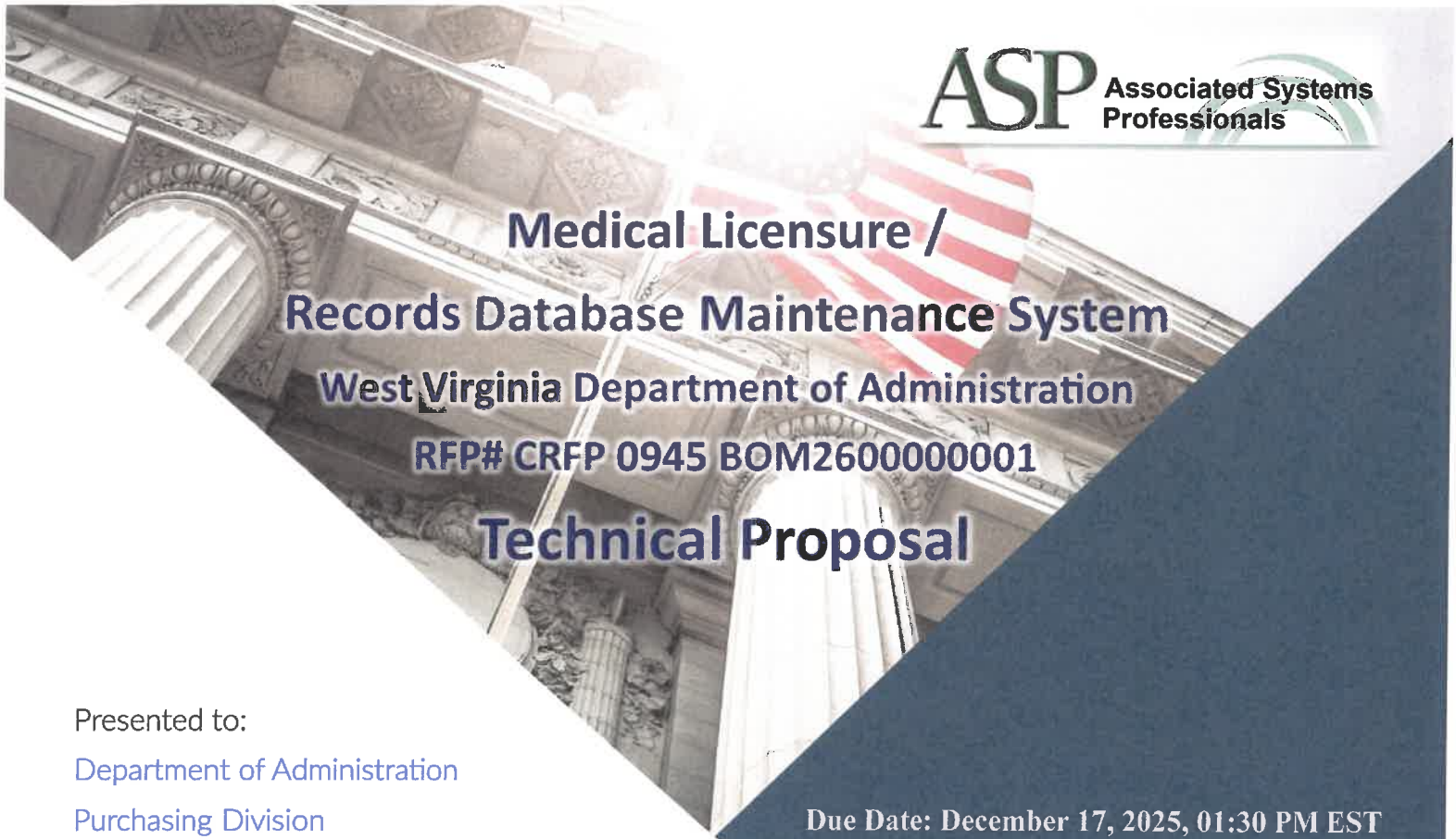

Medical Licensure / Records Database Maintenance System

West Virginia Department of Administration

RFP# CRFP 0945 BOM2600000001

Technical Proposal

Presented to:

Department of Administration

Purchasing Division

2019 Washington Street East

Charleston, WV 25305-0130

Due Date: December 17, 2025, 01:30 PM EST

Presented by:

Associated Systems Professionals LLC (ASP)

419 D Street, South Charleston, WV 25303

https://aspwv.com/

Primary Contact:

Dan Tate, MBA (Owner & C.E.O)

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Phone/Fax:

(304)-343-6337/(304.343.6339)

Signature: Dan Tate

Dated: 12-17-2025

UEID: 47QTCA23D00BZ

Cage: 8S1H2

Tax ID Number: 20-1774564

GSA

SBA

U.S. Small Business Administration

Cover Letter

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

December 17, 2025

Attention: Larry D. McDonnell

Subject: Proposal Submission for RFP# CRFP 0945 BOM2600000001 - Medical Licensure / Records Database Maintenance System.

Dear Larry D. McDonnell,

Associated Systems Professionals LLC (ASP) is pleased to submit our proposal in response to the West Virginia Board of Medicine's (WVBOM) solicitation for a Medical Licensure and Records Database Maintenance System. We are an **SBA-certified small business headquartered in Charleston, West Virginia**. Our team delivers web-based solutions that enhance operational efficiency, strengthen data integrity, and improve online services for both agency staff and external stakeholders.

We understand that the Board requires a secure, reliable, and modern platform that supports licensure, renewal, complaints, investigations, payments, reporting, and long-term records retention, while maintaining uninterrupted service to applicants, licensees, Board members, and the public. The proposed system must protect sensitive information, integrate with external systems, and remain adaptable to evolving regulatory and operational needs throughout the project lifecycle.

At ASP, we have designed and supported web-based licensing and regulatory systems for state agencies with strict statutory and data-retention obligations. **Since 2014**, ASP has been the primary technology partner for the *West Virginia Board of Law Examiners (WVBLE)*, supporting the **Bar Admissions Web Application** for attorney licensing in the state. Additionally, we maintain systems like the *West Virginia Hospital Association (WVHA) Statewide Data Portal*, a secure platform for data collection and reporting used by hospitals, and the *Psychological Assessment and Intervention Services (PAIS) Enterprise Operations System*, which manages records and compliance activities securely.

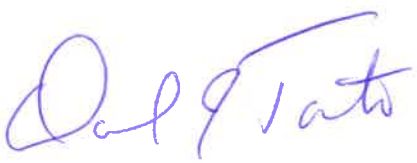
We appreciate the opportunity to submit this proposal and to support the WVBOM in its modernization efforts. Please do not hesitate to contact us if additional information or clarification is required. We look forward to the opportunity to work with the Board on this important initiative.

Sincerely,

Dan Tate, MBA

Owner & C.E.O
ASP LLC
(304)-343-6337

Signature:



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1. Project Goals and Proposed Approach

Section 4.2. of the RFP Document:

"Vendor should describe its approach and methodology to provide the service or solve the problem described by meeting the goals/objectives identified below."

Associated Systems Professionals LLC (ASP) accepts the opportunity to respond to the West Virginia Board of Medicine's requirement for a modern Medical Licensure and Records Database Maintenance System. We are an **SBA-certified Small Business based in South Charleston, WV**, with a strong track record of delivering secure, high-impact information systems for statewide health, legal, and regulatory programs. Our core capabilities include ***custom web application development, licensing and credentialing systems, cloud-based documentation platforms, high-volume data migration, workflow automation, API integration, and long-term application support***. These capabilities align directly with the Board's objective to streamline licensure processing, renewals, investigations, compliance activities, and public transparency through a unified, fully integrated system.

We understand the West Virginia Board of Medicine requires support in establishing a modern licensure and records system that will manage all credentialing activities associated with medical professionals across the state. This support is required to process applications and renewals, maintain accurate historical records, organize investigative and disciplinary workflows, and provide reliable public-facing information through a unified platform. The system must include complete data migration, secure document management, automated correspondence, and required integrations with external partners such as FSMB, VeriDoc, and state financial systems. The objective of the Board is to ensure staff, applicants, and licensees have consistent access to accurate information, streamlined processes, and timely communication, while also meeting state standards for data protection, confidentiality, and regulatory compliance throughout all licensure and enforcement activities.

Figure 1- Key Differentiators

ASP has a long history of over a decade supporting modernization efforts for statewide health, regulatory, and public service systems that manage large volumes of sensitive information and structured workflow activities. Our past performance includes developing and supporting the ***West Virginia Hospital Association's Statewide Data Portal***, where we delivered a secure and configurable data-collection and reporting system used by hospitals across the state. We also modernized the ***Psychological Assessment and Intervention Services (PAIS)*** Enterprise Operations System by replacing a legacy environment with an integrated platform that manages

case activity, scheduling, documentation, and quality-assurance processes. In addition, ASP designed and continues to support the ***West Virginia Board of Law Examiners' Bar Admissions Web Application***, a system that manages applicant intake, imports NCBE (National Conference of Bar Examiners) data, processes fees, and organizes multi-level review workflows. These projects demonstrate ASP's ability to deliver secure and dependable systems that support licensing, credentialing, case management, document handling, and long-term administrative operations.

Our team is entirely **U.S.-based** and proficient in technologies essential for building and maintaining secure, data-driven licensing and regulatory systems. These include ***PHP, C#, ASP.NET, .NET Core, JavaScript, AJAX, Angular, HTML5, CSS3, MySQL, and Microsoft SQL*** Server. Our developers hold industry-recognized certifications such as ***Microsoft Certified Professional (MCP) and CompTIA A+***, demonstrating formal competency in secure application development, troubleshooting, and system support. This technical foundation directly supports the Board's requirement for a dependable licensure and records system that manages sensitive personal and professional information with accuracy and stability. Our front-end specialists design responsive and intuitive interfaces that support staff through licensure, investigation, and administrative roles, as well as applicants and licensees interacting through the public portal. Our leadership team includes senior professionals with more than **20 years** of experience in large-scale system development and technology project management, ensuring that the Board receives organized, consistent, and well-governed support throughout the project lifecycle.

1.1 Approach and Methodology To Goals/Objectives

Section 4.2.1. of the RFP Document

ASP will design and implement a modern, web-based Medical Licensure System that meets the operational, security, and performance requirements of the West Virginia Board of Medicine. We will build the system using **ASP.NET Core with the ABP Framework** to support a unified backend architecture. Our team will expose all business functions through secure **REST APIs** to ensure consistent integration, auditing, and security enforcement across the platform. We will structure the system into distinct *presentation, application, domain, and infrastructure* layers to support maintainability and future enhancements.

Why this Stack

Team ASP implements a secure, scalable solution using a proven Microsoft technology stack. *We utilize* ***ASP.NET Core and ABP*** *to centralize business functions and enforce consistent security, while* ***SQL Server and Azure*** *support high-volume data processing and* ***HIPAA*** *compliance. DevExpress-based user interfaces ensure* ***WCAG 2.1 AA*** *accessibility, delivering a reliable, compliant, and future-ready system for WVBOM.*

Figure 2- Why This Stack

ASP will provide two tightly integrated portals as part of the solution. We will deliver a **staffing portal** designed for WVBOM staff to manage applications, licenses, complaints, users, and reporting activities. We will also deliver a **member portal** using *WordPress* to replace the existing

WVBOM website. Our team will integrate the member portal with the backend system to ensure that applicants and licensees interact with the same business logic and data as internal users.

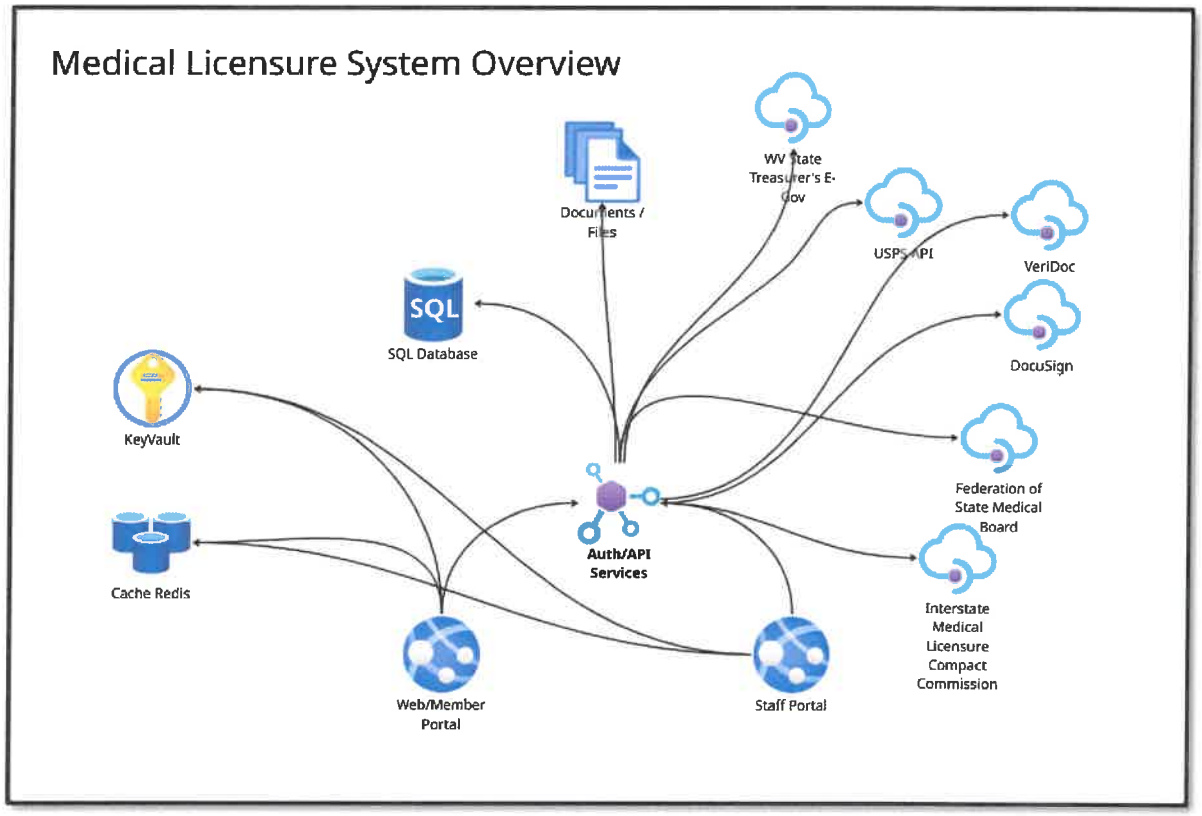

Figure 3- Medical Licensure Overview

ASP will execute the Medical Licensure System project utilizing a disciplined and collaborative project management approach. Our team has developed a detailed Project Plan that defines activities, deliverables, milestones, and WVBOM participation points. Our team will establish an initial schedule baseline that guides all development and implementation work. We will utilize this baseline to measure progress, manage risks, and communicate status throughout the project lifecycle. Our designed Project Plan includes **nine integrated phases**, each representing a key segment of the **Software Development Life Cycle (SDLC)**, spanning from initial planning through long-term maintenance. Our team has outlined each phase with defined deliverables, scheduled milestones, and WVBOM participation points to ensure transparency and alignment.

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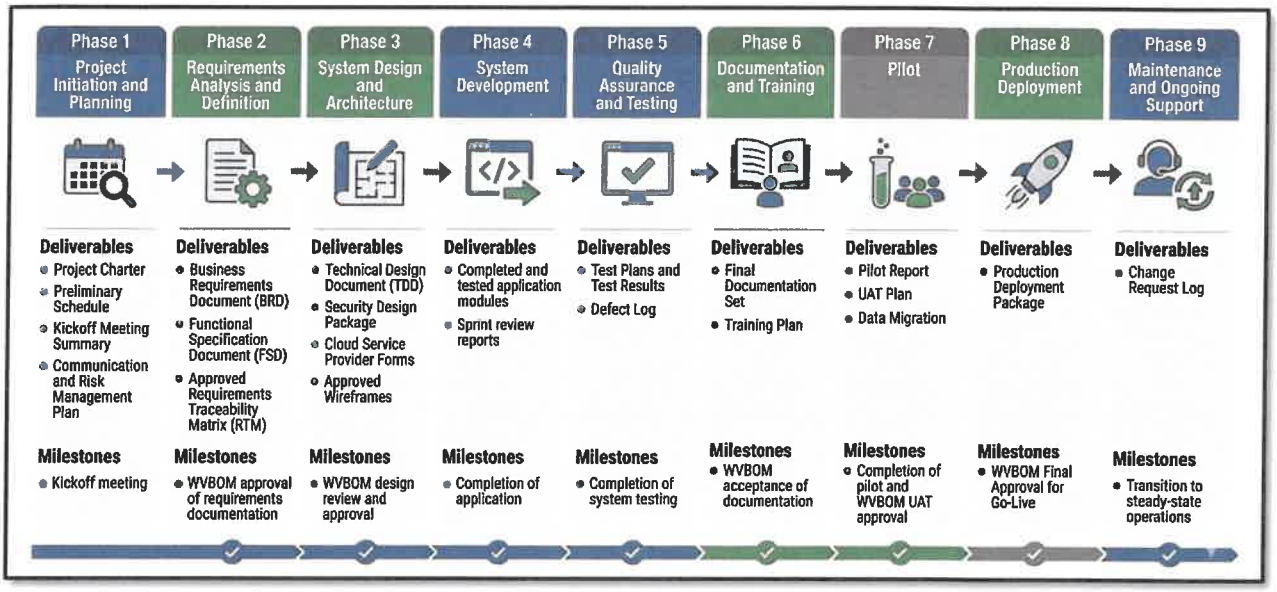

Figure 4- Licensure Database Process Flow

Phase 1: Project Initiation and Planning

ASP will begin the project by engaging WVBOM stakeholders through a formal kickoff meeting. We will review project objectives, success criteria, timelines, and communication protocols. Our team will confirm roles and responsibilities for both ASP and WVBOM personnel to ensure clear ownership and accountability.

