



Fraud Case Management System

West Virginia Office of Inspector General

Request for Proposal: CRFP-0513-OIG2600000001-1

Issued by: West Virginia Department of Health and Human Resources
Office of Inspector General

Submitted by:

Civic Group Inc.

Service-Disabled Veteran-Owned Small Business (SDVOSB)

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Executive Summary

The West Virginia Office of Inspector General requires a secure, auditable, and reliable system to manage fraud complaints, investigations, evidence, and reporting across the full case lifecycle. These activities involve sensitive criminal justice information, potential protected health information, and federal funds, requiring a platform that prioritizes data integrity, access control, auditability, and continuity of operations.

Civic Group Inc. proposes the **Civic Fraud Case Management Platform**, a secure, cloud-based investigations and fraud case management system designed for oversight, enforcement, and compliance-driven government environments. The platform supports intake of complaints and referrals, investigator assignment, evidence management, chain-of-custody tracking, audit logging, reporting, and supervisory oversight within a single system of record. The solution is configurable, scalable, and designed to integrate with existing State systems while minimizing operational risk and implementation burden.

Civic is a **Service-Disabled Veteran-Owned Small Business (SDVOSB)** led by a former U.S. Navy officer and former White House Military Aide, with a technical team experienced in building secure, government-facing systems. Civic's platform is currently deployed in live government pilots and evaluations at the federal, state, and local levels and is built with a security-first architecture aligned to NIST standards.

Security, Compliance, and Risk Management

Civic recognizes that this procurement includes heightened security and compliance requirements, including CJIS Security Policy, FedRAMP High expectations, and HIPAA/HITECH obligations. Civic's approach is deliberately risk-aware and transparent.

- **Deployment Model:** The Civic Fraud Case Management Platform is deployed within FedRAMP-authorized government cloud infrastructure (AWS GovCloud and Azure Government options), leveraging inherited security controls at the infrastructure layer and enforcing application-level controls for access, encryption, logging, and monitoring. Civic is entering a reseller and deployment partnership with Carahsoft Technology Corp., a trusted government procurement and deployment partner, to support compliant hosting and acquisition pathways.
- **Current Security Posture:** Civic maintains a formal information security program, has completed SOC 2 Type I, is in an active SOC 2 Type II observation period, conducts third-party penetration testing with no critical findings, and operates documented incident response, backup, and disaster recovery procedures.
- **Post-Award Compliance Milestones:** Civic proposes a Year 1 post-award compliance plan that includes CJIS Security Awareness Training for all personnel with access, execution of the CJIS Security Addendum and HIPAA Business Associate Agreement, formal control mapping to CJIS and NIST SP 800-53 Rev. 5, and delivery of compliance artifacts for Agency review. These milestones are structured to reduce Agency risk while allowing rapid operational deployment.

Operational Fit for the Office of Inspector General

The Civic Fraud Case Management Platform is designed to support Inspector General workflows, including:

- Secure intake and routing of complaints, referrals, and leads
- Assignment and tracking of investigations across investigators and teams
- Evidence and document management with chain-of-custody and audit trails
- Case notes, approvals, and supervisory oversight
- Advanced search, reporting, and audit-ready exports
- Role-based access control and immutable logging
- High availability, disaster recovery, and continuity of operations

The system is configurable without custom code, enabling Agency administrators to adapt workflows, fields, and reports as investigative needs evolve.

Training, Support, and Long-Term Partnership

Civic provides structured implementation, in-person and reproducible training, and ongoing technical support tailored to government users. Training is delivered directly to end users and administrators, with materials suitable for web-based and recorded reuse. A staffed help desk with defined service levels supports ongoing operations throughout the contract term and renewal periods.

In summary, Civic offers the West Virginia Office of Inspector General a secure, modern, and risk-managed fraud case management solution. The proposal emphasizes transparency, auditability, and operational reliability, aligning technology delivery with the oversight mission of the Office of Inspector General and the State's responsibility to safeguard sensitive data and public funds.

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1. Vendor Profile

1.1 Company Overview

Civic Group Inc. is a U.S.-based government technology company focused on delivering secure, compliance-oriented software for public-sector oversight, investigations, and case management. Founded in 2024, Civic builds cloud-based platforms designed for environments where auditability, access control, data integrity, and operational reliability are critical.

