduction. All testing results, including vulnerability reports, are available to the State's Office of Technology upon request and can be delivered at routine intervals based on mutually agreed timelines.

SimpliGov's security and compliance program is further supported by our partnership with a FedRAMP-recognized 3PAO (Securisea), which conducts independent readiness assessments and gap analysis as part of our path toward FedRAMP authorization. Through these efforts, SimpliGov demonstrates a proactive and transparent commitment to security that meets and exceeds state cybersecurity requirements.

**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.**

SimpliGov fully complies with the requirement to commit to a clearly defined timeframe for addressing critical vulnerabilities, consistent with state cybersecurity expectations and industry best practices. As outlined in our platform security documentation, SimpliGov operates with strict vulnerability management protocols that prioritize the rapid remediation of critical security issues. Critical vulnerabilities, those that may impact system integrity, confidentiality, or availability, are

addressed within 24 to 72 hours of detection, depending on complexity and risk. Our process includes identification through automated vulnerability scans, internal monitoring, and third-party assessments. Findings are triaged, documented, and tracked through a secured internal ticketing system with audit logging and change control.

**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.**

SimpliGov affirms compliance with this requirement. The platform aligns with the State's Service Level Agreement (SLA) and maintains a resilient, secure, and verifiable strategy to ensure business continuity and data integrity. SimpliGov has established and actively maintains both backup and disaster recovery plans. Full data backups are conducted daily, encrypted in transit and at rest, and retained according to best practice policies to ensure availability. The disaster recovery plan includes defined recovery objectives and is supported by Microsoft Azure Government Cloud's geographically redundant infrastructure. SimpliGov maintains comprehensive backup and disaster recovery plans and will provide complete documentation to WVDOA upon request.

**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.**

SimpliGov is a fully cloud-hosted solution and is compliant with the clarification provided in Question 16 of Addendum 1. The platform is no-code and can be embedded or hosted on any website, including a SimpliGov-managed domain or a WV.gov domain. While SimpliGov typically hosts the platform in its secure, FedRAMP-authorized Microsoft Azure Government environment, the solution is designed to support migration.

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

SimpliGov will provide full access to our project management interface to all designated State implementation team members and stakeholders at no additional cost. This includes visibility into project timelines, tasks, deliverables, and status updates. In addition, we will provide a dedicated test environment that mirrors the production environment, available for the duration of the contract. This environment will be used for training, UAT, and stakeholder review, ensuring transparency, collaboration, and risk-free validation throughout the implementation.

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

SimpliGov is built with a modern, open API architecture that enables bi-directional, real-time integration with external systems, databases, and services. SimpliGov supports both RESTful APIs and webhook-based integrations to push and pull data instantly as users submit forms, trigger workflows, or complete specific workflow stages.

Through SimpliGov's API integration framework, data can be exchanged in real time with legacy permitting platforms, GIS systems, identity management systems (such as Azure AD), document

repositories, and payment processors. SimpliGov supports dynamic field prepopulation, real-time validation (e.g., against state licensing databases), and instant status updates pushed to external dashboards or portals. API calls can be securely authenticated using token-based credentials or via OAuth 2.0, and responses can be parsed into any field type, including date pickers, dropdowns, and file uploads.

The platform also includes built-in error handling, retry logic, and audit logging to ensure real-time transactions are reliable and traceable. This real-time data capability is already in use across SimpliGov implementations where integrations with systems such as Hyland OnBase, Salesforce, SharePoint, and state-specific permitting tools are required.

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

SimpliGov fully complies with the requirement for ADA accessibility and adheres to the updated federal accessibility standards, including Section 508 of the Rehabilitation Act and WCAG 2.1 Level AA guidelines. The platform is designed from the ground up to ensure that all users, including individuals with disabilities, can access, complete, and interact with digital forms, workflows, and dashboards without barriers.