During this phase, ASP will develop the Project Charter, Preliminary Work Breakdown Structure (WBS), and Project Schedule, identifying all major activities, durations, dependencies, and milestones. Our team will identify major activities, dependencies, and milestones, including requirements workshops, design approvals, testing milestones, pilot completion, and go-live.

We will configure the project schedule within Microsoft Project or an equivalent tool to support real-time tracking of planned versus actual progress. ASP will provide WVBOM with visibility into milestone status and variance reporting once the baseline is approved.

Deliverables:

- Project Charter
- Preliminary Schedule and WBS
- Kickoff Meeting Summary
- Communication and Risk Management Plan

Phase 2: Requirements Analysis and Definition

Following initiation, our team will conduct detailed requirements analysis in collaboration with WVBOM's project manager and selected key stakeholders. The goal of this phase is to ensure every operational and technical requirement, such as data validation rules, reporting outputs, security needs, and integration points, is captured, analyzed, and documented.

We will schedule workshops during normal business hours to minimize disruption to WVBOM day-to-day operations. These sessions will result in the Business Requirements Document (BRD) and Functional Specification Document (FSD). The key dependencies during this phase include the availability of stakeholders and prompt review cycles from WVBOM. ASP will track progress using milestone-based reporting, showing planned vs. actual completion. Once WVBOM approves the requirements, this phase concludes, and the team transitions into system architecture and design.

Deliverables:

- Business Requirements Document (BRD)
- Functional Specification Document (FSD)
- Approved Requirements Traceability Matrix (RTM)

Milestones:

- Completion of defining requirements
- WVBOM approval of requirements documentation, functional specifications, and requirements traceability matrix

Phase 3: System Design and Architecture

In this phase, ASP will transform approved requirements into a detailed system design. Our architects will define the system's overall structure, data model, security architecture, and technology stack. This includes designing layered architecture using **ASP.NET Core, ABP Framework, and Azure SQL Database**, ensuring scalability and maintainability.

Our team will develop user interface wireframes and data flow diagrams, which will be reviewed with WVBOM stakeholders. We will prepare a Technical Design Document (TDD) that will define communication protocols, encryption standards, and integration specifications. We will begin development only after WVBOM validates and approves the design artifacts.

The design phase will also include the development of a Security Design Package detailing encryption methods **(AES-256, TLS 1.3)** and compliance with **HIPAA**. The key dependencies for this phase include WVBOM's design approval and completion of the Cloud Service Provider documentation.

Deliverables:

- Technical Design Document (TDD)
- Security Design Package
- Cloud Service Provider Forms
- Approved Wireframes and Architecture Diagrams

Milestones:

- WVBOM Design Review and Approval

Phase 4: System Development

Once design approval is received, ASP will commence the build phase using an **agile, sprint-based methodology.** The development activities will include coding, configuration, integration,

and unit testing of the Licensure Database application. Each sprint will have defined objectives, duration (typically two weeks), and acceptance criteria reviewed with WVBOM at sprint closeout meetings. The core development tasks will include:

- ✓ Building the authentication and access management module (**2FA, role-based access**)
- ✓ Implementing the medical licensure system modules
- ✓ Developing the reports
- ✓ Establishing interfaces with WV State Treasurer's **E-Gov** payment system, FSMB Uniform Application; IMLC Commission, DocuSign, VeriDoc

ASP will host sprint review sessions with WVBOM after every iteration to demonstrate completed functionality. We will ensure that progress on the project schedule is continuously monitored by comparing the planned and actual completion for each sprint.

Deliverables:

- Completed and tested application modules per sprint
- Sprint review reports
- Updated Project Schedule with progress metrics

Milestones:

- Completion of Application

Phase 5: Quality Assurance and Testing

Our quality analyst will conduct comprehensive quality assurance throughout development, ending with a structured testing phase. The testing activities will include system integration testing, performance and load testing, and security verification **(penetration and vulnerability testing)**.

ASP will maintain defect log tracking issues, resolutions, and retest results. We will ensure that all test cases, results, and performance metrics are shared with WVBOM for validation. This phase ensures that the Licensure Database System meets all functional, performance, and compliance criteria prior to deployment.

Deliverables:

- Test Plans and Test Results
- Defect Log and Resolution Reports

Milestones:

- Completion of System Testing

Phase 6: Documentation and Training

ASP will produce technical and user documentation after system testing is complete. We will provide administrator guides, system configuration documentation, and role-specific user materials. Our team will schedule training sessions in coordination with WVBOM to accommodate staff availability.

We will deliver virtual training sessions focused on system configuration, content management, data entry, reporting, and administrative tasks. Our team will ensure staff are prepared to operate the system confidently before pilot activities begin.

Deliverables:

- Final Documentation Set (Admin/Licensure/ Investigation and Complaints)
- Training Plan and Schedule

Milestones:

- WVBOM Acceptance of Documentation
- Completion of User Training

Phase 7: Pilot

ASP will conduct a controlled pilot with staff members of each role after the data migration is completed. These pilot operations will be closely monitored by ASP and WVBOM, focusing on system stability, data accuracy, and user experience. Upon completion, WVBOM will conduct a final review and provide sign-off upon successful completion of the tests.

Deliverables:

- Pilot Report
- UAT Plan and Summary Report
- UAT / Application Development Completion Sign-off Sheet
- Data Migration

Milestones:

- Completion of Pilot
- WVBOM UAT Approval

Phase 8: Production Deployment

ASP will transition the system to the production environment after successful pilot completion. We will coordinate deployment activities to minimize operational impact and ensure a smooth go-live. Our team will deliver a production deployment package and support final approval activities required for system launch.

Deliverables:

- Production Deployment Package

Milestones:

- WVBOM Final Approval for Go-Live

Phase 9: Maintenance and Ongoing Support

After deployment, ASP will transition the system into a steady-state support phase. Our team will ensure continuous system monitoring, issue resolution, periodic updates, and proactive performance optimization as part of our maintenance activities. We will provide helpdesk assistance during normal business hours, with emergency support available as needed (24/7).

We will schedule maintenance activities during off-peak hours and follow WVBOM's change management process for any scope or schedule adjustments. This approach ensures long-term system stability and continued alignment with Board needs.

Deliverables:

- Change Request Log (as applicable)

Milestones:

- Transition to Steady-State Operations.

1.1.1 REPLACEMENT AND MODERNIZATION

Section 4.2.1.1. of the RFP Document:

"The Vendor and system are intended to provide secure functionality for a replacement and modernization of the WVBOM's legacy content management database system"

ASP will deliver a secure, modern, and scalable platform to replace and modernize WVBOM's legacy content management database and application/renewal system. Our solution is built on a unified **ASP.NET Core** and **ABP Framework** backend, which exposes every business function through secure REST APIs. This central service layer provides consistent auditing, authentication, and authorization across the system and ensures strong protection for HIPAA/PII data. We design the architecture with clear separation of concerns, including presentation, application, domain, and infrastructure layers. This ensures that each part of the system is maintained and enhanced independently. This approach will provide a flexible system that supports future changes and regulatory updates without compromising stability or security.

Our team will implement two primary components that work together effortlessly, including a **Staffing Portal and Member (Public) Portal**. First, the **Staffing Portal** will be a secure internal web application built with ASP.NET Core Razor Pages and DevExpress user interface components. These components will support all WVBOM staff functions, such as licensing operations, application processing, complaints management, user administration, and reporting in one place. Our team utilizes DevExpress to provide rich, responsive pages that work on both desktop and mobile devices, supporting the agency staff to operate with improved usability.

Second, the **Member (Public) Portal** will be a new, consumer-facing website (**built on WordPress**) to replace WVBOM's current site. This portal will provide applicants and licensees with a modern and intuitive interface for submitting applications, completing renewals, and accessing WVBOM services. The system will communicate in real time with the ASP.NET Core/ABP backend via **JavaScript and REST APIs**, ensuring that all data and business logic are consistent between the public and internal systems. Our approach ensures a smooth transition from the old system with little to no interruption for staff or the public. We carefully plan the deployment and provide training and continuous support to ensure a rich user experience with no service gap during the switchover. Our team will utilize its experience modernizing similar statewide systems to deliver a secure, efficient, and adaptable solution aligned with the Board's goals.

1.1.2 System Integration

Section 4.2.1.2. of the RFP Document:

> *"The Database should be fully integrated with an online applications/renewals system, disciplinary compliance and monitoring system, and a cloud-based document system."*

ASP will deliver a fully integrated medical licensure system that consolidates application processing, renewals, disciplinary monitoring, and cloud-based document management within a single, unified platform. Our team built the solution utilizing an **ASP.NET Core** backend with the **ABP Framework**, allowing all modules to operate on a shared data model with centralized identity management and audit logging. This systematic design eliminates dependency on separate tools and maintains a single licensee record across all functional areas.

The system will integrate these functions through secure REST APIs that enforce consistent business rules and permissions. We will configure role-based permissions to define allowable actions for internal staff, board members, and external users. These permissions will be applied at the service layer, along with the user interface, ensuring that data access remains controlled even as workflows evolve. This design supports WVBOM's need to manage sensitive information while reducing the risk of unauthorized access or process breakdowns.

Our team will also support required external integrations as part of the core system. ASP will connect the medical licensure database with the Federation of State Medical Boards, VeriDoc, and the West Virginia State Treasurer's E-Gov payment system using secure, standards-based APIs. These integrations will be tested and validated as part of the overall system workflow, ensuring data exchanges occur automatically and reliably. This process will allow staff to spend less time reconciling data between systems and more time focused on regulatory oversight and service delivery.

1.1.3 Data Migration Goal

Section 4.2.1.3 of the RFP Document:

> *"The new Database should allow for complete data migration from the WVBOM's legacy database and other historical data in possession of the Board"*

ASP will lead a structured and transparent data migration process to ensure that all WVBOM legacy data and historical records are accurately transferred into the new medical licensure system. Our team will begin with a discovery and planning phase to understand the existing data landscape, including schemas, field definitions, relationships, and data volumes. We will work closely with WVBOM and the legacy system provider to confirm the scope of migration and determine the most effective method for exchanging data.

Following discovery, ASP will prepare detailed data mapping documents that align legacy fields to the new system's data model. Our engineers will perform data cleansing and standardization to address duplicates, incomplete records, and formatting inconsistencies before migration begins. This preparation step will reduce downstream errors and ensure that migrant data is usable from

day one. All data transfers will be encrypted in transit and at rest to protect sensitive information throughout the process.

ASP will conduct one or more test migrations in a controlled test environment before any production data is moved. These test runs will allow WVBOM to review record counts, validate relationships, and confirm data accuracy through sampling and reconciliation checks. Once validation is complete, our team will execute the full migration and coordinate a final delta migration to capture any changes that occur before go-live. After migration, ASP will provide reconciliation reports and remain available to support post-migration validation, ensuring the Board has full confidence in the completeness and integrity of its data.

1.1.4 LICENSE & CREDENTIAL SUPPORT

Section 4.2.1.4. of the RFP Document:

> *"The Database and online applications/renewal system should handle all current WVBOM license and credential types and allow for the creation and implementation of future types."*

ASP will provide a licensing and credentialing framework that supports all current WVBOM license and credential types while allowing new types to be added as needs evolve. Our team will configure the system to define and maintain license types, credential requirements, and application forms through administrative configuration tools instead of custom code. This capability allows the Board to respond quickly to regulatory or policy changes without relying on development cycles.

The system will support comprehensive record management for licenses, applications, renewals, malpractice history, disciplinary actions, and related documentation. ASP will implement role-based security using the **ABP Framework**, ensuring staff access aligns with organizational responsibilities and least-privilege principles. We will implement audit logging to capture user actions, data changes, and report generation to support compliance and accountability. These features ensure that staff manage records confidently while maintaining a complete history of activity.

Our team will also deliver powerful search, sorting, reporting, and export capabilities to support daily operations and oversight. We will deliver reporting and correspondence capabilities using **DevExpress** tools and support data exports in standard formats to meet operational and reporting needs. ASP will ensure licensees and applicants access their records through a secure member portal that supports application submission, status tracking, certificate downloads, and secure communication with the Board. These capabilities reduce manual effort, improve turnaround times, and strengthen WVBOM's control over licensing operations.

1.1.5 WEBSITE INTEGRATION

Section 4.2.1.5. of the RFP Document:

"The Database should be integrated with WVBOM's website to allow for certain public data to be available and searchable on the WVBOM's website at no cost to the public."

ASP will integrate the medical licensure database with a modern public website that provides secure access to designated public information at no cost. Our team proposes to replace the current website with a WordPress-based portal designed for richer integration and easier long-term maintenance. This approach allows WVBOM to present public data in a clear and searchable format while maintaining control over content and presentation.

The WordPress portal will authenticate users through **OAuth 2.0** and communicate with the **ASP.NET Core** backend using **REST APIs**. ASP will configure these integrations to ensure that public searches, license verification, and member self-service functions retrieve real-time data directly from the licensure system. This ensures that the information displayed on the website is always current and consistent with internal records, reducing public inquiries and manual verification requests.

Our team will also support WVBOM staff by delivering a website platform that is easy to manage and extend. Our team will configure content management tools and plugins that allow staff to update pages, manage forms, and maintain public content without technical assistance. ASP will deliver a cohesive public-facing experience by integrating the website directly with the licensing system. This approach improves transparency, supports applicants and licensees, and reduces administrative overhead for the Board.

1.1.6 ONLINE APPLICATION/RENEWAL SYSTEM

Section 4.2.1.6. of the RFP Document:

"The Database should be fully integrated with a customizable web-based application and renewal system for all applicants/credential holders (of all current and future types) to fully complete all application/renewal processes online."

ASP will deliver a fully integrated, web-based application and renewal system that allows all applicants and credential holders to complete licensing and renewal activities online. Our team will implement this capability through a WordPress-based website portal that serves as the public-facing entry point to the medical licensure system. The portal will be accessible through the WVBOM website and designed to function consistently across desktop and mobile devices, allowing users to complete transactions without interruption or reliance on manual processes.

The portal communicates directly with the medical licensure system through secure REST APIs, ensuring that application data and uploaded documents are transmitted in real time using **TLS 1.3** or higher. We will configure this direct system-to-system exchange to ensure that applicant submissions, updates, and supporting materials are immediately available to staff within the

licensing workflow. This approach reduces processing delays, eliminates duplicate data entry, and ensures that each applicant record remains complete and current throughout the review process.

ASP will provide applicants with secure login access to a personalized dashboard within the portal. Our team will design the dashboard to present application and renewal status, certificates, notifications, and other member-related information in a single view. Through this interface, applicants can upload required documentation, submit applications and renewals, and download licenses, wallet cards, permits, registrations, authorizations, and certificates as they become available. These features support applicant self-service while maintaining clear visibility into outstanding requirements and next steps.

Our team ensures that messages exchanged through the portal are tied directly to the applicant's record, supporting continuity and maintaining a complete historical reference. ASP provides WVBOM with a streamlined, applicant-centered process by consolidating application processing, document exchange, notifications, and credential access into one integrated portal. This approach improves service delivery while reducing administrative effort for WVBOM's staff.

1.1.7 PAYMENT PROCESSING

Section 4.2.1.7 of the RFP Document:

> *"Vendor must integrate their system with the West Virginia State Treasurer's Office (WVSTO) EGov system for the acceptance of all payments, including credit/debit card and EFT/ACH. The WVSTO will supply the Vendor with the API information for integration."*

ASP will integrate the medical licensure system directly with the West Virginia State Treasurer's Office E-Gov system to support the acceptance of all required payments. Our team will implement this integration using the API information provided by the State Treasurer's Office, allowing application fees, renewal fees, and other licensure-related payments to flow seamlessly from the public portal into the Board's financial processes.

The payment process will be embedded within the online application and renewal workflow, allowing applicants to complete transactions without leaving the system context. ASP will configure the integration to return payment status to the medical licensure system in real time and associate it with the appropriate applicant or credential holder record. This direct exchange enables staff to immediately verify payment completion without manual confirmation or reconciliation.

Our team will ensure that all payment-related data is handled in compliance with applicable PCI requirements. These include secure data transmission, tokenization of sensitive payment information, restricted access controls, and audit logging aligned with PCI DSS standards. ASP proposes a payment model that reduces risk and ensures financial accuracy by using the WVSTO E-Gov system for transaction processing and secure system communication. This approach provides WVBOM with a reliable payment process, enabling timely application reviews and consistent financial tracking across licensing activities.

1.1.8 CLOUD-BASED DOCUMENTATION

Section 4.2.1.8 of the RFP Document:

"The Vendor should describe the interface, capabilities, and user-friendly attributes for a secure cloud-based documentation system."