Civic's solutions are developed with a security-first architecture aligned to NIST standards and are intended to support agencies operating under heightened regulatory and oversight requirements. The company operates as a focused, early-stage organization with an emphasis on disciplined growth, direct customer engagement, and rigorous security practices.

1.2 Service-Disabled Veteran-Owned Small Business Status

Civic Group Inc. is a Service-Disabled Veteran-Owned Small Business (SDVOSB) in accordance with applicable federal small business standards. The company is owned, controlled, and managed by Jonathan Kokot, Chief Executive Officer, a former U.S. Navy officer with a service-connected disability.

Mr. Kokot has served in operational and leadership roles including Navy pilot, Senate liaison, and White House Military Aide, with experience supporting senior government leadership in high-accountability environments. Civic is properly registered in the System for Award Management (SAM.gov) and maintains all required representations and certifications applicable to its SDVOSB designation.

1.3 Corporate Structure and Staffing

Civic Group Inc. is a privately held U.S. corporation organized under the laws of the State of Delaware. The company operates as a standalone entity and has no pending or planned mergers, acquisitions, or corporate reorganizations that would affect its ability to perform the work described in this solicitation.

Civic maintains a lean organizational structure supporting secure software development, implementation, and ongoing customer support. The Chief Executive Officer provides overall contract oversight and Agency communications, while the Chief Technology Officer oversees system architecture, application security, and technical delivery. A designated project lead is assigned to each engagement to coordinate implementation and serve as the Agency's primary operational point of contact.

Where appropriate, Civic works with established third-party partners for hosting, infrastructure, or procurement support. Civic remains fully responsible for contract performance, security, and compliance.

1.4 Relevant Government Experience

Civic has supported government organizations through live evaluations, limited pilots, and early-stage deployments of secure, cloud-based case and workflow management software. These engagements have focused on validating system functionality, usability, security controls, and operational fit prior to broader production use with sensitive data.

At the federal level, Civic is supporting 19 active live evaluations with offices of the U.S. House of Representatives and one live evaluation with a U.S. Senate office. These engagements are structured as limited pilots using controlled or synthetic data and allow government staff to assess workflows, administrative controls, reporting capabilities, and user experience without the use of constituent or criminal justice data. Civic is scheduled to undergo a formal evaluation by the U.S. House Chief Administrative Officer (CAO) as part of the House's vendor review and authorization process.

At the state level, Civic has been selected to commence full pilot deployments with offices in the Georgia and Virginia State Legislatures. At the local level, Civic is conducting a full pilot deployment with New York City, supporting municipal workflows related to case intake, tracking, documentation, and reporting.

Collectively, these engagements demonstrate Civic's experience introducing new systems in sensitive government environments using a controlled, evaluation-driven approach aligned with public-sector authorization practices.

2. Technical Proposal

This section responds to the requirements in Section 4: Project Specifications of RFP CRFP-0513-OIG2600000001-1.

2.1 Project Goals and Objectives

The objective of this project is to provide the West Virginia Office of Inspector General with a secure, auditable, and reliable cloud-based system to manage fraud complaints, investigations, evidence, and reporting across the full case lifecycle. The proposed solution is intended to improve investigative efficiency, strengthen oversight and accountability, and protect sensitive information in accordance with applicable state and federal requirements.

Key objectives include:

- Establishing a centralized system of record for fraud-related complaints, investigations, evidence, and outcomes.
- Standardizing intake, triage, assignment, investigation, and closure workflows while allowing Agency-defined configuration.
- Providing supervisors and administrators with visibility into case status, workload, timelines, and outcomes.
- Maintaining comprehensive audit trails and reporting capabilities to support internal oversight and external audits.
- Protecting criminal justice information, personally identifiable information, and protected health information throughout the data lifecycle.
- Supporting timely implementation with minimal disruption to ongoing Office of Inspector General operations.

These objectives align with the Office of Inspector General's responsibility to detect, investigate, and deter fraud while safeguarding sensitive data and public trust.

2.2 Proposed Solution Overview

Civic proposes a secure, cloud-based Fraud Case Management Platform designed to function as a single system of record for fraud-related complaints, investigations, evidence, and reporting. The platform supports end-to-end case management, from initial intake through investigation, documentation, reporting, and closure.

Core capabilities include:

- Secure intake and creation of cases from complaints, referrals, or leads.
- Triage, prioritization, and assignment of cases to investigators or teams.
- Management of investigative activities, tasks, notes, and approvals within the case record.
- Secure evidence and document management with chain-of-custody tracking.
- Search, reporting, and analytics to support investigative work and supervisory oversight.