All public-facing and internal user interfaces support screen readers, keyboard navigation, alt text for images, accessible color contrast, and resizable text. SimpliGov's no-code Form Builder includes built-in accessibility tools, ensuring that agency staff can create and publish compliant forms without needing deep technical expertise. Language access services are also available, allowing forms to be presented in a user's preferred language to support Limited English Proficient (LEP) constituents. SimpliGov routinely tests its platform for accessibility compliance using industry-standard tools and performs remediation as needed to align with evolving federal guidelines. Our commitment to accessibility ensures equitable digital services for all users and supports the State's mandate for inclusive public-facing solutions.

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

SimpliGov fully complies with the requirement to provide 3-tier outage reporting. The platform includes a structured outage notification and communication protocol that categorizes incidents by severity level and ensures timely updates to designated stakeholders within the State.

The three tiers of outage reporting are as follows:

**Tier 1 – Critical Outage:** Complete platform or service unavailability affecting all users. SimpliGov provides immediate notification (within 1 hour), followed by frequent progress updates until resolution and a full incident report post-recovery.

**Tier 2 – Partial Outage/Degraded Performance:** Affects one or more workflows, specific modules, or limited user groups. Notification is issued within 4 hours, with root cause analysis provided upon resolution if applicable.

**Tier 3 – Minor Interruption:** Includes brief or isolated service disruptions, such as non-critical feature delays or intermittent access. These are logged, monitored, and reported in routine status summaries or upon request.

Outage communication is delivered via email and/or the SimpliGov support portal, and includes impact details, current status, estimated time to resolution, and corrective actions taken. All incidents are logged with full audit trails and are available for review at any time by the State's designated technical contact.

**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.**

SimpliGov fully complies with the requirement to provide the State with access to both a sandbox and production environment early in the development stage. Upon contract initiation, SimpliGov will provision a dedicated sandbox (staging) environment for the State's team to use throughout the configuration, testing, and training phases. This environment mirrors the production setup and allows agency staff to safely explore features, build workflows, test integrations, and validate configurations without risk to live data.

Once the system is approved and ready for go-live, a separate production environment will be provided for operational use. Both environments are maintained for the full duration of the contract, ensuring that the State can continue to test updates, enhancements, and new workflows before promoting them to production. This dual-environment structure supports agile delivery, promotes user confidence, and ensures a stable transition to full implementation. Environments are securely isolated, role-based access controls are enforced, and both receive ongoing maintenance and support under SimpliGov's standard SLA.

**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.**

SimpliGov will provide a comprehensive disentanglement plan to the State within six months of contract award, as required. The plan will outline the procedures, timelines, and responsibilities for ensuring a smooth and orderly transition of services, data, and access should the contract end or transition to another provider. The disentanglement plan will fully comply with the requirements outlined in Attachment A, including data return, system access removal, documentation transfer, and support for knowledge transition. Our goal is to ensure continuity of operations and minimize disruption to the State's permitting processes.

**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.**

SimpliGov provides a structured support program that includes access to a dedicated customer success manager, a U.S.-based support team, and a self-service knowledge base. Support is available through multiple channels including email, ticketing system, and phone. Severity-based SLAs govern response and resolution times to ensure timely assistance for all incidents or service requests.

Platform updates and maintenance are delivered on a scheduled, proactive basis and include improvements to functionality, performance optimizations, compliance updates, and UI enhancements. All updates are backward-compatible, tested in staging environments, and



communicated in advance to agency stakeholders. Release notes are published with each version to outline new features and resolved issues.

SimpliGov's commitment to maintenance includes not only technical upkeep but also ongoing configuration support and consultation as agency needs change or expand. Agencies are empowered to grow their use of the platform over time without disruption to core operations.