ASP will provide a secure, cloud-based documentation capability that is fully embedded within the medical licensure system and accessible through both the staff portal and the member web portal. We will design document access to ensure that users interact with files in context, without leaving the system or relying on external storage tools. Our team ensures that documents are presented as part of the licensing and records workflow, allowing staff and authorized users to locate and review supporting materials quickly and efficiently.

We will restrict document access based on ownership and role-based permissions enforced through the portal. Our team applies these controls at the system level, ensuring only authorized users view specific documents. ASP will use the **GleamTech** Document Ultimate library to stream documents directly to the browser, allowing only viewable portions to be rendered at a given time. This approach prevents full file downloads, restricts printing and local storage, and ensures documents always remain within the system boundary.

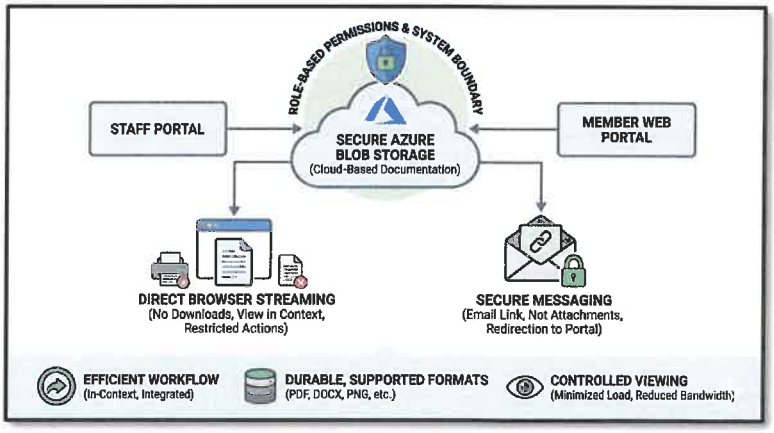

Figure 5- Cloud-Based Documentation Overview

Our team will support secure document sharing through the system's built-in secure messaging module. We will configure the system to ensure that users receive an email notification containing a link that redirects them back to the web portal to view the document. ASP ensures that documents are never sent as email attachments and do not leave the system environment. This method maintains document control while still allowing timely and secure information exchange between users.

We will store all documents in **Azure Blob Storage** behind the scenes to support secure, durable cloud storage integrated with the medical licensure system. Our team ensures that documents are streamed rather than downloaded, which minimizes load times and improves usability, especially for large files. ASP will support common documents, images, and media formats, including PDF, DOC, DOCX, XLSX, PNG, JPEG, MP4, and MOV. This streaming-based approach improves performance, reduces bandwidth usage, and supports a user-friendly viewing experience without compromising document security.

ASP will support WVBOM with a controlled, secure, and efficient cloud-based documentation approach to manage sensitive records. We ensure documents are easy to access for authorized

users, difficult to misplace or duplicate, and protected from unintended distribution. Our team delivers a documentation solution that supports daily operations while maintaining strict control over how records are viewed and shared.

1.1.9 HARDWARE/SOFTWARE REQUIREMENTS

Section 4.2.1.9. of the RFP Document:

"Vendor should outline all hardware and software components required to meet the project specifications and to integrate the system with the WVBOM's website."

ASP will host the medical licensure system and associated website components within **Microsoft Azure** to support scalability, availability, and security. Our team will configure the Azure environment to align with WVBOM's operational needs, allowing system resources to adjust as demand changes while maintaining consistent performance. This hosting approach removes the burden of managing on-premises hardware and supports continuous system availability.

The solution will utilize Azure SQL to support the core medical licensure database and Azure Blob Storage to store documents and uploaded files. ASP will utilize Azure Key Vault to manage credentials and secrets securely and Azure Cache for Redis to support efficient application performance. The public WordPress portal, API services, and authentication components will be deployed using Azure App Service to ensure each layer of the system scales independently as usage grows.

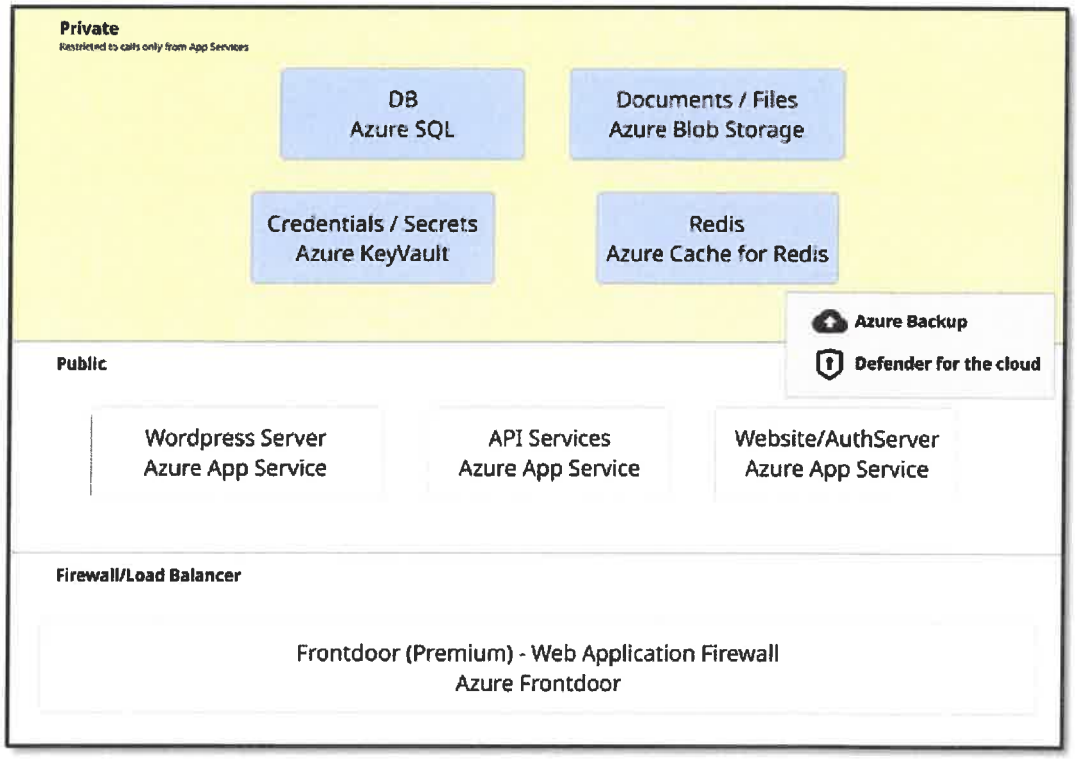

Figure 6- Web Application Firewall

ASP will also utilize **Azure Front Door** as a content delivery network to support secure access and protect the system from malicious traffic. On the application side, our team will use **ASP.NET with .NET 10** to support the administrative interface, application APIs, and authentication services. The consumer-facing website will be built on WordPress and configured with plugins that support authentication, theming, and security. Our team will design, install, and host the WVBOM website within this Azure environment, ensuring all components operate as a single, integrated solution. This architecture provides the Board with a stable, maintainable platform that supports current requirements while remaining adaptable to future needs.

1.1.10 Installation & Implementation Plan/Timeframe

Section 4.2.1.10. of the RFP Document:

> *"Vendor should describe and provide a detailed plan and timeframe for installing and implementing the new Database and all components outlined in the specifications."*

ASP understands that the WVBOM requires a defined project timeline for implementing all services under this contract. The project will be delivered through a series of structured phases, each with clear activities, milestones, and deliverables. The table below presents the estimated project timeline, including the phases, expected deliveries, and the sequence in which services will be completed:

Phases	*Timeframe*	*Start Date*	*End Date*
▪ Project Initiation and Planning	4 weeks	2/2/2026	2/27/2026
▪ Requirements Analysis and Definition	6 weeks	3/2/2026	4/10/2026
▪ Design	6 weeks	4/13/2026	5/22/2026
▪ Development	47 weeks	5/25/2026	4/16/2027
▪ Data Migration	8 weeks	5/25/2026	4/16/2027
▪ QA	4 weeks	4/19/2027	5/14/2027
▪ Pilot	4 weeks	5/17/2027	6/11/2027
▪ Documentation and Training	4 weeks	4/19/2027	5/14/2027
▪ Deployment	2 weeks	6/14/2027	6/25/2027

1.1.11 Ongoing Support & Maintenance

Section 4.2.1.11. of the RFP Document:

> *"Vendor should describe in detail its approach, methodology and services related to ongoing technical support and maintenance along with the Vendor's staff resources and capabilities, including processing change orders, software/hardware support and updates"*

ASP will provide ongoing technical support and maintenance services to ensure the WVBOM's Licensure and Records System continues to operate reliably after go-live. We design our support approach to sustain system availability, protect system security, and support WVBOM staff in their day-to-day operations. Our team provides structured support processes, ensuring issues are addressed promptly and system updates are delivered in a controlled and predictable manner.

Our team will continuously monitor the application and hosting environment following deployment. Our team will configure monitoring and alerting to detect performance degradation or security-related events as they occur. This proactive monitoring approach enables ASP to identify and address potential issues before they impact staff or end-users. We will schedule regular maintenance windows outside of standard business hours to apply approved updates and security patches. Our team will notify designated WVBOM personnel in advance, ensuring staff remain informed and operational disruptions are avoided.

ASP will manage bug fixes, enhancements, and user requests through a formal change management process. We will document each request, assess scope and impact, and obtain WVBOM approval before implementing any change that affects functionality or schedule. As part of the monthly maintenance services, our team will deliver approved bug fixes, security updates, and system deployments. This approach ensures system improvements are introduced safely while maintaining alignment with WVBOM priorities and oversight expectations.

Our team will support WVBOM staff and system users through a tiered helpdesk and incident management model. ASP will utilize **Jira and Syncro** systems to log, track, and manage all reported incidents. We will provide WVBOM staff with access to a dedicated support dashboard where incidents will be submitted, monitored, and referenced along with support materials. We will ensure that end users are provided with helpdesk contact information within the application to report issues directly. Our team will support live troubleshooting sessions using Microsoft Teams to accelerate resolution and reduce downtime.

We will log every reported issue and classify it by severity to ensure appropriate prioritization. Our team will assign incidents based on predefined response and resolution targets, ensuring expectations are clear and consistently met. These service levels define the maximum time allowed for initial response and full resolution based on issue severity, as outlined below:

Incident Severity	*Response Time*	*Resolution Time*
• Critical	Action within one hour	Resolved within 12 hours
• Major	Action within four business hours	Resolved within one business day
• Moderate	Action within one business day	Resolved within four business days
• Minor	Action within two business days	Resolved within seven business days

ASP will enforce a defined escalation process to ensure accountability. Our team will automatically elevate incidents that exceed the committed resolution window to senior technical management. We will keep WVBOM informed of the status, progress, and next steps until the issue is fully resolved. This escalation model ensures transparency and reinforces confidence that critical issues receive appropriate attention.

1.1.12 TRAINING APPROACH/PLAN

Section 4.2.1.12. of the RFP Document:

"Vendor should describe its process for training WVBOM staff on the new system."

ASP has developed a comprehensive and structured Training Plan to ensure that all user groups are fully prepared to operate, manage, and maintain the Medical Licensure & Records Database System effectively. Our plan defines training objectives, delivery methods, scheduling, and post-implementation support, and aligns with WVBOM's phased implementation approach. Our training program is designed to address the specific needs of three distinct user groups: **Licensure staff, Investigation & Complaints staff, and Administrative users**. Our team ensures that each group receives targeted training aligned with its roles and responsibilities, ensuring staff perform daily operational tasks efficiently, administrators manage configuration and security, and leadership maintains oversight and continuity.

Training Objectives and Content

ASP's training curriculum focuses on preparing participants to manage and administer the Medical Licensure & Records Database System effectively from day one. The sessions will cover core functional areas across all user groups, including application intake and renewals, workflow management, document handling, payment verification, reporting, and audit review. ASP will address role-based access, validation rules, task queues, and communication workflows. We will provide administrative users with additional instructions on system configuration, user management, permissions, and operational oversight. Our team will ensure that the Investigation and Complaints staff receive training focused on case intake, tracking, documentation, and review workflows. ASP training for licensure staff will emphasize real-world processing scenarios, record maintenance, and compliance-driven activities to ensure accuracy and consistency.

Training Approach

Our approach combines **instructor-led sessions, hands-on exercises, and virtual webinars**, supported by **training materials, recorded sessions, and live post-training** support. Our team aligns each training component with the project's implementation phases, including Pilot and Post-Production. This approach ensures that users gain system knowledge progressively as functionality is introduced and stabilized. We will ensure that training sessions remain interactive and scenario-based, using the configured system environment to demonstrate live workflows, role-based tasks, and common operational scenarios. For remote users, ASP will provide high-quality virtual training through webinars that replicate the in-person experience with shared screens, demonstrations, and structured Q&A sessions.

Training Phases and Delivery

- **Pilot Phase Training**

During the Pilot phase, ASP will conduct initial in-person training sessions for administrative users. These sessions will focus on application configuration, user management, workflow setup, and basic troubleshooting to prepare participants for the Production environment. WVBOM staff

from Licensure and Investigation & Complaints will attend targeted virtual sessions introducing the system interface, navigation, and role-specific responsibilities. This early, hands-on engagement enables staff to become familiar with system functionality and ensures continuity of daily operations following deployment.

- **Post-Production Training and Support**

Following go-live, ASP will dedicate daily one-hour support blocks during the first week of production use to assist WVBOM staff with questions and operational issues encountered during live system usage. This period provides direct access to ASP trainers and support personnel, reinforcing learning and enabling users to resolve issues quickly and confidently. WVBOM staff will also have access to a dedicated support dashboard to submit issues, request assistance, and track resolutions.

- **Ongoing Training and Knowledge Transfer**

Our team will provide refresher training sessions as needed to support the onboarding of new staff or reinforce key workflows. Training updates will also accompany significant system enhancements to ensure users understand new features and process changes before adoption. This approach ensures sustained user proficiency and long-term system effectiveness.

Training Materials and Documentation

ASP will prepare and deliver all training materials in digital format, including user manuals and quick-reference guides. Each training module will include clearly defined objectives and step-by-step instructions illustrated with screenshots. All materials will reflect the configured system and will be updated as changes occur. These resources will remain available to WVBOM staff for ongoing reference, refresher training, and onboarding purposes.

1.2 Compliance with Mandatory Project Requirements

Section 4.2.2. of the RFP Document:

> *"Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement."*

ASP has designed its proposed Medical Licensure and Records System to meet all Mandatory Project Requirements through a combination of system architecture, operational processes, and ongoing support controls. Our team approached mandatory compliance as an outcome of disciplined system design and governed operations. This ensures requirements are met consistently at implementation and sustained throughout the system lifecycle.

ASP ensures compliance by embedding mandatory requirements into the core technical framework of the solution. The system is built on a unified **ASP.NET Core and ABP Framework** backend that centralizes authentication, authorization, auditing, and data access. ASP ensures that mandatory access control, data-handling, and auditability requirements are applied uniformly across all system components by enforcing business rules and permissions at the service layer for both staff and public-facing portals.

Our team supports compliance through clearly defined operational processes that govern system changes, support activities, and data management. Our team ensures that mandatory requirements related to maintenance, updates, and support are met through structured change management, scheduled maintenance windows, and documented incident response procedures. These processes are supported by established tools and workflows, ensuring compliance is measurable, repeatable, and visible to WVBOM throughout system operations.

ASP applies a disciplined approach to document and demonstrate compliance. We ensure that each mandatory requirement is addressed in the subsections that follow, with a clear explanation of how the proposed solution meets the requirement and, where applicable, how it exceeds minimum expectations. This structure allows the evaluation committee to easily trace each requirement to the corresponding system capability or service practice without ambiguity.

ASP provides WVBOM with a solution designed for compliance by integrating mandatory requirements into the system design, delivery methodology, and ongoing operations. The following subsections describe in detail how ASP meets the mandatory requirements related to the Database System, Cloud-Based Documentation Program, Data and Compliance, and Ongoing Maintenance and Support.

1.2.1 DATABASE SYSTEM

Section 4.2.2.1. of the RFP Document:

"The Vendor must provide, install, configure, test, support, and maintain a modernized database for the WVBOM."

ASP provides a modern, fully web-based Medical Licensure Database System designed to support the operational, regulatory, and public-facing needs of the West Virginia Board of Medicine. The solution is delivered as a browser-accessible platform built on **ASP.NET Core** with the ABP Framework, ensuring no dependency on desktop client software or local operating system configurations. This architecture allows WVBOM staff and external users to access the system securely from standard web browsers across supported devices.

The database is implemented as a centralized backend that supports licensing, renewals, disciplinary activities, reporting, and historical recordkeeping within a single system. ASP structures the data model to ensure member records remain authoritative across all modules, supporting long-term retention, operational management, data analysis, and reporting. This approach eliminates fragmented data stores and reduces reliance on external or manual tracking tools.

ASP executes the migration of all legacy WVBOM data as part of the system implementation. Our team coordinates with the current database provider to extract, map, validate, and load historical records into the new system. We stage and verify migration activities to ensure member records, documents, and historical data remain intact and accessible. This process allows WVBOM to transition to the new platform without loss of continuity or operational disruption.