- Role-based access control and comprehensive audit logging across all system activity.

The platform is configurable without custom code, allowing the Office of Inspector General to adapt workflows, fields, reports, and retention policies as investigative needs evolve.

2.3 Deployment Architecture and Hosting Model

The Fraud Case Management Platform is delivered as a browser-based, cloud-hosted solution designed for government environments requiring high availability, controlled access, and auditability.

The system is deployed within U.S.-based government cloud infrastructure, including environments such as AWS GovCloud and Azure Government. These environments provide geographically redundant data centers located within the continental United States and support government workloads subject to heightened security requirements.

The application architecture is logically segmented to separate user access, application services, and data storage. All data is encrypted in transit and at rest using industry-standard encryption mechanisms. Separate environments are maintained for development, testing, and production to support controlled change management and reduce operational risk.

The hosting architecture supports high availability through multi-availability-zone deployment, automated monitoring, and regular encrypted backups stored in geographically separate U.S. locations. Recovery procedures are documented and tested periodically to support continuity of operations.

2.4 System Security Architecture

The platform employs a security-first architecture designed to protect sensitive investigative information and support auditability and oversight.

Key security elements include:

- Role-based access control aligned with least-privilege principles.
- Integration with government-approved identity providers and support for multi-factor authentication.
- Encryption of all data in transit and at rest.
- Comprehensive and immutable audit logging for system access, data changes, workflow actions, and administrative activity.
- Logical separation of environments and controlled change management processes.
- Continuous monitoring and alerting to identify anomalous or unauthorized activity.

Documented incident response procedures define roles, escalation paths, and communication protocols for security incidents and service disruptions. Security incidents and changes are logged and available for Agency review.

2.5 Compliance and Risk Management Approach

Civic approaches compliance as a continuous, documented process supported by technical controls, operational procedures, and transparency with Agency stakeholders.

The proposed solution is designed to align with applicable requirements, including CJIS Security Policy, FedRAMP hosting expectations, and HIPAA/HITECH obligations, through a combination of inherited infrastructure controls and application-level safeguards.

Civic leverages inherited security controls provided by government cloud environments at the infrastructure level and implements application-level controls aligned with NIST SP 800-53 Rev. 5 control families. Civic maintains a formal information security program, has completed a SOC 2 Type I audit, is in an active SOC 2 Type II observation period, and conducts independent third-party security testing.

Civic proposes post-award compliance milestones during the initial contract term, including required training, execution of compliance agreements, delivery of security documentation, and ongoing communication with Agency stakeholders regarding compliance status.

3. Compliance with Mandatory Project Requirements

3.1 CJIS Security Policy Alignment

The proposed solution is designed to support alignment with the FBI Criminal Justice Information Services (CJIS) Security Policy through layered technical and operational controls.

Controls include role-based access restrictions, multi-factor authentication, encryption of data in transit and at rest, comprehensive audit logging, and documented incident response procedures. Access to CJIS-related information is limited to authorized, U.S.-based personnel based on assigned roles.

Civic proposes post-award completion of CJIS Security Awareness Training for all personnel with system access and execution of the CJIS Security Addendum, with supporting documentation available to the Agency upon request.

3.2 FedRAMP Hosting and Authorization Approach

The solution is deployed within government cloud environments designed to support FedRAMP-authorized workloads. Civic leverages inherited infrastructure-level controls, including physical security, network protections, monitoring, and geographic redundancy.

Civic does not currently hold an independent FedRAMP High Authorization to Operate. Application-level controls are designed to align with NIST SP 800-53 Rev. 5 and are supported by Civic's formal security program, third-party audits, and penetration testing.

Civic will provide relevant security documentation and work with the Agency to support reviews associated with federal funding or oversight requirements.

3.3 HIPAA and HITECH Compliance

Where investigations involve protected health information, the platform supports HIPAA and HITECH compliance through administrative, physical, and technical safeguards.

Controls include role-based access restrictions, encryption, audit logging, and documented breach notification and incident response procedures. Civic will execute the West Virginia Business Associate Agreement and ensure that personnel with access to protected health information complete required training.

All data processed by the platform remains the property of the State of West Virginia and is used solely to fulfill contractual obligations.