**Support Hours and Structure (Standard Offering):**

Business Hours Support: Monday through Friday, 8:00 AM to 8:00 PM ET

After-Hours Emergency Support: Available for critical priority incidents

Support Channels: Email, support ticketing system, and dedicated Customer Success Manager

Severity-Based SLAs:

- P1 – Critical Issue: Response within 1 hour
- P2 – Major Functionality Impacted: Response within 4 hours
- P3 – General Support/How-To: Response within 1 business day

SimpliGov also provides:

- Release notes and version updates at regular intervals
- Self-service knowledge base and documentation
- Optional onboarding and administrative training for support independence

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

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

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

SimpliGov has deployed permitting and licensing solutions across more than 25 state and local government agencies, supporting a wide range of use cases such as development permitting, motor carrier licensing, professional credentialing, and parcel reassessment. The platform has powered over 1,800 automated workflows, many of which are directly tied to regulatory and compliance-driven processes. These solutions are purpose-built for the public sector and are designed to digitize formerly paper-based permitting processes, eliminate manual bottlenecks, and ensure end-to-end visibility for both applicants and staff.

Examples include the Los Angeles City Planning Department, which modernized its development

application process using SimpliGov's no-code platform and GIS integration; the California DMV, which digitized its Motor Carrier Permit process in just 8 weeks; and New Castle County, Delaware, which used SimpliGov to streamline property reassessments and contractor license renewals. These permitting systems leverage SimpliGov's robust capabilities such as role-based access, e-signature via SimpliSign, automated validations, dynamic field logic, and seamless integration with legacy systems like GIS, tax databases, and payment processors.

Through these deployments, agencies have reported significant efficiency gains—including reducing processing time by up to 90%, minimizing incomplete applications, and accelerating approvals. These results underscore SimpliGov's ability to deliver scalable, compliant, and citizen-friendly permitting platforms tailored to government operations.

For additional case studies on SimpliGov's permitting solutions, see:

<https://simpligov.com/solution-set/permits-licensing/>

**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.**

SimpliGov has extensive experience integrating with legacy systems, public portals, and third-party tools using modern, secure, and flexible data exchange methods. The platform is built for interoperability in government environments, supporting bi-directional integrations via RESTful APIs, webhooks, middleware, and file-based exchanges (e.g., SFTP, CSV, XML). All integrations follow best practices for data security, leveraging TLS 1.2+ encryption, token-based authentication, and compliance with NIST SP 800-53 guidelines.

Across more than 100 public sector deployments, SimpliGov has successfully integrated with:

- Legacy case management and mainframe systems
- GIS platforms (e.g., for permitting and land use applications)
- Salesforce, Oracle, and Microsoft systems
- Payment processors (e.g., Stripe, Elavon, Wells Fargo)
- Identity providers for SSO (SAML 2.0, OAuth)
- Document repositories and content management systems
- Third-party bots and RPA tools like UiPath

For example, in partnership with the California DMV, SimpliGov integrated with legacy DMV databases and used UiPath bots to automate backend data entry and validation as part of a fully digital permitting process. In Los Angeles City Planning, SimpliGov integrated with the City's GIS and mapping tools to dynamically validate applications and auto-generate case files. SimpliGov's architecture supports both real-time and batch-mode integrations, and includes extensive admin tools for mapping, testing, and monitoring data flows, ensuring stability, auditability, and low code/no code configurability for government IT teams.

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

SimpliGov is deeply familiar with secure, scalable cloud platforms and follows best practices in disaster recovery. The SimpliGov platform is hosted in Microsoft Azure Government Cloud, a FedRAMP High-authorized environment that supports state and local government requirements for security, availability, and compliance. Our infrastructure is designed to scale rapidly and reliably to support high-volume usage across multiple agencies, departments, and user roles without performance degradation. SimpliGov has successfully deployed solutions for jurisdictions ranging from small counties to large state agencies, demonstrating the platform's ability to expand seamlessly as demand grows. Our disaster recovery practices are aligned with industry standards and leverage Azure's native capabilities to ensure data protection, geographic redundancy, and secure restoration processes in the event of disruption.