The database includes integrated documents and data repository capabilities to replace existing paper and electronic files. ASP stores applications, renewals, malpractice records, disciplinary documents, images, and other historical materials directly within the system and associates them with the appropriate member or case record. Our team ensures indexed storage to enable staff to locate records efficiently by member, credential type, date, or case reference, supporting day-to-day operations and long-term audits while maintaining WVBOM ownership of all records.

The solution integrates with the WVBOM website to support real-time public verification. ASP exposes secure services that allow authorized public users to search for license, registration, or permit holders and view applicable authorization status, member type, work address, malpractice history, and disciplinary documentation as permitted. This integration supports transparency and public trust while reducing staff workload associated with manual verifications.

ASP configures the database to support current and future member and credential types through administrative configuration rather than custom development. Staff can define new credential categories, application forms, and requirements using the system's user interface, allowing WVBOM to respond efficiently to regulatory or policy changes without vendor coding.

The system enforces role-based access controls using ABP's authorization framework. ASP configures permissions and organizational hierarchies to ensure users access only the data and functions required for their role. This approach supports appropriate segregation of duties while allowing staff to work efficiently through a secure web-based dashboard that surfaces tasks, applications, notifications, and reports relevant to their responsibilities.

The database includes system-generated communication capabilities that allow WVBOM to contact individual members or defined cohorts without character limitations. All communications are retained as part of each member's record, creating a legally sufficient communication history. ASP applies WVBOM branding consistently across screens, reports, documents, licenses, certificates, letters, and email correspondence to ensure continuity with Board standards.

The system supports integration with external APIs to enrich member records and reduce manual data entry. ASP integrates with sources such as the Federation of State Medical Boards Uniform Application and the Interstate Medical Licensure Compact Commission to ensure external data flows directly into the database and remains associated with the correct member record.

Task Management

Section 4.2.2.1.1. of the RFP Document:

> *"The Database should have functionality that allows WVBOM staff to create and manage workflow for automatic and ad-hoc generated tasks."*

The database includes task management and workflow capabilities that allow staff to manage both automated and ad-hoc tasks through a web-based designer. ASP provides configuration tools that allow staff to define task triggers, assignments, conditions, and notifications without custom development. This capability supports flexible internal workflows and allows WVBOM to adjust processes as operational needs evolve.

Auditing

Section 4.2.2.1.2. of the RFP Document:

"The solution should provide an audit trail for all scanned, uploaded, stored, archived, and retrieved documents."

The system records comprehensive audit information using ABP's built-in audit logging and entity change tracking. ASP captures data changes, document access, uploads, retrievals, and user actions with associated timestamps and user identification. ASP enables staff to search, view, and export audit records and select random samples of applicants or license holders for audit review, supporting accountability and regulatory oversight.

Reporting

Section 4.2.2.1.3. of the RFP Document:

"The Database should provide the capability to search, sort, export, and/or create reports that enable WVBOM staff to manage each Member's status at any juncture of the application or renewal process. "

ASP provides reporting capabilities through DevExpress Web Report Builder, allowing staff to search, sort, export, and create customized reports across all system data. ASP enables authorized users to access all reportable fields, design reusable templates, and generate reports related to licensing status, renewals, communications, audit activity, and finances. The system supports daily financial reporting broken down by member type and totals, allowing staff to reconcile revenue without relying on multiple systems.

Disciplinary and Complaints Case Management and Reporting

Section 4.2.2.1.4. of the RFP Document:

"The solution should provide for disciplinary and complaints case management and reporting."

The database includes a disciplinary and complaints case management module that supports the full case lifecycle. ASP enables staff to record complaints, open cases, conduct investigations, manage outcomes, and track deadlines using automated date controls. The system supports at least 500 complaints per year and retains historical case information in accordance with WVBOM record retention requirements. ASP stores documents, video, and audio files directly within each case record to maintain complete investigative files.

Payments

Section of the RFP Document:

"Vendor must integrate their system with the West Virginia State Treasurer's Office (WVSTO) EGov system for the acceptance of all payments, including credit/debit card and EFT/ACH."

The system integrates with the West Virginia State Treasurer's Office E-Gov system for payment processing. We process applications, renewals, and other fees through the State's API and record all transactions within the database. ASP ensures fee receipts and transaction histories are associated with the corresponding member record and available for staff review and financial reporting.

1.2.2 CLOUD BASED DOCUMENTATION PROGRAM

Section 4.2.2.2 of the RFP Document:

"The provided solution(s) should include an integrated and secure cloud-based documentation program whose interface should require minimal steps to access the managed content."

ASP provides an integrated and secure cloud-based documentation program that operates directly within the Medical Licensure System through both the staff portal and the public web portal. We design the interface to require minimal steps for accessing managed content while maintaining strict controls that prevent documents from being printed or stored locally on user devices. ASP implements the documentation program using **Azure Blob Storage** as the secure backend repository and the **GleamTech Document Ultimate** library to control document rendering and access. Our team configures documents to be streamed directly within the browser, ensuring content is displayed without downloading full files to a local device. This approach supports secure access while maintaining efficient performance for large documents, images, audio, and video files.

We restrict document access through role-based permissions and ownership rules enforced within the portal. ASP ensures that only authorized WVBOM staff and board members are granted access to specific workspaces or documents based on assigned roles. Our team provides secure user accounts for staff and board members without additional licensing costs, allowing confidential information to be exchanged within a controlled system environment.

ASP supports uploading and viewing of multiple file types within the documentation program, including PDF, DOC, DOCX, XLSX, PNG, JPEG, MP4, and MOV. We ensure uploaded files are viewable directly within the portal through streaming technology, which reduces load times and eliminates the need for local storage. Our team stores all documents securely within **Azure Blob Storage** to maintain centralized control and availability.

We enable secure document sharing through the system's built-in messaging module. ASP ensures that documents are shared by reference within the Medical Licensure System. Our team delivers email notifications containing secure links that redirect authorized users to the web portal, where authentication is required before access is granted. This process ensures confidential materials remain within the system boundary.

ASP integrates the cloud-based documentation program with the application and renewal system available through the WVBOM website. We connect the WordPress-based portal directly to the database and document services to ensure accurate and seamless transfer of data and documentation between member submissions and staff review activities. Our team provides

members with a centralized dashboard that displays application status, renewal status, historical records, and official correspondence.

We support secure member authentication using email addresses as usernames and configurable passwords. ASP enables credential recovery through time-limited reset links and enforces unique email usage per account. Our team allows members to submit changes to contact information through the portal and records all updates for staff review and approval before changes take effect. We ensure address fields are verified using USPS APIs, and formatting is applied consistently for contact-related data fields.

ASP provides full administrative oversight capabilities within the portal for WVBOM staff. We support staff review of submitted applications and documents, management of application status, archival of records based on workflow stage, and organization of documents in chronological sequence in accordance with WVBOM retention policies. Our team configures staff workspaces to align with assigned tasks and operational responsibilities.

We support the creation and maintenance of application and renewal forms through administrative configuration. ASP enables the staff to modify application content, reuse common questions across credential types, and retain archival copies of all application versions. Our team preserves a complete and legally sufficient record of application content as presented to members on specific dates.

ASP generates a legally sufficient PDF record for each submitted application or renewal. We ensure the record mirrors all content and instructions viewed by the member, captures all responses entered, includes member identity and page numbering, records the electronic submission date, and uses a readable font consistent with stated requirements. Our team stores these records within the member's database resources and provides access through the member portal.

1.2.3 DATA AND COMPLIANCE

Section 4.2.2.4 of the RFP Document:

> *"All systems utilized by the WVBOM contain information related to Health Insurance Portability and Accountability Act (HIPAA) and Personally Identifiable Information (PII)."*

ASP delivers the Medical Licensure System with security and compliance embedded directly into the system architecture to protect Health Insurance Portability and Accountability Act (HIPAA) data and Personally Identifiable Information (PII). We design the platform using a unified ASP.NET Core backend with the ABP Framework to centralize authentication, authorization, and auditing across all system components. ASP enforces role-based access controls through the ABP Framework to ensure users only access data and functionality appropriate to their assigned roles. Our team applies these controls at the service, ensuring consistent enforcement across the staff portal, public portal, reporting tools, and external integrations. This approach supports the protection of confidential information as workflows and system usage evolve.

We secure all data transmissions using HTTPS with **TLS 1.3** or higher to protect information exchanged between users, portals, APIs, and backend services. ASP applies encryption practices

to data stored within the system, including member records, documents, and communications, to safeguard sensitive information throughout its lifecycle. ASP provides comprehensive audit capabilities using ABP's built-in audit logging and entity change tracking features. We record user logins, data modifications, document access events, and administrative actions with associated user identification and timestamps. Our team ensures audit records are searchable, viewable, and exportable by authorized WVBOM staff to support internal monitoring, regulatory oversight, and compliance reviews.

ASP integrates secure messaging and document access directly into the platform, ensuring sensitive information remains within a controlled environment and is tied to the appropriate member or case record. Our team maintains a complete audit history of communications to support legally sufficient recordkeeping. ASP aligns system security practices with recognized standards, including HIPAA and NIST 800-53, through the combined use of access controls, encryption, auditing, and centralized identity management. We maintain documentation describing these security controls and provide third-party compliance documentation upon request to support WVBOM verification and audit requirements.

Additionally, ASP addresses accessibility requirements across the website, database interfaces, and system deliverables. We design user interfaces using established frameworks and components that support Web Content Accessibility Guidelines **(WCAG) 2.1 Level AA**. Our team applies accessibility considerations consistently across public-facing pages, staff portals, forms, dashboards, and reports to support users with disabilities. We validate accessibility as part of system configuration and testing activities. ASP maintains accessibility documentation and provides third-party verification upon request to demonstrate compliance with **WCAG 2.1 Level AA** and other applicable accessibility standards required by WVBOM.

1.2.4 Ongoing Maintenance and Support

Section 4.2.2.5 of the RFP Document:

"Following implementation of the system the Vendor should provide ongoing maintenance and support to the WVBOM."

ASP provides structured ongoing maintenance and support services to sustain the stability, security, and availability of the WVBOM Licensure and Records System after production deployment. We deliver these services as part of a governed operational model that emphasizes monitoring, controlled updates, documented issue resolution, and transparent communication with WVBOM staff. ASP monitors the system and hosting environment on a continuous basis using automated alerts to identify performance or security conditions requiring attention. Our team reviews alerts and system indicators to ensure issues are identified early and addressed before they impact operations. We schedule routine maintenance windows outside normal business hours to apply updates and security patches, and notify designated WVBOM personnel in advance of any planned activities.

We manage bug fixes, enhancements, and user-reported issues through a formal change management process. ASP routes any request that affects scope, functionality, or configuration

through WVBOM for review and approval before implementation. Our team includes approved bug fixes, security updates, and system deployments as part of the monthly maintenance service, ensuring the system remains current without introducing unapproved changes. ASP provides a tiered Helpdesk and Incident Management process supported by **Jira and Syncro** tracking systems. We utilize these tools to log, categorize, assign, and track all reported issues through resolution. Our team provides WVBOM staff with access to a dedicated dashboard for incident reporting, status tracking, and reference materials. We direct end users to contact the helpdesk through application-provided contact information to ensure requests are routed appropriately.

ASP utilizes Microsoft Teams for remote sessions to review reported conditions, validate symptoms, and expedite resolution when interactive review is beneficial. Our team documents all actions taken during the incident lifecycle to maintain traceability and accountability. ASP classifies incidents by severity and assigns response and resolution targets based on defined service levels. We apply these standards consistently to ensure predictable support performance. ASP applies a defined escalation process when an incident approaches or exceeds its resolution window. Our team escalates unresolved issues to senior technical management and provides WVBOM with status updates until closure. This escalation model ensures visibility, accountability, and timely resolution for high-impact issues.

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2. Qualifications And Experience

2.1 Qualifications And Experience Information

Section 4.3.1. of the RFP Document:

"Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below."

ASP has maintained a record of continuous, active participation in delivering complex information technology solutions comparable in size, scope, and technical complexity to those required under the West Virginia Board of Medicine's modernization effort. More than **80 percent** of our business is derived from repeat clients, reflecting the confidence our customers place in our reliability, performance, and long-term partnership approach. Our experience spans the design, development, implementation, and ongoing support of secure, data-driven applications for state regulatory agencies and healthcare oversight bodies responsible for licensing, credential verification, complaint tracking, and records management.

Our engagements consistently involve supporting high-volume data environments and enabling seamless interoperability among licensing platforms, national verification systems, and internal regulatory applications. We also maintain strict compliance with federal and state data-protection and confidentiality standards. These include adherence to ***NIST SP 800-53*** security and privacy controls, the ***NIST Cybersecurity Framework (CSF)***, ***FIPS 140-2*** validated encryption requirements, ***HIPAA***-aligned privacy safeguards for sensitive medical and personal data, and state-mandated information security policies. The projects summarized below demonstrate our proven capability to design, develop, and sustain enterprise-scale systems that support mission-critical regulatory operations, meet rigorous security and performance requirements, and align directly with the objectives and functional needs outlined for the WVBOM initiative.

West Virginia Hospital Association (WVHA) - Statewide Data Portal

ASP served as the prime development partner for the West Virginia Hospital Association in building and supporting a statewide data-collection and reporting portal that remains in active use by hospitals across West Virginia. The project required a secure, accurate, and configurable system capable of managing large volumes of sensitive information, enforcing consistent validation rules, and supporting multiple program workflows within a unified platform. Our team delivered an integrated web-based solution that strengthened data quality, standardized submission processes, and provided hospitals and administrators with reliable dashboards and structured reporting. These capabilities closely align with the West Virginia Board of Medicine's objectives for a modern licensure and records system that manages high-volume submissions, maintains data integrity, supports multi-step workflows, and offers clear access to information for staff, applicants, licensees, and the public.

Our team developed a flexible framework that allows WVHA administrators to create multiple projects, each with topics configured for data entry, validated file uploads, reporting logic, and tailored user interfaces. This project-builder model provided WVHA full administrative control to modify forms, data rules, and reporting formats without new development. This approach parallels

the Board's need for configurable workflows, editable templates, adjustable license types, and administrative tools that support evolving requirements across licensure, renewal, investigation, and disciplinary activities. We ensured that administrators were able to import and export data, structure page layouts, manage user access, and build custom reports using DevExpress tools. These capabilities correspond to the Board's expectations for internal reporting, statutory outputs, and staff-driven system configuration.

We designed a structured submission process for participating hospitals that supports online forms and file-based uploads, including *text, CSV, and Excel* formats. The system validates each submission to confirm required fields, correct data types, and adherence to established business rules before information is imported. This validation logic reduced the frequency of inconsistent or incomplete submissions and ensured all hospitals followed standardized data requirements. This experience directly aligns with the Board's need for accurate and consistent data intake for licensure applications, renewals, complaints, and supporting documentation, as well as the need to preserve data quality throughout ongoing operations and historical record management.

Our team built the portal utilizing a modern technology stack that includes ***ASP.NET Web Forms in C#, MS SQL Server, DevExpress controls, RDLC reporting, JavaScript, jQuery, HTML, CSS, Windows NT Services, Twilio, and Tableau integration***. This environment supports secure data workflows, interactive dashboards, automated communication, and large-scale reporting functions. These technical capabilities map directly to the Board's requirements for a secure, web-based licensure and records system with reliable document handling, audit capabilities, multi-role access controls, external system integrations, and structured data processing.

Throughout the project lifecycle, ASP offered enhancements, resolved issues, and provided long-term support to facilitate the integration of new statewide programs without the need for separate systems. This experience demonstrates our capability to support the Board during the five-year operations and maintenance period, respond to evolving regulatory requirements, and ensure that the system remains stable, secure, and aligned with the Board's mission. The delivered WVHA solution improved the accuracy, consistency, and accessibility of statewide health data and demonstrated ASP's ability to deliver secure, scalable, and configurable systems that support critical workflows, structured reporting, and long-term administrative operations. These capabilities are directly relevant to the Board's goals for a modern licensure and records database.

During the contract period, ASP delivered a scalable, configurable, and secure multi-program platform that strengthened statewide data management and reporting for WVHA. The system improved the accuracy and consistency of submitted information, reduced administrative workload, and provided users with timely access to organized, meaningful data. These outcomes mirror the West Virginia Board of Medicine's need for a modern licensure and records system that supports accurate application and renewal processing, secure handling of sensitive documents, efficient investigative workflows, and reliable reporting across all license types.

West Virginia Board of Law Examiners (WVBLE) - Bar Admissions Web Application

ASP has supported the West Virginia Board of Law Examiners **since 2014** through the design, development, and long-term maintenance of the Bar Admissions Web Application, a system that manages the full lifecycle of attorney admissions in West Virginia. The Board required a secure,

accurate, and dependable online platform that could support application intake, external data integration, structured review processes, document handling, communications, fee management, and multi-level approval workflows. Our team delivered a modern web-based system that standardized information across all applicant types, organized review activities for staff and Board members, and ensured that sensitive personal and professional data remained protected. These capabilities align closely with the West Virginia Board of Medicine's objectives for a modern licensure and records system that manages high-volume applications, disciplinary reviews, document submissions, and long-term record retention within a secure, role-based environment.