3.4 Identity, Access Control, and Audit Logging

Identity and access management is enforced through integration with government-approved identity providers, role-based permissions, and configurable session controls. Agency administrators can assign, modify, and revoke access immediately.

The platform maintains immutable audit logs for all access events, data changes, workflow actions, and administrative activity. Audit logs are retained according to configurable policies and may be reviewed or exported by authorized Agency personnel.

3.5 Incident Response, Monitoring, and Continuity of Operations

Documented incident response procedures define classification, escalation, notification, and remediation steps for security incidents and service disruptions. The Agency is notified within contractually required timeframes.

The platform is continuously monitored for security and operational health. Automated backups, geographically redundant hosting, and tested recovery procedures support continuity of operations and disaster recovery.

4. Functional Capabilities

4.1 Case Intake, Triage, and Assignment

The platform supports secure intake of complaints, referrals, and leads into a centralized queue. Each intake item is assigned a unique case identifier and may be triaged manually or using Agency-defined criteria.

Authorized users can prioritize and assign cases to investigators or teams. Assignment history, case status, and ownership changes are logged to support accountability and oversight.

4.2 Investigation Management and Case Lifecycle

Once assigned, investigators manage investigative activities within the case record, including tasks, notes, evidence, and approvals. Case status stages are configurable and reflect Agency investigative practices.

Supervisors have visibility into case progress, workload, and timelines and may review, escalate, or require approvals for defined actions. All investigative activity is logged and auditable.

4.3 Evidence and Document Management

The platform provides secure storage and management of documents, images, audio, video, and other evidence. Evidence is associated with case records and protected by role-based access controls.

Chain-of-custody tracking records all access and actions taken on evidence items. Version history and metadata are retained to support evidentiary integrity.

4.4 Search, Reporting, and Analytics

Authorized users can search across structured and unstructured case data and generate reports to support investigative work, supervisory oversight, and compliance reporting.

Standard reports address case status, workload, timelines, outcomes, and audit activity. Reports and case summaries may be exported in audit-ready formats, with all export actions logged.

4.5 Integrations with State and Federal Systems

The platform supports integration with State and federal systems through secure, standards-based interfaces, including RESTful APIs and structured data exchange formats.

Integrations are implemented subject to Agency approval and governance and are logged to support oversight and auditability. The platform supports secure data import and export using industry-standard formats to enable interoperability and data portability.

5. Implementation Plan

5.1 Project Governance and Staffing Plan

Civic's project governance and staffing approach is designed to ensure clear accountability, disciplined execution, and consistent communication throughout the implementation and operation of the Fraud Case Management Platform.

Civic will assign a designated project lead who will serve as the primary operational point of contact for the West Virginia Office of Inspector General and coordinate all implementation activities. Executive oversight is provided by Civic leadership to support escalation and resolution of contractual, security, or performance issues as needed.

Civic's technical and implementation staff support system configuration, data migration, testing, deployment, and stabilization activities. Agency stakeholders designated by the Office of Inspector General will provide requirements input, participate in reviews and testing, and approve key milestones.

All Civic personnel supporting this engagement are U.S.-based. Where third-party partners are involved for hosting, infrastructure, or procurement support, Civic remains fully responsible for contract performance, security, and compliance.

5.2 Implementation Methodology and Timeline

Civic employs a structured, phased implementation methodology designed to deliver a secure, operational fraud case management system while minimizing disruption to ongoing Office of Inspector General activities. The approach emphasizes early validation, controlled deployment, and close coordination with Agency stakeholders.

Implementation phases include:

- Project initiation and planning, including kickoff meetings and confirmation of roles, objectives, and communication protocols.
- Requirements confirmation and system configuration aligned with Agency workflows, policies, and reporting needs.
- Data migration and validation, where applicable.
- System testing and user acceptance testing.
- Training and transition to production use.
- Post-go-live stabilization and transition to steady-state operations.

A typical initial deployment is completed within approximately 9–10 weeks following contract award, subject to Agency availability, data readiness, and scope considerations. The detailed timeline will be finalized collaboratively with the Office of Inspector General.

5.3 Data Migration and Validation

Data migration activities are scoped collaboratively with the Office of Inspector General during the planning phase. Migration scope may include structured case data, reference information, and associated documents where applicable. Civic does not assume full historical data migration unless specifically requested by the Agency.