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

SimpliGov has extensive experience managing sensitive data for government agencies and adheres to strict security protocols to ensure confidentiality, integrity, and accountability. For hundreds of government clients since 2018, All data is encrypted in transit and at rest using encryption standards aligned with NIST SP 800-53 and FIPS 140-2 validated cryptographic modules. Role-based access controls (RBAC) are enforced throughout the platform, allowing administrators to define granular permissions at the user, group, and data field level. Additionally, SimpliGov maintains comprehensive audit trails that log all user activity, including logins, data access, changes, and administrative actions. These logs are immutable and available for review to support compliance, security audits, and investigations. Our platform is hosted in Microsoft Azure Government Cloud, ensuring further alignment with public sector security and regulatory requirements.

#### Summary Details for Q-01125

**Audit Trail**

3 Documents 0 Communications 0 eSignature Documents 0 Related Workflows

**Audit Trail**

Show detailed result

- + Complete Quote **Generate Quote Number** by Christina Duffy (78.135.238.200) (View Details) (Return to)
- + Generating Quote Number **Quote Sent for Approval** by Christina Duffy (View Details) (Return to)
- + Approval **Generate Quote Number** by Christina Duffy (View Details) (Return to)
- + Generating Quote Number **Approved** by Christina Duffy (View Details) (Return to)
- + Approved **Quote Sent to SFDC** by Christina Duffy (View Details) (Return to)

**Completed Stages:**

- Complete Quote: ✓ 10/22/2025 04:38:39 AM - Christina Duffy
- Generating Quote Number: ✓ 10/22/2025 04:38:44 AM - Christina Duffy
- Approval: ✓ 10/22/2025 04:39:38 AM - Christina Duffy
- Generating Quote Number: ✓ 10/22/2025 04:39:45 AM - Christina Duffy
- Approved: ✓ 10/22/2025 04:39:53 AM - Christina Duffy

**Figure 16:** All SimpliGov workflows and records contain an audit trail that is visible to those with permissions.

#### 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.**

SimpliGov has deep and ongoing experience supporting clients with training, compliance, and implementation needs aligned to NIST, CIS, FedRAMP, and state-specific security standards, including those related to vulnerability scanning and incident response.

SimpliGov routinely works with government clients that require adherence to NIST, CIS, FedRAMP, and state-specific security controls. We provide both initial and ongoing training and support aligned to these standards, including vulnerability scanning protocols and incident response planning.

**NIST & FedRAMP Alignment:** SimpliGov's platform is built with NIST SP 800-53 Rev. 5 as the foundational security framework, which underpins both FedRAMP and GovRAMP (StateRAMP) standards. We are actively pursuing full FedRAMP authorization and are currently in-process with GovRAMP through our 3PAO partner Securisea.

**Incident Response & Vulnerability Scanning:** SimpliGov conducts vulnerability scanning and patch management in accordance with NIST guidelines and industry best practices. Critical security patches are applied within 72 hours, and all incidents are triaged based on severity with defined response timelines, including 1-hour response times for critical incidents.

**SOC 2 Type II Certification:** We are SOC 2 Type II certified, with an annual third-party audit validating our adherence to rigorous controls for security, availability, and confidentiality.

**Training for Security Standards:** As part of our implementation and support process, SimpliGov provides training to government agency staff that includes secure configuration, incident logging, audit trail use, and role-based access control consistent with NIST and CIS benchmarks. Our workflows and dashboards are designed to support staff compliance and policy enforcement at the data field level.

**Separation and Data Protection:** We ensure strict data segregation, role-based access controls, MFA, and full encryption of data in transit and at rest, with real-time monitoring dashboards available to agency administrators.

**Supporting Use Cases:**

**California DMV:** Implemented secure, automated workflows for Motor Carrier Permits with pre-validation and data integrity enforcement, integrated with UiPath for back-end automation.

**New Castle County, DE:** Replaced manual reassessment workflows with secure digital processes including role-based access, encrypted document submission, and SimpliSign e-signatures, all meeting compliance standards for data confidentiality and audit readiness.