Before our engagement, WVBLE managed its admissions process through a fragmented set of manual workflows that created delays and inconsistencies. These inefficiencies stemmed from staff having to review applications across multiple tools, manually track all applicant communications, and generate letters, receipts, and reports outside the system. The reliance on manual entry for NCBE data further increased the risk of errors and reduced overall processing accuracy. In addition, examination scoring, document verification, and credential reviews lacked structured workflows, and the existing system did not meet modern accessibility expectations or provide the security controls needed to protect confidential applicant information. ASP addressed these challenges by designing a unified, web-based platform that consolidates application data, documents, communications, and decision workflows into a single, organized, and fully traceable system. This modernization approach aligns closely with the Board of Medicine's need for a reliable, auditable, and consistent licensing and investigative platform.

ASP collaborated with WVBLE stakeholders to map each step of the admissions workflow, from initial intake through credential verification, NCBE data retrieval, communication tracking, fee processing, exam scoring, and reporting. We organized the system into structured data fields, established clear review checkpoints, and created long-term record retention models to ensure continuity year after year. This design supports multiple applicant categories, similar to how WVBOM must manage physicians, PAs, and other license types, while maintaining clear status tracking, required documentation lists, and decision histories.

Our team delivered a secure web-based application that supports applicants with a consistent online portal and provides staff with a complete administrative interface for managing all admissions activities. The system includes secure account creation, structured document uploads, communication logs, and review tools that support each stage of the lifecycle. We ensured the system met accessibility standards and supported required browser compatibility. These capabilities parallel the Board of Medicine's expectations for a user-friendly public portal, staff dashboards, and compliance with federal and state accessibility and privacy requirements, including the secure handling of PII and other sensitive licensure information.

Our team developed an automated NCBE data import solution that ensures seamless, accurate, and secure data processing. The system retrieves applicant information utilizing NCBE barcodes, automatically populates the corresponding applicant records, and performs validation checks before completing the final import. This eliminated manual re-entry, reduced errors, and improved processing efficiency. This experience aligns with the Board of Medicine's need for external data exchanges with partners such as VeriDoc, FSMB, and the State Treasurer's E-Gov payment system.

Our team developed a suite of reporting and administrative tools that streamline daily operations and strengthen decision-making. We collaborated with agency staff to automate the creation of application letters, envelopes, certifications, fee receipts, and reinstatement notices, reducing manual effort and improving communication accuracy. We ensured staff could generate reports on application status, receipts, deposits, seat numbers, and law school codes, providing timely insights and simplifying external communications and mail merges. ASP enabled secure access for board members to applicant files and supporting documents, allowing efficient review and well-informed licensing or disciplinary decisions. These capabilities align directly with the Board of Medicine's needs for customizable reporting, automated correspondence, secure document access, audit trails, and structured review functionality that supports both licensing and disciplinary processes.

Throughout the engagement, ASP supported the system using technologies including the ***.NET Framework, ASP.NET Web Forms, SQL Server, and Windows Server*** environments. We maintained secure data transfer protocols, encryption, and documentation practices consistent with state requirements. Our team provided long-term maintenance, continuous enhancements, and responsive support through each admissions cycle. We ensured that WVBLE retained full ownership of all code and documentation and received advance notice of updates in accordance with state expectations. These practices closely align with the Board of Medicine's requirements for operational transparency, ongoing support, and vendor accountability.

PAIS Enterprise Application Modernization and Operational Support

ASP has supported the Psychological Assessment and Intervention Services (PAIS) **since 2008** through the modernization and long-term support of its enterprise operations management system. Our team designed and delivered the modern platform that PAIS used across its statewide programs, and the same system remained in active use after Clarvida acquired PAIS in **2022**. We provided a unified, web-based system that standardized information across departments, improved review workflows, and ensured that sensitive personnel and client data remained protected. These capabilities closely align with the West Virginia Board of Medicine's need for a secure, configurable licensure and records system that supports structured workflows, long-term record retention, investigative processes, and accurate data handling.

Before our engagement began, PAIS operated an aging VB6 and Classic ASP system that required staff to rely heavily on manual processes. Incidents were documented through spreadsheets or isolated tools, HR actions and credentials were tracked manually, and clinical scheduling depended on disconnected methods. PAIS staff used separate systems, which limited visibility and created challenges during audits, investigations, and compliance reviews. Reporting was inconsistent, and tracking workloads across locations required significant manual effort. These challenges highlight the same modernization needs identified in WVBOM's RFP.

ASP addressed these challenges by conducting structured workflow analysis with program directors, HR leads, quality-assurance staff, and clinical supervisors. Our team documented each operational process, including incident submission, investigation steps, review cycles, HR actions, credential monitoring, scheduling rules, and program documentation. We developed a modernization strategy that transitioned the organization from its legacy system to a secure, web-based platform capable of supporting real-time operations with clear audit trails and controlled access. This approach parallels the structured, multi-step workflow model required by the WV

Board of Medicine for licensure processing, complaint review, document tracking, and administrative actions.

ASP rebuilt the enterprise system utilizing ***ASP.NET Core and Microsoft SQL Server***, providing a stable and secure foundation for long-term operations. The updated design introduced automated workflows, structured data validation, and detailed audit logs for all key actions. We enhanced navigation, improved data-entry consistency, and integrated role-based permissions to separate administrative, supervisory, and program-level responsibilities. These capabilities directly reflect WVBOM's requirements for secure document management, auditability, and restricted access based on job function.

Our team delivered a full incident management workflow that allowed staff to record incidents, route cases for internal investigation, complete review steps, and prepare documents for compliance teams. We implemented HR modules that track disciplinary actions, credential expirations, employee call-offs, and supervisor approvals. ASP added behavioral and clinical scheduling tools that supported multi-location operations and assisted staff in managing assignments, RN scheduling, and medication pass responsibilities. Additional enhancements included behavioral tracking with trend reporting, multi-step quality assurance reviews, safety protocol management, requisition workflows, program documentation, and administrative modules for user and role management. This experience directly aligns with the Board's need for structured investigation workflows, document tracking, review processes, and secure administrative control within its licensure and disciplinary system.

During the contract period, our team followed a disciplined development and maintenance process. We conducted requirements analysis, iterative development, formal testing, and planned deployments, ensuring that new features were introduced without disrupting daily operations. Our team provided ongoing enhancements, issue resolution, and responsive support as organizational needs evolved. This mirrors the Board's requirement for long-term support, controlled system updates, and continuous improvement throughout the operations and maintenance period.

ASP delivered a modernized PAIS system that created a unified operational environment, improved data accuracy, reduced manual workload, and strengthened compliance with internal and regulatory expectations. We ensured that staff gained real-time visibility into incident activity, investigation outcomes, credentialing status, scheduling needs, quality-assurance results, and program performance data. Our team equipped the PAIS leadership with reliable and consistent information to support audits, regulatory reporting, and informed decision-making. These capabilities are directly relevant to the West Virginia Board of Medicine's goals for its licensure and records database.

TEAM ASP QUALIFICATIONS AND RESUMES

Project Manager/Solution Architect - Carlos Ramirez

Carlos Ramirez	Title	Project Manager / Solution Architect
Email: carlos@aspwv.com	**Contact Information**	Phone: 304.343.6337

Summary

A results-driven Project Manager and Solution Architect with **more than 25 years** of experience leading enterprise application development, system modernization, and secure web-based platforms for public-sector and regulatory organizations. He brings deep experience designing and managing systems that support licensing, credentialing, records management, workflow automation, and compliance-driven operations.

Carlos has extensive expertise in C#, .NET, SQL Server, and secure system integrations, including SOAP- and REST-based services. He routinely leads cross-functional teams of developers, UX/UI designers, quality assurance staff, and infrastructure engineers to deliver solutions that meet statutory requirements and operational timelines. His experience includes defining system architecture, guiding data migration efforts, overseeing security controls, and ensuring long-term system stability.

Education

- University Of Minnesota | 1994 to 1997.

Experience

Company Name	Associated Systems Professionals LLC (ASP)	Dec 2010 to Present
Designation	Projects Manager / Solution Architect	

Roles and Responsibilities

Leadership & Architecture

- Lead architect and project manager for enterprise applications supporting hospitals, medical systems, quality reporting programs, and large multi-tenant customer platforms.
- Direct teams of designers, developers, testers, and infrastructure engineers to deliver scalable, secure applications aligned with state and federal requirements.
- Manage scope, timelines, resource planning, sprint cycles, risk tracking, and stakeholder communications.

Healthcare / Quality Systems

- Designed and developed Tableau dashboards and analytics for West Virginia Hospitals Association (WVHA), enabling hospitals to track quality measures, benchmarking trends, gains/losses, and historical performance.
- Led architecture and delivery of multiple HIPAA-compliant health data systems handling sensitive patient information across 600+ hospitals nationwide, requiring robust validation, SFTP batch processing, and EHR system integration (Epic, Cerner, Meditech).

Secure Architecture & Cloud Modernization

- Built modern, cloud-enabled solutions using Azure AD, .NET MAUI, REST APIs, identity services, and automated synchronization workflows.
- Developed scalable systems supporting multi-tenancy, role-based access control, 24/7 uptime, and internationalization.

Enterprise Applications & Integration

- Designed solutions enabling remote participation, web-based assessments, and video collaboration, improving accessibility for programs such as the Benrose SHARE program.
- Architected integrations across mobile apps, batch processors, portals, and third-party APIs.

Key Achievements

- Delivered **20+** enterprise healthcare and quality reporting applications.
- Implemented data validation and synchronization frameworks now used statewide.

- Designed systems processing millions of patient data points yearly with strict performance and availability standards.

Company Name	Terradon Communication Group	Jan 2006 to Jan 2010
Designation	Developer / Architect	

Roles and Responsibilities

- Designed and implemented web-based e-commerce and content management systems that supported multiple sites, multiple languages, mapping, approval, versioning, contact management, and reporting.
- Created a web-based medical transcription system enabling health care providers to quickly upload dictation, approve transcriptions, and view invoice information. The system includes WCF web services for integration with electronic medical record systems.
- Developed several reporting systems for law firms and coal companies to manage production, budget, safety, and event-related information.
- Coded web-based GIS/mapping systems using technologies such as Bing (Virtual Earth), Google Maps, SharpMap, PostgreSQL, and Microsoft SQL 2008. The GIS system included pushpin, custom image overlays, geospatial queries, and mapping directions.

Company Name	ClientLogic	Jan 2000 to Jan 2006
Designation	Technical Lead	

Roles and Responsibilities

- Created and automated the reporting process using VBA, Microsoft Office, and Avaya CMS scripts. Several of the reports cover information such as call analysis, agent metrics, and United Online Bonus Incentives.
- Directly supervised a team of Product Specialists (tier 2) and Technical Support Agents for the Bellsouth ADSL campaign.
- Maintained the payroll and scheduling of associates for the Huntington facility, consisting of over 500 employees, including site financials. Developed and maintained reports to assist in the efficient operation of the site.

Company Name	Digital Graphics Incorporated	Jan 1998 to Jan 1999
Designation	GIS Developer	

Roles and Responsibilities

- Created many new plug-ins and applications to increase productivity in the development of E911 and GIS systems, using Avenue for ArcView, Map Objects, and Visual Studio. Application development ranged from developing interactive GIS systems for ArcView to standalone GIS and database applications using Map Objects and Visual C++, such as E911 systems, survey tools, and resource management systems
- Skilled in the use of ESRI and Autodesk products, such as ArcView and AutoCAD Map, for digitizing, scanning, geocoding, plotting, rubber sheeting, and coordinate transformations. Experienced with data such as tiger data from USGS, tax parcels, aerial photography, topographic maps, vector maps, and raster images.
- Developed tools to extend the functionality of ArcView, reducing the time required to manipulate GIS maps and data entry to one-third of the time previously required.

Technical Skills and Tools

- Wireframing
- UX/UI
- Development
- Responsive Testing
- Azure
- AWS
- SQL – MS SQL, MYSQL, PostgreSQL
- OAuth 2
- SSO
- Postman
- Miro
- Jira / Confluence
- MS Project
- Responsive Test Tool (web)
- ABP
- DevExpress
- Tableau
- Crystal Reports

• HTML • CSS • JavaScript • Ajax • ASP.NET - Razor / Razor Pages, Web Forms • NET MAUI • REST • SOAP • PHP	• NET Framework/NET Core • WordPress • Visual Studio • Visual Studio Code • Browser Dev tools • Git • Gitlab • WCF • Docker

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Senior Developer - Tommy Crabtree

Tommy Crabtree	Title	Senior Developer
Email: tommy@aspwv.com	**Contact Information**	**Phone:** 304.343.6337

Summary

A highly skilled Senior Developer with **more than 11 years** of experience designing, developing, and maintaining secure, data-driven web applications for healthcare, public-sector, and regulatory organizations. He brings strong expertise in full-stack development, system modernization, data integration, API services, and structured SDLC execution, with a consistent record of delivering stable and dependable software solutions.

Tommy excels at analyzing complex requirements, implementing reusable and maintainable code structures, and optimizing application performance. His experience includes developing state-level web systems, supporting secure data exchange workflows, integrating external services, and enabling multi-role review and reporting functions.

Certifications

- Microsoft Certified Professional (x2)
- CompTIA A+

Experience

Company Name	WV DHHR	July 2023 to Oct 2024
Designation	Programmer Analyst III	

Roles and Responsibilities

- Conducted analysis, design, and development for multiple internal state systems.
- Led and coordinated a team of five Programmer Analysts to support system enhancements, defect remediation, and performance optimization.
- Strengthened experience with large-scale state health systems and public-sector operational requirements.

Company Name	Independent Contractor	Dec 2022 to July 2023
Designation	Software Engineer	

Roles and Responsibilities

- Built a custom intranet application for a major fossil fuels conglomerate to support well maintenance tracking, production output monitoring, and operational oversight.
- Modernized and enhanced a proprietary national tax consultant portal, improving performance, UX, and maintainability.
- Managed requirements, design, testing, and deployment across engagements, demonstrating end-to-end delivery capabilities. Worked on a biometric identification suite used by thousands of clients nationwide.
- Implemented WCF-based integrations with FBI CJIS for criminal history retrieval, demonstrating secure system development and high-level data exchange.
- Developed a custom ATF plugin for background checks supporting specialized federal requirements.
- Built internal testing modules to streamline QA processes and improve verification coverage.

Company Name	Identification International Inc.	Jan 2021 to Dec 2022
Designation	Software Engineer	

Roles and Responsibilities

- Worked on a biometric identification suite used by thousands of clients nationwide.
- Implemented WCF-based integrations with FBI CJIS for criminal history retrieval, demonstrating secure system development and high-level data exchange.
- Developed a custom ATF plugin for background checks supporting specialized federal requirements.

- Built internal testing modules to streamline QA processes and improve verification coverage.

Company Name	Associated Systems Professionals LLC (ASP)	Nov 2018 to Oct 2020
Designation	Senior Application Developer	

Roles and Responsibilities

Healthcare Inventory Management | WV Hospital Association

- Developed dashboards and workflows allowing hospitals to track emergency preparedness inventory across multiple states.
- Utilized DevExpress AJAX grids for role-based data display and interactive reporting.
- Aging Services Application | Benjamin Rose Institute on Aging
- Rapidly learned AngularJS to contribute to an in-progress multi-module web application.

Healthcare Billing Compliance Tool

- Developed a lightweight desktop application to convert CSV health billing data to XML, aligning output with reporting agency requirements.

Mining Operations Land Management System

- Designed and built a web-based system enabling faster decision-making and improved operational efficiency.

Company Name	Independent Contractor	Feb 2018 to Nov 2018
Designation	Software Developer	

Roles and Responsibilities

- Completed multiple full-life-cycle contracts with 100% positive client feedback on Upwork.
- Designed, developed, and deployed a custom Web Forms-based enterprise web application for a national tax franchise.
- Built complex financial logic for commission tracking, loan amortization, and reporting with variable interest rates.
- Managed project planning, development, testing, and deployment independently.

Technical Skills and Tools

- C#,
- ASP.Net/.Net Core
- MVC
- Razor
- JavaScript
- jQuery
- Angular
- VB.Net
- XML
- JSON
- HTML
- CSS
- MS SQL Server
- Oracle
- MySQL
- SQLite
- Microsoft Visual Studio
- SSMS
- SSRS
- Entity Framework
- ASP.NET Boilerplate
- DevExpress tools
- Git
- TFS

Developer - Ted Sigman

Ted Sigman	Title	Developer
Email: ted@aspwv.com	**Contact Information**	Phone: 304.343.6337

Summary

A highly skilled Developer with **10 years** of experience in designing, implementing, and maintaining secure, scalable web applications for public-sector and healthcare organizations. Ted brings strong expertise in C#, .NET, SQL, JavaScript, Angular, and web services, with experience supporting systems that manage sensitive professional records and compliance-driven workflows. His background includes developing state-level applications, integrating external data sources, and supporting high-availability environments that require accuracy, security, and consistent performance.