Migration is performed using controlled import processes and standard formats. Data mappings are documented in advance, and validation includes record counts, spot checks of migrated records, confirmation of field accuracy, and review of access controls applied to migrated data.

Migration activities are conducted in secure environments and logged to support auditability. If issues are identified during migration or validation, Civic will pause further migration and work with Agency stakeholders to resolve issues before proceeding.

5.4 User Acceptance Testing

User Acceptance Testing (UAT) is conducted following system configuration and initial testing to confirm that the platform meets operational, security, and usability requirements prior to production use.

UAT scenarios are based on representative investigative workflows and are executed in a non-production environment using test data unless otherwise approved by the Agency. Civic documents feedback, tracks identified issues, and resolves items in coordination with Agency stakeholders.

The system will not transition to production use until UAT acceptance criteria are met and approved by the Office of Inspector General.

5.5 Go-Live and Stabilization

Following Agency approval, the platform is transitioned to production use in a controlled manner. Civic coordinates go-live timing with the Office of Inspector General to minimize operational disruption and validates user access, roles, and permissions at launch.

During the stabilization period following go-live, Civic provides heightened support to address questions, configuration adjustments, or issues identified during early operational use. Issues are tracked, prioritized, and resolved in accordance with defined escalation procedures.

At the conclusion of stabilization, the platform transitions to steady-state operations supported by Civic's ongoing maintenance and support services.

6. Training and Support

6.1 Training Approach and Materials

Civic's training approach is designed to ensure Office of Inspector General staff can use the Fraud Case Management Platform effectively, securely, and independently. Training emphasizes practical investigative workflows, clear documentation, and repeatable materials to support both initial onboarding and ongoing staff needs.

Training covers intake, investigation management, evidence handling, reporting, supervisory oversight, user roles and permissions, and security responsibilities. Training materials are written in clear, non-technical language appropriate for investigative and administrative staff.

6.2 In-Person and Reproducible Training

Training may be delivered in person or remotely, as requested by the Agency. In-person training focuses on hands-on instruction using Agency-approved workflows and scenarios and provides opportunities for direct questions and clarification.

All training materials are designed to be reproducible and reusable by the Agency. Reproducible materials may include recorded training sessions, role-based user guides, quick reference materials, and administrator documentation to support onboarding of new staff and refresher training without requiring repeated vendor involvement.

Training content is organized by user role to ensure relevance and efficiency for end users, supervisors, and administrators.

6.3 Help Desk and Service Level Commitments

Civic provides ongoing technical support and customer service to ensure reliable operation of the Fraud Case Management Platform throughout the contract term and any renewal periods.

Civic maintains a staffed help desk to receive, track, and resolve system issues and user inquiries. Support requests are logged, prioritized based on severity and impact, and tracked through resolution.

Issues affecting system availability or security are escalated promptly to senior technical personnel, with regular status updates provided to the Office of Inspector General. Civic monitors support performance internally and can provide summary information upon request to support Agency oversight.

7. Qualification and Experience

7.1 Comparable Projects and Outcomes

Civic Group Inc. has supported government organizations through live evaluations, limited pilots, and early-stage deployments of secure, cloud-based case and workflow management software. These engagements are comparable in operational intent and complexity to the requirements of this solicitation, particularly with respect to intake management, workflow control, auditability, and oversight.

Civic's approach across these engagements has emphasized controlled deployment, Agency oversight, and validation of system functionality prior to broader production use with sensitive data.

Federal Legislative Branch Evaluations

Civic is currently supporting 19 active live evaluations with offices of the U.S. House of Representatives and one live evaluation with a U.S. Senate office. These engagements are structured as limited pilots using controlled or synthetic data, allowing government staff to assess system workflows, administrative controls, reporting capabilities, and usability without the use of constituent or criminal justice information.

Outcomes from these evaluations include:

- validation of secure intake and workflow management processes
- confirmation of role-based access controls and audit logging
- refinement of investigative-style task tracking and case documentation
- incorporation of staff feedback into configuration and usability improvements

Civic is scheduled to undergo a formal evaluation by the U.S. House Chief Administrative Officer (CAO) on January 7th as part of the House's vendor review and authorization process. This evaluation is intended to assess security posture, operational readiness, and suitability for broader use by House offices.

State Government Pilot Deployments

Civic has been selected to commence full pilot deployments with two state legislative bodies, including the Georgia State Legislature and the Virginia State Legislature, beginning January 12. These pilots are designed to support real-world case and workflow management use cases in state government environments and represent a progression from evaluation to operational pilot use.