**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.**



SimpliGov is fully capable of tailoring its project management approach to align with each agency's preferred tools and processes. Project tracking and collaboration can be conducted directly within the SimpliGov platform or integrated seamlessly with the agency's chosen workflow tool, such as Jira, Smartsheet, Microsoft Project, or others. Our implementation and delivery teams are well versed in a wide range of project management software and can adapt quickly to agency standards. SimpliGov also supports data export and reporting, allowing agencies to pull project development updates, deliverables, and milestone tracking data into their preferred platforms. Full analytics and visibility are available throughout the project lifecycle to support transparency, accountability, and performance monitoring.

**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.**

SimpliGov has a strong track record of delivering successful "train-the-trainer" programs for public sector clients, enabling agencies to build internal expertise and scale platform adoption independently. Our implementation approach includes structured training sessions designed for both administrators and end users, with a focus on empowering agency staff to configure, manage, and support their own workflows. These sessions are hands-on, role-based, and tailored to the agency's specific use cases. In addition, SimpliGov provides access to an on-demand training portal, SimpliLearning, that includes step-by-step tutorials, video walkthroughs, user guides, and knowledge base articles. This self-service resource is available 24/7 and supports both internal agency users and public-facing users where applicable. Agencies have used this model successfully to train hundreds of staff across departments, ensuring long-term sustainability and reduced reliance on external support.

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

SimpliGov has worked with hundreds of state and local government agencies and consistently adhered to their uptime requirements and disaster recovery standards. We are fully familiar with RTO (Recovery Time Objective), RPO (Recovery Point Objective), and uptime guarantees as defined in government SLAs. SimpliGov will work closely with the West Virginia Department of Administration (WVDOA) and all participating agencies to align with the State's specific requirements. We also provide detailed service-level reporting and monitoring, ensuring transparency around system availability, performance, and incident response. These metrics are available through administrative dashboards and can be reported on regularly or upon request to support compliance and oversight. SimpliGov's standard Service Level Agreement can be found at: [www.simpligov.com/sla](http://www.simpligov.com/sla).

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

SimpliGov has extensive experience working with multi-agency teams across a wide range of state and local government projects. Our implementation methodology is built around collaborative discovery and stakeholder engagement, ensuring that input is gathered from all participating departments and user groups. We conduct structured requirement-gathering sessions that include process mapping, policy alignment, and role-based needs assessments. Throughout the project, we

maintain open lines of communication and provide tools for real-time collaboration, feedback, and documentation. SimpliGov also has deep experience in managing change within complex government environments, including training, phased rollouts, and support for legacy process transitions. Our approach is designed to build consensus, minimize disruption, and ensure long-term adoption across diverse stakeholder groups.

SimpliGov has extensive experience working with multi-agency teams, leading collaborative discovery, gathering complex requirements, and managing organizational change in public sector environments. Our implementation approach is designed to engage stakeholders across departments, align on shared goals, and ensure scalable configurations that accommodate agency-specific needs.

We have successfully expanded implementations from a single agency to over a dozen departments in both New Jersey and California, supporting enterprise-level digital transformation initiatives. Our work with the Florida Department of Corrections and large municipalities across the country reflects our ability to manage cross-functional input, deliver flexible solutions, and support long-term adoption. SimpliGov maintains a client retention rate of over 95%, driven by our strong support model, no-code configurability, and consistent delivery. Our experience coordinating across agencies ensures we can help West Virginia manage change efficiently while building a unified, adaptable permitting platform.

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

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

SimpliGov fully complies with the requirement that all vendor employees assigned to this project must have current and ongoing security training. All SimpliGov personnel, including engineers, implementation staff, customer success managers, and support personnel, undergo mandatory security awareness training upon hire and at regular intervals thereafter. This training covers topics such as data handling, phishing awareness, secure coding practices (for technical roles), incident reporting, and regulatory compliance aligned with NIST SP 800-53 and other relevant standards. SimpliGov maintains detailed records of employee security training, including completion dates, training modules covered, and certifications where applicable. These records are centrally managed and available for review by the State upon request, in accordance with contract and confidentiality terms.