Education

- Bachelor of Science in Computer Engineering | West Virginia Tech | Graduated Dec 2013

Experience

Company Name	Associated Systems Professionals LLC (ASP)	Mar 2019 to Present
Designation	Applications Developer	

Roles and Responsibilities

Health & Statewide Data Applications

- Developed systems for WV Hospital Association's statewide COVID reporting, supporting both real-time web form submissions and batch uploads from multiple hospitals.
- Maintains medical transcription platforms with WCF web services for EMR integration, supporting secure transfer and multi-stage workflows.

Enterprise Application Development

- Lead developer for a global travel rewards management system with complex multi-tenant administration, user access management, and workflow functionality.
- Developed multi-language content management systems enabling mapping tools, approvals, versioning, and reporting features.

Technical Leadership

- Works closely with designers, PMs, and QA teams to ensure code quality, UI responsiveness, and adherence to project requirements.
- Regularly executes data migrations, complex SQL operations, and validation frameworks supporting large, high-risk datasets.

Company Name	City National Bank	Jan 2018 to Mar 2019
Designation	Software Engineer	

Roles and Responsibilities

- Built and maintained internal banking applications to manage customer account requests using .NET, JavaScript, VBScript, and PHP.
- Developed SQL Server Reporting Services (SSRS) dashboards for senior management.
- Created automated batch scripts for nightly banking processes.

Company Name	West Virginia Department of Health and Human Resources	Aug 2015 to Jan 2018
Designation	Programming Analyst I & II	

Roles and Responsibilities

- Developed and maintained systems supporting Child Protective Services (CPS) and Adult Protective Services (APS) case management.
- Built complex reports used by state leadership to monitor case trends and performance.
- Developed monthly COBOL-based batch scripts generating case correspondence.

Technical Skills and Tools

- C#, .NET, ASP.NET, SQL Server, PL/SQL, JavaScript, jQuery, Angular, HTML/CSS, AJAX, WCF, REST API Integrations, SSRS, PowerBuilder, Batch Processing Scripts, Version Control (Git)

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UX/UI Designer - Robyn Delk

Robyn Delk	Title	UI/UX Designer / Front-End Developer
Email: robyn@aspwv.com	**Contact Information**	Phone: 304.343.6337

Summary

Robyn Delk is a highly experienced UI/UX Designer and Front-End Developer with **more than 14 years** of experience designing, wireframing, and building user-centered web applications for public-sector, healthcare, and regulatory organizations. She specializes in UI/UX planning, responsive design, accessibility compliance, prototyping, and front-end development that supports consistent and intuitive user experiences across devices and browsers.

Her background includes designing interfaces for systems used by internal staff, board members, and external users, with a strong emphasis on clarity, ease of navigation, and accessibility standards. Robyn ensures that complex workflows are presented in a clear and usable manner while maintaining visual consistency and compliance requirements.

Education

- BSIT – Software Engineering, Colorado Technical University
- Certificate of Applied Science | Business & Office Technology, Eastern Idaho Technical College

Experience

Company Name	Associated Systems Professional LLC (ASP)	2019 to Present
Designation	Front-End Web Developer / UI/UX Designer	

Roles and Responsibilities

- Create wireframes, page layouts, and interactive UI flows for complex web applications.
- Develop responsive and accessible interfaces supporting multi-role users.
- Implement visual designs into production-ready HTML/CSS/JS components.
- Perform UI/UX testing and collaborate with QA to ensure usability standards.
- Resolve front-end issues related to layout, rendering, hosting, DNS, and cross-browser behavior.
- Provide UX consultation to architects and developers to improve usability, error prevention, and workflow clarity.

Company Name	Omni Strategic Technologies	2015 to 2018
Designation	Front-End Web Developer	

Roles and Responsibilities

- Implemented designs into enterprise websites and web apps.
- Built modules enhancing larger system functionality and user interface consistency.
- Provided project management support, web application training, and DNS/hosting configuration.
- Conducted UI/UX QA review, ensuring visual consistency and accessibility.

Company Name	Terradon Communications Group	2012 to 2015
Designation	Jr. Web Application Developer	

Roles and Responsibilities

- Worked directly with clients to scope, plan, and prioritize UI/UX and functional features.
- Implemented designs into web applications with usability-focused development.
- Developed use cases and performed structured testing for feature validation.
- Delivered solutions supporting complex business requirements.

Company Name	United States Army	1997 to 2003

Designation	Signal Support Systems Specialist (U.S. Army)
Roles and Responsibilities	
• Managed secure communication systems holding Secret Clearance. • Trained personnel in communication equipment operation and programming. • Maintained high-value equipment and supported large-scale tactical operations. • Developed SOPs and provided mission-critical technical support.	
Technical Skills and Tools	
• Design • Wireframing • UX/UI • Development • Responsive Testing • Accessibility Testing / Compliance • Visual Studio • Browser Dev tools • WAVE / DynoMapper • Git • GitHub	• Adobe Photoshop / Illustrator • Miro • Jira / Confluence • Fabricator • Responsive Test Tool (web) • ABP • WordPress • Docker • Microsoft Teams • PHP

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Quality Analyst (Automated) / Document Writer - Jacob Whitlock

Jacob Whitlock	Title	Quality Assurance Tester / Test Engineer
Email: jacob@aspwv.com	**Contact Information**	Phone: 304.343.6337

Summary

A detail-oriented Quality Assurance (QA) Engineer and Software Developer with strong experience in test planning, automated testing, data validation, UI/UX testing, and end-to-end system verification for web-based applications. Jacob brings a valuable hybrid skillset that spans QA engineering, test automation, front-end testing, and backend data validation, enabling thorough coverage across complex systems.

He has supported healthcare, public-sector, and high-volume web applications that require accuracy, consistency, and dependable performance. His experience includes designing structured test scenarios, validating data workflows, identifying defects early in the development cycle, and ensuring that systems perform reliably under operational conditions.

Education

- Bachelor of Science, Computer Science
- Minor: Mathematics
- Minor: Geographic Information Systems

Experience

Company Name	Associated Systems Professionals LLC (ASP)	Feb 2024 to Present
Designation	Service Manager / Software Developer	

Roles and Responsibilities

- Lead testing and validation activities for various ASP healthcare and public-facing applications.
- Developed data search and geolocation components for a public healthcare website, including full QA validation for accuracy, rendering, and performance.
- Coordinated a technical team responsible for maintaining mission-critical systems used by over 100 clients.
- Managed quality reviews, defect resolution processes, and system upgrade testing.
- Responsible for onboarding new clients, writing proposals, and managing operational workflows.

Company Name	Summit Racing Equipment	Mar 2020 to Mar 2023
Designation	Web Developer	

Roles and Responsibilities

- Part of a 30+ team responsible for maintaining a high-volume e-commerce platform.
- Led a UI-based automated testing project focusing on functional, regression, and happy-path testing, ensuring consistent system reliability.
- Co-led a large-scale automated data formatting project processing millions of records per day, requiring strong attention to data integrity and validation accuracy.
- Strengthened expertise in QA automation, test scripting, and system monitoring.

Company Name	Associated Systems Professionals LLC (ASP)	May 2017 to Mar 2020
Designation	Software Developer	

Roles and Responsibilities

- Supported SDLC activities including bug remediation, feature enhancements, and system updates.
- Implemented UI/UX improvements in web applications and contributed to front-end validation logic.
- Developed WordPress-driven content systems with integrated QA review for layout, rendering, and responsiveness.

Company Name	Associated Systems Professionals LLC (ASP)	May 2015 to May 2017
Designation	Development Intern	

Roles and Responsibilities

- Collaborated with developers to implement early system modules with testing integrated into each sprint.
- Contributed to database structure and schema planning while performing validation and verification tasks.
- Conducted data entry and iterative testing for internal systems.

Technical Skills and Tools

- C#
- Visual Basic
- PHP
- .Net
- .NET Core
- JavaScript
- Angular
- HTML5
- XML
- CSS
- Selenium Testing
- NUnit
- SQL
- MS SQL
- Oracle SQL
- SQL Lite
- Microsoft Office 365
- Project Management
- Unit Testing
- Visual Studio
- Microsoft Excel
- Entity Framework (EF) Core
- LINQ (Language Integrated Query)
- Windows OS
- Git
- JIRA
- Postman
- Agile methodologies
- Data Analysis
- Node.js
- JSON (JavaScript Object Notation)

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Quality Analyst (Manual) / Document Writer - McKenna Sunderland

McKenna Sunderland	Title	Document/Technical Writer
Email: mckenna@aspwv.com	**Contact Information**	Phone: 304.343.6337

Summary

McKenna Sunderland is an innovative Technical Writer and Documentation Specialist with a strong background in process documentation, user training materials, system documentation, and QA support for web-based applications. She has experience supporting technology teams and statewide programs by developing clear, structured, and user-focused documentation that supports system adoption and consistent operations.

McKenna is certified in Design Thinking through Stanford University's Hasso Plattner Institute of Design and applies human-centered design principles to create intuitive documentation for users with varying levels of technical expertise. She excels at translating complex workflows into concise training guides, user manuals, onboarding materials, and reference documentation.

Education

- BBA, Management, Marshall University | 2021
- BBA, Entrepreneurship, Marshall University | 2021

Certifications

- Certified in Design Thinking by the Hasso Plattner Institute of Design

Experience

Company Name	Associated Systems Professionals LLC (ASP)	Oct 2022 to Present
Designation	Document /Technical Writer	

Roles and Responsibilities

- Create and update detailed documentation to streamline internal procedures and improve operational efficiency.
- Develop training guides tailored to customer-specific websites and applications.
- Work with developers to design and validate interfaces and features for web applications.
- Conduct both frontend and backend testing to ensure technical accuracy and functionality before release.
- Support client onboarding by preparing clear instructional content and assisting users in system adoption.

Company Name	West Virginia Governors School for Entrepreneurship	June 2021to July 2025
Designation	Resident Director and Mentor	

Roles and Responsibilities

- Oversaw residence hall operations, ensuring student safety and well-being.
- Led student teams in developing entrepreneurial projects using design thinking methods.
- Provided coaching, leadership, and problem-solving guidance.

Company Name	Marshall Advanced Manufacturing Center	Sept 2021 to Dec 2021
Designation	Entrepreneurship Immersion Intern	

Roles and Responsibilities

- Assisted with event coordination to expand opportunities for entrepreneurs across West Virginia.
- Identified and supported small and medium-sized business clients by analyzing needs and recommending solutions.
- Applied design thinking principles to create innovative services, content, and workflows.

• Produced social media and marketing materials for statewide programs.

Technical Skills and Tools	
• Design & Innovation • Web Development • Documenting Procedures • Communication • Project Management • Finance & Admin	• WordPress • Jira • Microsoft 365 • Adobe • QuickBooks

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Helpdesk / Infrastructure and Security Lead - Dan Tate

Dan Tate	Title	Helpdesk Manager / Infrastructure & Security Lead
Email: dan@aspwv.com	**Contact Information**	Phone: 304.343.6337

Summary

Dan Tate is ASP's senior operational leader and Helpdesk and Infrastructure Manager, with **more than 35 years** of experience in systems engineering and over **18 years** of directing ASP's multi-tier helpdesk supporting statewide healthcare and enterprise clients. As ASP's business owner and chief systems engineer, he oversees day-to-day support operations, service continuity, and incident response, ensuring reliable assistance for mission-critical systems.

In his role as Infrastructure and Security Lead, Dan manages secure hosting environments, identity and access controls, system monitoring, and disaster recovery planning. He ensures system availability, performance stability, and secure operations throughout the contract lifecycle.

Certifications

- Microsoft Certified Professional (MCP) | Two Certifications
- CompTIA A+
- **35 Years** of Professional Infrastructure Engineering Experience

Education

- Bachelor of Science in Electronic Engineering Technology | Fairmont State University | May 1984
- Master of Business Administration (MBA) | West Virginia University | May 2021

Experience

Company Name	Associated Systems Professionals LLC (ASP)	Dec 2004 to Present
Designation	Owner/CEO, Helpdesk Manager / Lead (18+ years on ASP projects)	

Roles and Responsibilities

Dan oversees ASP's business operations while serving as the primary technical leader for infrastructure, hosting, and security.

Leadership & Operational Oversight:

- Manages all strategic, financial, and operational functions of the business.
- Oversees staffing, resource allocation, scheduling, and organizational planning.
- Establishes policies and ensures compliance with regulatory and industry standards.
- Maintains direct relationships with clients and partners, ensuring service quality and satisfaction.

Technical Responsibilities as Helpdesk Manager (18+ Years on ASP Projects) and Chief Infrastructure & Security Engineer:

- Lead multi-tier helpdesk operations for statewide healthcare systems, providing rapid user support for account provisioning, access troubleshooting, role management, MFA resets, and application usability issues.
- Utilize Remote Monitoring & Management (RMM) tools to deliver proactive system monitoring, automated patching, real-time alerts, and rapid remote support across hospital and agency environments.
- Oversee client onboarding and training of helpdesk and end users, developing quick-start guides, conducting live/recorded training sessions, and maintaining a searchable knowledge base to support statewide adoption.
- Direct structured incident response activities, including triage, escalation, root-cause analysis, remediation, and post-incident reporting to ensure system uptime and maintain data integrity.
- Implement and manage key security controls such as MFA enforcement, role-based access, endpoint and perimeter protection, encryption practices, and system hardening in compliance with HIPAA and state security policies.

Technical Skills and Tools
Helpdesk & Operations Support: • Multi-tier helpdesk leadership, ticket management, and SLA-driven service delivery • User account provisioning, role administration, MFA/password resets, and access troubleshooting • Remote Monitoring & Management (RMM) tools for proactive alerts, automated patching, and remote support • Knowledge base management, user onboarding, and delivery of live/recorded training sessions • Incident response coordination, including triage, escalation, root-cause analysis, remediation, and communication. **Infrastructure & Security:** • Infrastructure Architecture, Systems Engineering, Security Management • Microsoft Defender, Bitdefender, Huntress, Proofpoint, Barracuda • Encryption, MFA, Secure Configurations, Vulnerability Management • Disaster Recovery, Backup Configurations, Business Continuity
Platforms & Tools: • **Helpdesk / Operations:** Syncro (RMM), ticketing workflows, knowledge base systems, remote support tools, SLA reporting, user onboarding/training, runbook creation. • **Security / Endpoint / Perimeter:** Microsoft Defender, Huntress, Bitdefender, Proofpoint, Barracuda. • **Identity & Access:** MFA implementation, role-based access control, password/token management, audit logging. • **Infrastructure / Hosting:** Azure & AWS fundamentals, server monitoring, backups, disaster recovery, system hardening. • **Management Tools:** QuickBooks, HubSpot, Microsoft planning tools, vendor management. • **Process & Quality:** Verification & Validation (V&V), vulnerability scanning, patch management, root-cause diagnostics.

Project Trainer - Liz Tate

Liz Tate	Title	Trainer
Email: ltate@wvha.org	**Contact Information**	**Phone:** 304.545.6899

Summary

Liz Tate is an accomplished Trainer and Program Administrator with extensive experience designing and delivering training programs for healthcare and public-sector organizations. She has **more than a decade** of experience working with hospitals, health systems, and state agencies to support system adoption, improve data accuracy, and standardize submission and reporting processes.

Liz has developed training materials, user guides, and dashboards that support compliance-driven workflows and consistent system use. Her experience working directly with end users to explain processes, validate data submissions, and reinforce reporting requirements aligns directly with the West Virginia Board of Medicine's need for clear, effective training to support licensure processing, renewals, document submission, and ongoing system use by staff and external users.

Education

- Associate of Applied Science, Fairmont State University, 1984

Experience

Company Name	West Virginia Hospital Association	2017-Present
Designation	Statewide Discharge Data Program Administrator	

Roles and Responsibilities

Liz developed, implemented, and currently administers the comprehensive statewide hospital discharge data program serving all acute care facilities across West Virginia.

Key Responsibilities:

- Designed and implemented statewide policies and procedures in partnership with WVHA leadership and the Board of Directors.
- Trained data specialists and hospital personnel across multiple systems on standardized submission protocols and compliance expectations.
- Coordinated with hospitals to identify appropriate data contacts and streamline onboarding and support.
- Developed, refined, and enforced data submission formats tailored to each participating facility.
- Validated, aggregated, and submitted statewide discharge data to the West Virginia Department of Health, ensuring accuracy and regulatory compliance.

Technical & Reporting Contributions:

- Utilized Microsoft SQL Server for secure data management, validation, and report generation.
- Developed and maintained Tableau dashboards for hospital executives, focusing on quality improvement, CMS alignment, and strategic planning.
- Delivered analytics in user-friendly formats to support decision-makers and statewide data initiatives.

Technical Skills and Tools

- Training Development, SQL Server, Data Validation, Tableau, Healthcare Reporting, Compliance Monitoring, Documentation, Hospital Data Coordination, Presentation & Facilitation, Policy Development.

2.1.1 STAFFING PLAN

Section 4.3.1.1. of the RFP Document:

> *"The Vendor should propose a staffing plan that identifies staff that can meet the unique needs of the WVBOM while assuring that services are provided in the most economical manner."*

ASP proposes a dedicated and experienced project team structured to meet the unique operational, technical, and regulatory needs of the WVBOM. The staffing plan ensures that qualified personnel are assigned throughout the creation, implementation, and ongoing support phases of the Medical Licensure / Records Database Maintenance System. The proposed approach balances continuity, technical expertise, and cost efficiency to provide reliable services across the life of the contract.