Expected outcomes of these pilots include:

- validation of end-to-end case lifecycle management in a live environment
- assessment of training, support, and administrative oversight processes

- confirmation of system performance and usability under active workloads

These pilots are conducted in coordination with state stakeholders and are structured to align with applicable state security, records-management, and oversight requirements.

Local Government Pilot Deployment

Civic is conducting a full pilot deployment with New York City, supporting municipal workflows related to case intake, tracking, documentation, and reporting. This engagement has provided experience operating in a local government context with multiple stakeholders, high service volume, and strong accountability expectations.

Outcomes from this pilot include:

- validation of intake, assignment, and supervisory oversight workflows
- confirmation of document management and auditability features
- identification of configuration patterns applicable to oversight and investigative use cases

Relevance to the Office of Inspector General

Across these engagements, Civic has demonstrated the ability to:

- support structured intake, triage, and assignment of matters
- manage case workflows with auditability and supervisory oversight
- maintain controlled environments consistent with government authorization processes
- deliver training and support tailored to public-sector staff
- iterate responsibly based on Agency feedback

While Civic's experience reflects a progression through evaluation and pilot stages rather than long-standing production deployments, this approach aligns with government best practices for introducing new systems in sensitive oversight environments.

7.2 References

The following references represent government offices that have conducted live evaluations or pilot engagements of Civic's platform and are familiar with Civic's responsiveness, professionalism, and approach to secure, government-oriented software delivery. Civic has notified these references that they may be contacted in connection with this solicitation.

Reference 1

Philip Singleton

Chief of Staff

Office of Representative Rich McCormick

U.S. House of Representatives

Email: philip.singleton@mail.house.gov

Phone: 678-983-8595

Reference 2

Neesha Suarez
Chief of Staff
Office of Representative Seth Moulton
U.S. House of Representatives
Email: neesha.suarez@mail.house.gov
Phone: 202-225-8020

Reference 3

Michael D'Orazio
Chief of Staff
Office of Representative Guy Reschenthaler
U.S. House of Representatives
Email: mike.dorazio@mail.house.gov
Phone: 412-477-3882

8. Exceeding Requirements and Value-Added Capabilities

In addition to meeting the requirements outlined in this solicitation, Civic offers value-added capabilities that enhance oversight, efficiency, and long-term sustainability for the West Virginia Office of Inspector General. These capabilities are optional and are designed to complement, not replace, required functionality.

Configurable Oversight and Governance Features

The platform includes configurable governance features that allow the Office of Inspector General to tailor workflows, approvals, and reporting to internal policies. These features support supervisory review, escalation paths, and controlled approvals for defined actions such as case status changes or report finalization. Configuration is performed through administrative tools without custom development.

Advanced Knowledge Retrieval for Internal Use

The platform includes an internal, staff-facing knowledge retrieval capability that allows authorized users to query historical case records, correspondence, and internal documentation using natural-language prompts. This feature is designed to improve staff efficiency by reducing time spent searching across prior cases and reference materials. All queries and results are subject to role-based access controls and audit logging.

Proactive Case Management and Analytics

Optional analytic views can be configured to highlight trends such as aging cases, recurring allegation types, workload imbalances, or program-specific patterns. These views are intended to support management awareness and proactive resource allocation, not automated decision-making. Analytic outputs are reviewable and configurable by Agency administrators.

Flexible Deployment and Expansion

The platform is designed to scale as Agency needs evolve. Additional workflows, case types, or user groups can be added without reimplementation. This flexibility supports future expansion to additional programs or investigative functions if required by the Agency.

Optional Training and Change Support

Beyond the standard training and support provided under this proposal, Civic can offer additional refresher training, onboarding sessions for new staff, or workflow review sessions upon request. These services are intended to support continuity in environments with staff turnover or evolving investigative priorities.

9. Required Forms and Certifications

Civic Group Inc. has completed and included all required forms, certifications, and acknowledgements as specified in the solicitation documents. The materials in this section are provided to demonstrate Civic's compliance with administrative, legal, and procurement requirements.

9.1 Addendum Acknowledgements

Civic acknowledges receipt of all addenda issued in connection with this solicitation. Completed addendum acknowledgement forms are included as required. Civic understands that failure to acknowledge addenda may result in disqualification and confirms that all addenda have been reviewed and incorporated into this proposal.