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



SimpliGov fully complies with the requirement to provide training in WCAG 2.1 and Section 508 accessibility standards for all public-facing digital services. SimpliGov staff involved in form design, workflow configuration, user interface development, and quality assurance receive specialized training on digital accessibility best practices. This includes instruction on how to design and test forms, dashboards, and portals that are fully compliant with WCAG 2.1 Level AA and Section 508 of the Rehabilitation Act. Training content covers topics such as accessible color contrast, keyboard navigation, screen reader compatibility, proper labeling of form elements, alt text usage, and accessible error messaging. Additionally, SimpliGov's no-code platform enforces accessibility during configuration, providing form designers with built-in accessibility checks and guidance to ensure compliance even without technical expertise.

Documentation of staff training in accessibility standards is maintained and can be provided to the State upon request. This training program supports SimpliGov's broader commitment to inclusive, user-friendly government services and ensures that all public users, regardless of ability, can access and interact with digital workflows equitably.

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

SimpliGov is built for government only. For all of our hundreds of government clients, SimpliGov has delivered a fully compliant solution, including compliance with all security, data, and accessibility requirements. SimpliGov will work with WVDOA and participating permitting West Virginia Agencies to configure permit forms and workflows to their exact permit and/or use case specifications.

**Accessibility and Language Access Compliance**

- Forms and workflows are fully responsive and accessible by screen readers.
- Built-in tools allow agencies to implement hover help text, error validation, and guided navigation for all users.
- **Language Access Services:** Allows any form to be translated into a constituent's preferred language, supporting more than 140 languages for LEP (Limited English Proficient) constituents.

**Representative Projects Demonstrating Experience**

- **Massachusetts Bay Transportation Authority (MBTA),** SimpliGov delivered ADA-compliant digital Youth Pass applications, ensuring full mobile and assistive technology compatibility. .
- **City of Los Angeles Department of City Planning:** SimpliGov digitized development permitting with role-based dashboards, GIS validation, and ADA-compliant public-facing forms.
- **New Castle County, DE – Contractor Licensing:** Rapid deployment of secure, automated workflows reduced turnaround time while ensuring compliance with local privacy policies.
- **City of San José, CA – FEMA 213RR Emergency Resource Requests:** Configured during the COVID-19 pandemic to meet federal reporting, audit, and accessibility mandates.

**4.3.2.4. Vendor must demonstrate experience with Vulnerability scanning and reporting, Disaster recovery planning and drills, Encryption standards (e.g.,**

**AES-256), Role-based access control (RBAC).**

SimpliGov has extensive experience supporting state and local governments with robust security practices, including regular vulnerability scanning, encryption, and access control. SimpliGov provides this level of security assurance to all government clients by sharing audit logs, security documentation, SOC 2 Type II reports, and third-party assessments as part of procurement and compliance reviews. These materials demonstrate our commitment to meeting the highest standards in data protection and operational resilience. We enforce AES-256 encryption at rest and TLS 1.2+ in transit, along with strict Role-Based Access Control (RBAC) to ensure appropriate data access across user roles. SimpliGov maintains an established disaster recovery plan and conducts regular planning and testing to ensure readiness. We also partner with Securisea, a recognized 3PAO, for ongoing security assessments and can provide a current bridge letter and disaster recovery documentation directly to WVDOA upon request

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

**Materials and Information Requested at Oral Presentation:****4.4.1. Virtual presentation to committee outlining proposal, methodology, and providing an informal project demo.**

Yes, SimpliGov is readily available and welcomes the opportunity to provide a virtual or in-person presentation to the evaluation committee. We are prepared to outline our full proposal, walk through our implementation methodology, and deliver an informal demonstration of the proposed solution. Our team is also available to answer any follow-up questions related to functionality, configuration, use cases, or any other aspect of the SimpliGov platform. We view this as an important opportunity to showcase the capabilities of our government-focused automation platform and to collaborate directly with stakeholders to ensure alignment with the State's vision and requirements.