Our staffing model is based on a phased delivery approach and is supported by a qualified delivery team, proven processes, and established tools that ensure consistent execution across all project phases. A full implementation team is assigned during system design, development, testing, and deployment. Once the system is operational, staffing transitions to a streamlined support and maintenance model. This approach ensures that WVBOM receives the appropriate level of expertise at each stage while maintaining economic utilization of resources.

Staffing Coverage by Project Phase

ASP will support the project through two primary phases: **the Creation and Implementation Phase and the Ongoing Support and Maintenance Phase**. During the creation and implementation phase, ASP assigns a full project delivery team, managed by our project manager (Carlos Ramirez). This team is responsible for requirements validation, system configuration, development, data migration, testing, training, and deployment. Staffing levels are highest during this phase to support development activities and ensure timely delivery. Following system acceptance, ASP transitions to an ongoing support and maintenance model. The support team provides application support, infrastructure management, security oversight, and system enhancements. Core team members remain engaged to ensure continuity of knowledge and consistent service delivery.

Proposed Project Team

Name	Title	Roles & Responsibilities
1. Carlos Ramirez	Project Manager / Solution Architect	Primary point of contact, oversee project schedule, scope, communication, and define system architecture
2. Tommy Crabtree	Senior Developer	Implementations of the application functions and features
3. Ted Sigman	Developer	Implementations of the application functions and features
4. Robyn Delk	UX/UI Designer	Defines the UI/UX

5. Jacob Whitlock	QA (Automated) / Document Writer	Create test plans, identify items for correction, ensure quality, and build automated testing
6. McKenna Sunderland	QA (Manual) / Document Writer	Identify items for correction and ensure quality.
7. Dan Tate	Infrastructure / Helpdesk / Security Lead	Set up/maintain environments, manage helpdesk, review all aspects of the project to ensure security
8. Liz Tate	Trainer	Develop and conduct training

Production and Implementation Staffing

During the creation and implementation phase, ASP assigns all proposed team members to ensure full coverage of technical and functional needs. Our deployed Project Manager / Solution Architect (Carlos Ramirez) serves as the primary point of contact for WVBOM and oversees planning, scheduling, and coordination. This role ensures alignment with project goals and confirms that system architecture supports licensing workflows, data security, and scalability. Our Development Team is responsible for implementing application functionality, workflows, integrations, and reporting features. Our assigned developers (Tommy Crabtree & Ted Sigman) work closely with the Project Manager and QA team to ensure requirements are met and functionality is delivered as expected. The UX/UI Designer (Robyn Delk) ensures that the system is intuitive, accessible, and aligned with users' needs. This role supports usability for internal staff, board members, and external users. ASP's Quality Assurance Team conducts both automated and manual testing. These resources validate functionality, identify defects, and ensure system readiness for deployment. The Infrastructure / Helpdesk / Security Lead (Dan Tate) establishes and maintains hosting environments, manages helpdesk operations, and ensures security controls are enforced throughout development and deployment. ASP's Trainer (Liz Tate) develops training materials and conducts training sessions to support successful system adoption.

Ongoing Support and Maintenance Staffing

After implementation, our team transitions to a stable support model. ASP ensures that core personnel remain engaged to maintain system knowledge and ensure continuity. The Infrastructure / Helpdesk / Security Lead (Dan Tate) supervises daily system operations, security monitoring, and helpdesk support. Our developers and QA staff remain available to address defects, apply updates, and support enhancements. The Project Manager (Carlos Ramirez) continues to serve as the primary escalation point and coordinates ongoing activities with WVBOM. This model ensures responsive support while maintaining economic staffing levels.

2.1.2 DOCUMENTATION/REFERENCES

Section 4.3.1.2. of the RFP Document:

"The Vendor should supply documentation/references showing their track record of previous experiences with similar projects in scope/size for professional licensing boards."

REFERENCE #1

Firm Name		West Virginia Hospital Association (WVHA)
POC Details	***Name***	Ron Vickers
	Title	CIO
	E-Mail	rvickers@wvha.org
	Phone	(304)-353-9716
Project Location		100 Association Drive, Charleston, WV 25311
Contract duration		August 2017 to Present
Type of Project		Times & Materials (T&M)
Company URL		https://wvha.org/

Project Goals and Objectives

The WVHA operated within a fragmented reporting environment that relied heavily on spreadsheets, manual validation, and inconsistent submission formats from hospitals statewide. As a result, their staff spent significant time correcting errors, reformatting files, and assembling reports required to support statewide public-health programs. During the initial review, our team analyzed that each program had its own data requirements, workflows, and reporting needs, which made it difficult to maintain consistency and ensure accurate statewide oversight. These conditions mirror many of the operational and data-management challenges faced by the West Virginia Board of Medicine. These include the need for accurate statewide information, reliable validation rules, configurable workflows, and streamlined processes for both internal staff and external stakeholders.

To resolve these challenges, WVHA partnered with Team ASP, beginning with a structured assessment of the existing operating environment. Our team documented current processes and organized the project around several core goals designed to create a secure, accurate, and configurable system capable of supporting multiple programs. This scientific goal-driven approach enabled improvements in data integrity, reductions in administrative burden, and greater consistency across reporting workflows. The sections below describe how each objective was met and how the delivered solution supports needs similar to those of the WV Board of Medicine.

Design and Implementation of the WVHA Web Portal

Our team designed and implemented the WVHA web portal to serve as the primary access point for statewide data collection and reporting programs. The portal provided hospitals and administrators with a single, consistent interface for program participation, submissions, and reporting access. This design aligns with the Board of Medicine's requirement for a web-based portal that supports public-facing information and secure interaction with backend licensing and records systems.

Establish a Centralized and Configurable Platform to Replace Disparate Processes

Our team delivered a centralized and configurable platform that replaced WVHA's disparate processes and supported multiple statewide programs without the need for separate systems or custom development. Our team built a flexible model that aligned directly with the Board of Medicine's need for adaptable workflows, multiple program or licensing types, and evolving regulatory requirements. We ensured long-term scalability by utilizing ASP.NET Web Forms in C#, MS SQL Server, DevExpress controls, and intuitive configuration interfaces that allowed WVHA to tailor structures independently. This approach allowed administrators to define program topics, set validation rules, control page layouts, assign roles, and configure reporting structures with no code changes.

Strengthening Data Accuracy and Standardization Across All Submitting Facilities

Our team created structured data-entry and file-upload processes that enforced consistent validation rules before information entered the system. WVHA previously faced irregular submissions with missing fields, varied formatting, and frequent errors. We implemented program-specific validation checks that examined completeness, data types, field lengths, and formatting before any data was accepted. This method ensured that only accurate and properly structured information was entered into MS SQL Server.

Streamline Submission Workflows and Reduce Administrative Burden

ASP improved the submission process by providing hospitals with a predictable and user-friendly pathway for both online entry and structured file uploads. We also delivered secure, hospital-specific FTP folders for programs requiring batch submissions. The system automatically validated and imported submitted files, which removed the need for WVHA staff to manually correct or reformat information. This improvement reflects the Board of Medicine's need to streamline intake processes for applications, renewals, and supporting documents while reducing repeated clarifications with external users.

Deliver Reliable Reporting Tools and Statewide Visibility

Our team integrated Tableau dashboards and DevExpress RDLC reporting tools to provide WVHA with immediate access to performance indicators and program outcomes. We ensured that administrators could review real-time dashboards, generate structured reports, export data for analysis, and monitor statewide trends without relying on manual compilation. This approach directly aligns with the Board of Medicine's need for timely and accurate insights into licensing activity, compliance actions, and program performance.

Ensure Secure Data Handling and Support Long-Term Scalability

ASP implemented secure FTP channels, role-based access controls, encrypted data transfers, and optimized SQL Server processes to support ongoing program expansion. We included components such as Windows NT Services for background automation and Twilio integration for dependable communication workflows. These features created a secure and scalable system that WVHA could rely on as additional statewide initiatives were introduced. This aligns with the Board of Medicine's expectations for secure document handling, controlled user access, and longevity in system operations.

REFERENCE #2

Firm Name		WV Board of Law Examiners (WVBLE)
POC Details	***Name***	Ashton Bias
	Title	Deputy Bar Admissions Administrator
	E-Mail	Ashton.Bias@courtswv.gov
	Phone	(304)-784-1543
Project Location		4700 MacCorkle Ave SE, Charleston, WV 25304
Contract duration		August 2014 to Present
Type of Project		Times & Material (T&M)

Project Goals and Objectives

The West Virginia Board of Law Examiners (WVBLE) operated within a legacy admissions environment that relied on manual processes, fragmented tools, and repeated data entry to support the administration of the West Virginia Bar Exam. As a result, their staff were required to reference multiple sources of information, track communications by hand, and generate letters, receipts, and reports through separate applications. The system did not support automated NCBE data imports, which forced staff to manually re-enter information and increased the likelihood of inconsistencies. These challenges reflect many of the same operational and information-management needs faced by the West Virginia Board of Medicine, including the need for accurate statewide data, reliable validation processes, secure handling of sensitive information, and consistent workflows for internal and external users.

To resolve these issues, the Board partnered with Team ASP to modernize the admissions platform. Our team began by documenting the complete lifecycle of the admissions process, including application intake, NCBE data handling, communication tracking, fee and receipt management, exam administration, score entry, and reporting needs. We organized the modernization effort around several core objectives designed to create a secure, accurate, and dependable system capable of supporting annual admissions cycles. The sections below describe how each objective was met and how the delivered solution aligns with the needs of the West Virginia Board of Medicine.

Establish a Centralized and Configurable Platform to Replace Fragmented Admissions Processes

Our team delivered a secure, web-based platform utilizing .NET Framework with ASP.NET Web Forms, SQL Server, and Windows Server hosting environments. Our developed solution unified all admissions activities within a single system and ensured that the Board could administer its programs through a dependable and configurable platform. We designed a structured architecture that organized applicant information by type and supported long-term record retention, ensuring clarity throughout the review cycle. This centralized approach aligns directly with the Board of Medicine's need for adaptable workflows, consistent process controls, and the ability to manage multiple applicant categories without relying on separate systems.

Strengthen Data Accuracy and Standardization Through Structured NCBE Import Processes

We created a structured NCBE import workflow to eliminate repetitive data entry and ensure accurate applicant information. The system retrieves NCBE records using the applicant's NCBE bar code and automatically populates personal details, education history, prior examinations, and required documentation. This structured data handling aligns with the Board of Medicine's expectations for consistent validation rules and standardized intake processes. The system reduced manual corrections and provided staff with reliable information by ensuring accuracy at the point of import for each admissions cycle.

Streamline Submission Workflows and Reduce Administrative Burden

Our team expanded applicant and staff capabilities through an intuitive online portal that supports account creation, application updates, communication tracking, and document review. The platform ensured that applicants could complete submissions through clear online forms, while staff could update records, verify documents, and record all interactions in an organized manner. This streamlined structure reflects the Board of Medicine's need for efficient workflows that reduce repeated clarifications with external users.

Deliver Reliable Reporting Tools and Improve Oversight Across Admissions Cycles

ASP developed strong reporting and administrative functions that supported staff and Board members throughout the admissions process. The system generates individual and batch letters, envelopes, certifications, fee receipts, reinstatement notices, and various operational reports. We ensured that the staff could review application status, fee history, receipts, deposits, seat assignments, and law school codes. Our team ensured that board members have secure access to landing screens where they could review applicant documents and make informed determinations. These features align with the Board of Medicine's need for consistent reporting, audit-ready information, and timely decision support.

Ensure Secure Data Handling and Support Long-Term Scalability

ASP ensured ADA and Section 508 accessibility compliance to provide all users with an inclusive and consistent experience across supported browsers. We implemented encrypted data transfer, role-based access controls, and secure hosting configurations to protect sensitive information and strengthen overall system security. Our team optimized Windows Server and SQL Server environments to improve performance and create a scalable foundation for future admissions cycles. Our team integrated Twilio to deliver reliable communication workflows that enhanced user notifications and reduced manual follow-up tasks. We provided ongoing maintenance to keep the platform stable and up to date, ensuring continuous readiness for operational needs. These objectives align with the Board of Medicine's expectations for secure document handling, controlled access to sensitive information, and the ability to support regulatory or operational changes over time.

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REFERENCE #3

Firm Name		Psychological Assessment and Intervention Services (PAIS)
POC Details		
Primary	***Name***	Dale Rice
	Title	Owner (Retired)
	E-Mail	dalericewa674@gmail.com
	Phone	(304)-546-2960
Secondary	***Name***	Lana Garbin
	Title	West Virginia Executive Assistant
	E-Mail	Lana.Garbin@clarvida.com
	Phone	(304)-346-9586 - Ext. 2
Project Location		1 Dunbar Plaza, Dunbar, WV 25064
Contract duration		November 2008 to May 2025
Type of Project		Times & Material (T&M)

Project Goals and Objectives

PAIS operated within an outdated VB6 and Classic ASP environment that limited its ability to manage critical functions such as incident documentation, HR processes, clinical scheduling, behavioral tracking, and quality assurance activities. The staff depended on manual processes to record incidents, track disciplinary actions, manage credentials, and coordinate clinical or behavioral programs. These limitations created delays, reduced data accuracy, and complicated audits, investigations, and staffing decisions. These conditions mirror several of the operational and information-management challenges faced by the West Virginia Board of Medicine. The challenges include the need for accurate statewide information, dependable validation rules, secure data handling, and streamlined workflows for staff across multiple functions.

To address these challenges, PAIS partnered with Team ASP to modernize the enterprise system. Our team documented each workflow, including incident submission, HR tracking, credential monitoring, clinical scheduling, behavior documentation, program evaluations, and quality assurance activities. We organized the modernization effort around several core objectives designed to create a secure, accurate, and flexible platform capable of supporting daily operations. The sections below describe how each objective was met and how the delivered solution aligns with the needs of the West Virginia Board of Medicine.

Establish a Centralized and Scalable Platform to Replace Fragmented Operational Processes

Our team delivered a secure, web-based platform using ASP.NET Core, Microsoft SQL Server, and Windows Server hosting environments. The new platform unified HR functions, incident management, clinical scheduling, behavioral tracking, and program operations into a single system. We designed a structured architecture that organized operational data by type, supported long-term record retention, and created consistent workflows. This centralized approach aligns with the Board of Medicine's need for adaptable workflows, consistent process controls, and the ability to manage multiple program types without relying on separate applications.

Strengthen Data Accuracy and Standardization Across All Departments

We created structured data models and workflow rules to ensure that information entered the system in a consistent and accurate format. The redesigned database supported audit trails, role-based permissions, and standardized review steps for incidents, HR actions, credentials, and clinical activities. These features improved data quality and ensured that staff could rely on complete and accurate information

during audits or investigations. This structured approach reflects the Board of Medicine's expectations for reliable validation processes and dependable statewide information.

Streamline Operational Workflows and Reduce Administrative Burden

Our team delivered automated workflows that replaced several of PAIS's manual processes. The system supports complete incident management, including documentation, investigation, committee review, and compliance reporting. We added HR modules for disciplinary tracking, employee call-off management, and credential monitoring with automated alerts. Clinical departments gained scheduling tools for RN assignments, behavioral support coverage, and medication pass responsibilities. This streamlined structure reflects the Board of Medicine's need for efficient workflows that reduce manual effort, minimize rework, and improve coordination across staff.

Deliver Reliable Reporting Tools and Strengthen Organizational Oversight

ASP developed reporting and administrative features that provided supervisors and leadership with dependable visibility into operational activities. The platform offers structured reports for incidents, investigations, staffing needs, credential status, program evaluations, and quality assurance results. Staff can export data, track trends, and generate summaries for internal and external reviews. These capabilities align with the Board of Medicine's need for accurate reporting, audit-ready information, and timely insights that support decision-making.

Ensure Secure Data Handling and Support Long-Term Scalability

We implemented encrypted communication, role-based access controls, and secure hosting configurations to protect sensitive HR, clinical, and program data. ASP optimized SQL Server and Windows Server environments to support high performance and long-term system growth. We maintained accessibility and usability through updated interfaces and intuitive navigation. Our team provided continuous maintenance, enhancements, and issue resolution to keep the system stable and ready for operational demands. These efforts align with the Board of Medicine's expectations for secure document handling, controlled access to sensitive information, and the ability to support evolving regulatory requirements.

2.1.3 DATA MIGRATION STRATEGY/PLAN

Section 4.3.1.3. of the RFP Document:

"Vendor should propose a strategy to migrate data between the Board's legacy database and the proposed solution."