9.2 Certifications and Attestations

Civic certifies that:

- The information provided in this proposal is accurate and complete to the best of Civic's knowledge.
- Civic has reviewed and understands the requirements, terms, and conditions of this solicitation.
- Civic agrees to comply with all applicable requirements upon award.
- Neither Civic nor its proposed personnel have any known conflicts of interest related to this procurement.
- Civic is properly registered and in good standing with applicable federal and state registration systems, including the System for Award Management (SAM.gov).

Required certifications and attestations are completed and included in the proposal package as instructed.

9.3 Business Associate Agreement (Attachment C)

Civic acknowledges the requirement to execute the West Virginia Business Associate Agreement (BAA) provided as Attachment C of the solicitation. A completed and signed BAA is included with this proposal, or Civic confirms its intent to execute the BAA prior to contract award, as permitted by the solicitation.

9.4 Other Required Forms

All other required forms, signatures, and administrative documentation specified in the solicitation have been completed and are included with this submission. Civic confirms that all required information has been provided in the format and manner requested by the State.

SIGNATURE PAGES AND CERTIFICATIONS – INDEX

Request for Proposal:
CRFP-0513-OIG2600000001-1

Project:
Fraud Case Management System
West Virginia Office of Inspector General

Vendor:
Civic Group Inc.

The following pages are submitted to satisfy all required signature, certification, and acknowledgment requirements of the above-referenced Request for Proposal. Only execution pages are included, as permitted by the solicitation.

- 1. Offeror Information and Signature Page**
(Form ID: WV-PRC-CRFP-002)
- 2. Offeror Certification and Signature**
(Certification of review, authority, non-collusion, and registration)
- 3. Addendum Acknowledgement Form**
(Acknowledgement of receipt of all solicitation addenda, if any)
- 4. HIPAA Business Associate Agreement (BAA)**
(Form WVBA-012004 – Vendor execution page only)
- 5. Section 889 Federal Telecommunications Certification**
(Prohibition on covered telecommunications equipment and services)
- 6. Software as a Service (SaaS) Addendum – Signature Page**
(Vendor execution page only)

Authorized Representative:
Jonathan Kokot
Chief Executive Officer
Civic Group Inc.

Date:
December 29, 2025



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

Proc Folder: 1838429 Reason for Modification:

Doc Description: INVESTIGATIONS AND FRAUD CASE MANAGEMENT SYSTEM

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2025-12-09	2026-01-06 13:30	CRFP 0513 OIG2600000001	1

BID RECEIVING LOCATION

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

ENDOR

Vendor Customer Code: VS0000050855

Vendor Name : Civic Group Inc.

Address : 93 4th Ave #305

Street :

City : New York

State : New York

Country : USA

Zip : 10003

Principal Contact : Jon Kokot

Vendor Contact Phone: 832-725-3529

Extension:

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead
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Vendor
Signature X

FEIN# 99-4776958

DATE 12/29/2025

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

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Jonathan Kokot, CEO
(Address) 93 4th Ave #305, New York, NY 10003
(Phone Number) / (Fax Number) 832-725-3529
(email address) jon@get-civic.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Civic Group Inc.

(Company) Jonathan Kokot
(Signature of Authorized Representative)
Jonathan Kokot, 12/29/2025
(Printed Name and Title of Authorized Representative) (Date)
832-725-3529
(Phone Number) (Fax Number)
jon@get-civic.com
(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP OIG2600000001

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 type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input 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 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.

Civic Group Inc.

Company

Jonathan Kolat

Authorized Signature

12/29/2025

Date

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

AGREED:

Name of Agency: WV Office of Inspector General

Name of Associate: Jonathan Kokot

Signature: _____

Signature: Jonathan Kokot

Title: _____

Title: CEO

Date: _____

Date: 12/29/2025

Form - WVBAA-012004
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th
DAY OF Dec 20 11
BY Patrick Morrisey
Attorney General

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia

By: _____

Printed Name: _____

Title: _____

Date: _____

Vendor Name: _____

By: Jonathan Kokot

Printed Name: Jonathan Kokot

Title: CEO

Date: 12/29/2025

AGREED:

Name of Agency: _____

Signature: _____

Title: _____

Date: _____

Name of Vendor: Civic Group Inc.

Signature: Jonathan West

Title: CEO

Date: 12/29/2025