ASP will execute a structured Data Migration Plan to ensure the seamless and accurate transfer of the legacy database into the new Medical Licensure Database System. Our strategy emphasizes data integrity, minimal disruption, and full traceability from source to target. We ensure that each phase of the plan builds upon the previous one, providing a controlled and transparent migration process that maintains confidence in the quality and reliability of WVBOM's historical data. Our plan is discussed in detail below:

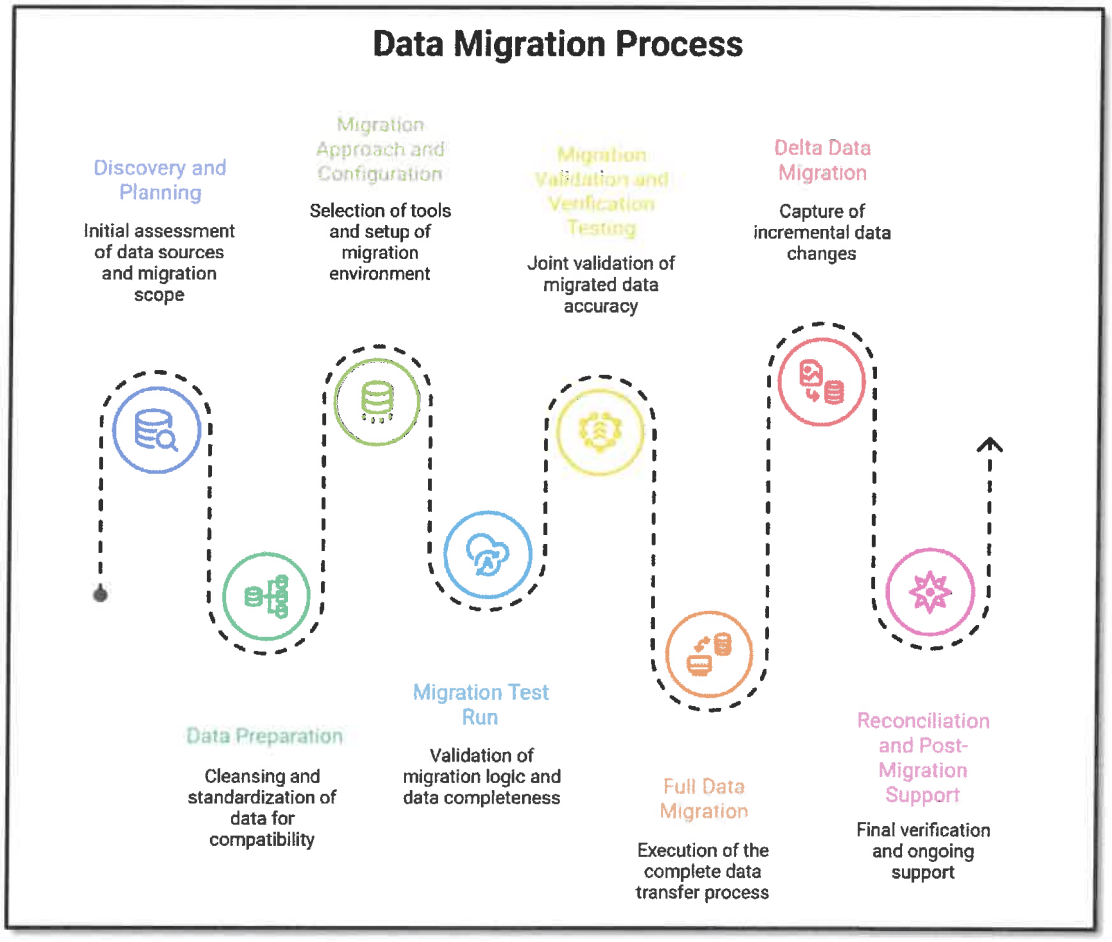

Figure 7- Data Migration Process

Discovery and Planning

Our team will begin by conducting a comprehensive discovery and assessment of all data sources within the existing database. This includes documenting database schemas, field definitions, relationships, and data volumes. Our team will work closely with WVBOM to review and validate this data inventory, determining which records will be migrated to the new system and which may be archived according to retention policies.

During this phase, our team will identify any special data handling requirements, such as protected health information (PHI) or hospital-specific formats. The outcome will be a clear migration scope and mapping strategy, ensuring that WVBOM's data priorities guide every subsequent step. ASP and will collaborate with the incumbent provider to determine the best method of exchanging legacy data for migration.

Data Preparation

ASP will develop detailed data mapping documents linking legacy fields to their corresponding elements in the new medical licensee system's data model. Our engineers will then perform data cleansing and standardization to correct errors, remove duplicates, and ensure compatibility with

the new application structure. During this process, potential risks such as incomplete records, inconsistent codes, or format mismatches will be identified and mitigated.

Migration Approach and Configuration

With the mapping finalized, our team will define the migration approach and select the most appropriate tools for the data transfer. ASP typically uses automated scripts and Extract–Transform–Load (ETL) processes to streamline migration and minimize human error. The scripts will be configured to handle large datasets efficiently while maintaining encryption for all PHI in transit and at rest. We will create a dedicated migration workspace within the test environment, isolating migration activities from production systems to ensure accuracy and security.

Migration Test Run

Before any live data is moved, ASP will conduct a controlled test migration in the test environment. This dry run will validate the mapping logic, confirm the completeness of transferred data, and verify that record relationships and identifiers are properly maintained. The test migration will support measuring performance and assessing whether any refinements are needed to improve efficiency. We will ensure that the WVBOM stakeholders participate in the validation review process, ensuring that test results align with expectations before full migration proceeds.

Migration Validation and Verification Testing

Following the test migration, ASP and WVBOM will jointly perform validation checks to confirm that all records migrated correctly and that no data loss or corruption occurred. This process will include record counts, checksum comparisons, and random sampling of critical data fields. In case discrepancies are detected, adjustments will be introduced, and the migration scripts will be revalidated until the data meets accuracy thresholds defined by WVBOM. This collaborative verification ensures complete confidence in the data before production rollout.

Full Data Migration

After successful validation, ASP will schedule the full data migration, coordinating with WVBOM and current provider. Our engineers will monitor migration progress in real time, logging all transactions to ensure traceability. Upon completion, ASP will provide WVBOM with verification reports summarizing record counts, error logs, and reconciliation results.

Delta Data Migration

Our team will execute a delta migration process to address any new or modified records that occur between the full migration and the official go-live date. This step captures incremental data changes to ensure that the new Medical Licensee system reflects the most current information available at the time of transition. The delta process guarantees that WVBOM experiences no data gap during the switch to the new platform.

Reconciliation and Post-Migration Support

Once migration activities are complete, ASP will conduct a final reconciliation to verify that all data has been successfully transferred and that the system is fully functional. Our support staff will remain on standby during the post-migration period to resolve any issues promptly and provide

technical assistance to WVBOM users. Our team will generate comprehensive reports to document the migration outcome, including any corrective actions and final validation metrics.

2.1.4 ADDITIONAL SERVICES OFFERINGS

Section 4.3.1.4. of the RFP Document:

> *"The Vendor should provide information in regard to any other services they provide including, but not limited to, website creation, hosting, and domain forwarding."*

ASP provides a range of additional services that support the full lifecycle of web-based regulatory and licensing systems similar to those required by the WVBOM. These services complement the proposed solution and allow WVBOM to work with a single vendor for related needs without introducing additional coordination or integration risk. We provide website creation and enhancement services for public-sector clients, including the design, development, and maintenance of content-managed websites. Our team supports modern content management systems that allow agency staff to manage pages, documents, and public-facing content without technical intervention. These services align with WVBOM's need for a reliable and maintainable website presence that integrates with the licensure and records system.

ASP also offers secure hosting services to support web applications and associated data. Our hosting services include environment configuration, system monitoring, routine updates, and operational support. These services are designed to support high-availability applications that manage sensitive data and require consistent performance. Our team supports domain registration, domain forwarding, and certificate management services to ensure secure and reliable access to agency systems. ASP manages SSL/TLS certificates, domain configurations, and renewals to maintain secure communications and prevent service interruptions.

ASP provides email services and managed IT support capabilities that include helpdesk services and managed computer services. These offerings support agency staff with issue resolution, system access, and operational continuity. Collectively, these capabilities support system stability, security, and long-term maintainability while allowing WVBOM to scale services based on operational priorities.

2.2 MANDATORY QUALIFICATION/EXPERIENCE REQUIREMENTS

Section 4.3.2. of the RFP Document:

> *"The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal."*

ASP maintains an established history of designing, implementing, and supporting secure, data-driven systems for state regulatory and oversight entities with responsibilities that include licensing, credential verification, complaint management, investigations, and long-term records retention. Our experience reflects sustained engagement with public-sector clients operating under strict statutory, security, and confidentiality requirements. More than eighty percent of our work is

derived from repeat clients, which reflects our ability to deliver stable systems, respond to evolving requirements, and provide dependable long-term support.

ASP's qualification experience includes direct support for licensing and regulatory organizations such as the West Virginia Board of Law Examiners, where ASP has served as the long-term technology partner for the Bar Admissions Web Application. Our experience also includes statewide regulatory data platforms delivered for the West Virginia Hospital Association, as well as enterprise modernization and operational support for Psychological Assessment and Intervention Services (PAIS). Across these engagements, ASP has led and continues to support system design, secure data handling, workflow configuration, reporting, integrations, and long-term maintenance within environments governed by active compliance, security, and audit requirements.

We have delivered and supported enterprise-scale applications that manage high-volume submissions, complex workflows, and sensitive personal and professional information. Our team routinely supports interoperability with external verification systems, structured data validation, audit-ready recordkeeping, and role-based access controls. These capabilities directly align with the operational, security, and governance expectations defined for the WVBOM licensure and records modernization effort.

ASP's qualification experience includes long-term engagements where we served as the primary technology partner responsible for system delivery and ongoing operations. These projects required continuous availability, controlled system updates, formal change management, and responsive support models. Our experience demonstrates the capacity to sustain mission-critical systems through multi-year operational periods while maintaining compliance with state and federal information-security standards.

2.2.1 LICENSING BOARD EXPERIENCE

Section 4.3.2.1. of the RFP Document:

"The Vendor must have successfully migrated data and supplied and supported a licensing database substantially similar to the specifications herein to another professional licensing board of a state or territory of the United States within the last three (3) years."

ASP's experience demonstrates direct alignment with the West Virginia Board of Medicine's requirements, including legacy data migration, modernization of licensing workflows, secure handling of sensitive information, and ongoing operational support for mission-critical regulatory systems. ASP has led as the prime technology partner for the West Virginia Board of Law Examiners **since 2014** and continues to support the Bar Admissions Web Application. Our developed web-based system serves as the official licensing and admissions platform for attorneys in the State of West Virginia, supporting the full lifecycle of applicant intake, credential verification, document submission, fee processing, structured review, reporting, and long-term record retention.

Our team designed and implemented a secure, web-based licensing database that replaced fragmented and manual processes. The engagement included migration of historical applicant

records, documents, and decision data into a unified system of records. Our team structured the database to maintain complete historical files for each applicant, including supporting documentation, communications, payments, and outcomes, ensuring audit-ready recordkeeping and long-term accessibility.

ASP continues to supply and support the licensing system through ongoing maintenance, enhancements, security updates, and operational support. The system integrates external data sources, enforces role-based access controls, and supports staff, board members, and applicants through separate interfaces. This engagement directly aligns with the RFP requirement for supplying and supporting a licensing database substantially similar in scope and function to the WVBOM system.

In addition to direct licensing board support, ASP has delivered and sustained regulatory systems with equivalent licensing, credential management, and compliance characteristics for public-sector entities operating under state oversight. These engagements required structured migration from legacy environments, configuration of credential types and workflows, implementation of secure document repositories, establishment of audit trails, and delivery of reporting and operational support functions. Across these projects, ASP collaborated with agency stakeholders and legacy system providers to extract, map, validate, and migrate historical data into modern web-based platforms while maintaining continuity of operations.

Our team ensures that historical records are preserved, data quality is maintained, and regulatory activities continue without disruption throughout each transition. These systems remain in active use and continue to be supported by ASP. This demonstrates our ability to sustain licensing and regulatory platforms beyond initial implementation. ASP's experience with the West Virginia Board of Law Examiners provides direct, verifiable evidence that we have successfully migrated data and supported a licensing database substantially similar in scope, complexity, and purpose to the system required under this RFP. ASP is prepared to provide supporting documentation, references, and verification materials upon request to confirm compliance with this mandatory requirement.

2.2.2 ONGOING MAINTENANCE AND SUPPORT EXPERIENCE

Section 4.3.2.2. of the RFP Document:

> *"The Vendor must have at least three (3) years' experience in providing ongoing maintenance and support for a licensing database substantially similar to the specifications herein to another professional licensing board of a state or territory of the United States."*

ASP continues to provide ongoing maintenance and support for the Bar Admissions Web Application, which functions as the official licensing and admissions platform for attorneys in the State of West Virginia. This engagement exceeds the minimum three-year requirement and provides direct, verifiable evidence of ASP's ability to support a licensing database comparable in scope and function to the WVBOM system. ASP provides continuous operational support for the WVBLE licensing system, ensuring that application intake, document management, credential verification, fee processing, reporting, and Board review workflows remain available and reliable

throughout each admissions cycle. Our team supports the system during active licensing periods, statutory deadlines, and Board decision windows, maintaining system stability while responding to user needs and operational demands.

Our team supports ongoing maintenance activities that include issue resolution, controlled enhancements, security updates, and configuration adjustments required to support evolving Board policies and procedures. ASP manages updates through a structured process designed to minimize disruption to applicants, staff, and Board members. This approach ensures that licensing operations continue without interruption while system improvements are introduced in a controlled and transparent manner.

Our team ensures that applicant data, supporting documentation, communications, payments, and decisions remain complete, auditable, and accessible across admissions cycles. This long-term support model allows the Board to rely on the system as a trusted system of record year after year. ASP has demonstrated the ability to maintain a mission-critical licensing database over an extended operational period. ASP is prepared to provide supporting documentation, references, and verification materials upon request to confirm compliance with this mandatory qualification.

2.2.3 PRODUCT AND SERVICE AUTHORIZATION

Section 4.3.2.3. of the RFP Document:

"The Vendor shall be an authorized reseller, owner, or explicitly authorized to transfer intellectual property, with documented experience supporting the ability to sell, service, and/or support the hardware or software proposed in this RFP"

ASP confirms that it is fully authorized to design, deliver, service, support, and transfer intellectual property rights associated with the software solution proposed under this RFP. We further affirm that documentation verifying compliance can be provided upon request. ASP is the owner and developer of the custom application components proposed for the West Virginia Board of Medicine Medical Licensure and Records System. The core solution is not a commercial off-the-shelf product that requires third-party resale authorization. We are proposing a purpose-built system developed and maintained by ASP using established, industry-standard platforms and frameworks. ASP retains full rights to develop, modify, deploy, and support the custom software delivered as part of this engagement and is authorized to transfer usage rights and deliverables to WVBOM in accordance with contract terms.

Our team proposes a solution built on widely adopted, commercially licensed technologies, including Microsoft .NET and ASP.NET Core frameworks, Microsoft SQL Server, Azure cloud services, WordPress, and DevExpress components. ASP has documented experience implementing, configuring, and supporting these technologies in production environments for state regulatory and licensing entities. ASP does not act as a reseller of these platforms, but rather as a systems integrator and application developer utilizing properly licensed third-party software in compliance with vendor terms and state requirements.

ASP is authorized to install, configure, integrate, and support all third-party components included in the proposed solution. Our team routinely manages licensing, configuration, and lifecycle

support for these platforms as part of our delivery and operations responsibilities. This includes supporting updates, security patches, configuration changes, and integration activities throughout the system's operational life. ASP's long-standing experience delivering custom-built regulatory and licensing systems demonstrates our ability to provide end-to-end ownership and accountability for the proposed solution. ASP controls the application architecture, source code, configuration, and deployment model.

We affirm that WVBOM will not be dependent on a separate product vendor for system support or enhancements. This approach reduces vendor dependency and ensures continuity of service throughout the contract term. ASP is prepared to provide written authorization statements, licensing documentation, and intellectual property assurances upon request to confirm compliance with this mandatory qualification.

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APPENDICES

DESIGNATED CONTACT SHEET

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) Dan Tate, MBA
Owner & C.E.O

(Address) 419 D Street, South Charleston, WV 25303

(Phone Number) / (Fax Number) ((304)-343-6337) / (304.343.6339)

(email address) dan@aspwv.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, 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.

Associated Systems Professionals LLC (ASP)
(Company)

Dan Tate, MBA
(Signature of Authorized Representative) Owner & C.E.O
12-16-2025
(Printed Name and Title of Authorized Representative) (Date)

((304)-343-6337) / (304.343.6339)
(Phone Number) (Fax Number)

dan@aspwv.com
(Email Address)

TERMS AND CONDITIONS ACKNOWLEDGMENT SHEET

REQUEST FOR PROPOSAL

West Virginia Board of Medicine
CRFP BOM26*01

Proposal 2: Step 1– $1,000,000 / $1,100,000 = Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – 0.909091 X 30 = 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.

Associated Systems Professionals LLC (ASP)

(Company)

Dan Tate, MBA
Owner & C.E.O

(Representative Name, Title)

((304)-343-6337) / (304.343.6339)

(Contact Phone/Fax Number)

12-16-2025

(Date)

ACKNOWLEDGEMENT OF ADDENDA

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP BOM26*01

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)

[✓]	Addendum No. 1	[ ]	Addendum No. 6
[✓]	Addendum No. 2	[ ]	Addendum No. 7
[✓]	Addendum No. 3	[ ]	Addendum No. 8
[✓]	Addendum No. 4	[ ]	Addendum No. 9
[✓]	Addendum No. 5	[ ]	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.

Associated Systems Professionals LLC (ASP)
Company

Authorized Signature

12-16-2025
Date

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