SIMPLIGOV™

West Virginia Department of Administration

Medical Licensure / Records Database Maintenance System

CRFP 0945 BOM2600000001

TECHNICAL PROPOSAL

Date: November 12, 2025
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Vendor Signature & Date:

David O'Connell

David O'Connell - CEO

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Executive Summary

The West Virginia Board of Medicine (WVBOM) has identified the critical need to modernize its medical licensure and records system to better serve credentialed professionals, applicants, staff, and the public. SimpliGov is proud to propose a comprehensive, no-code, cloud-based solution that meets 100% of the RFP requirements and positions WVBOM for long-term operational excellence. SimpliGov will deliver a fully integrated Medical Licensing System that supports all credential types, past, present, and future, enabling streamlined application, renewal, compliance, and disciplinary processes. Our no-code platform empowers WVBOM to rapidly configure, deploy, and update digital forms, workflows, dashboards, and reports without writing a single line of code. SimpliGov ensures continuity of service, complete data migration, robust reporting, secure public portals, and applicant self-service capabilities—all aligned with public sector best practices and compliance standards. Key highlights of SimpliGov's proposal include:

100% No-Code Platform: WVBOM staff will have full control to build, manage, and evolve digital workflows for all license and permit types, without vendor dependence or custom development.

End-to-End Licensing Automation: SimpliGov will digitize all WVBOM workflows, from initial credentialing and renewals to disciplinary actions and public verifications. Features include self-service license printing, dynamic application logic, and secure two-way messaging.

Full Legacy Data Migration: SimpliGov will migrate WVBOM's historical and active records into a unified system, preserving audit trails and ensuring searchability and compliance with records retention policies.

Expert Advisory Services (EAS): SimpliGov will provide ongoing EAS support for the life of the contract, enabling WVBOM to adapt processes, generate new reports, and respond to policy changes with agility.

Dedicated Customer Success Manager: WVBOM will be supported by a named Customer Success Manager who will serve as a strategic partner for onboarding, training, change management, and continuous improvement.

Scalability and Security: SimpliGov is hosted in Microsoft Azure Government Cloud, with FedRAMP High alignment and GovRAMP authorization in process. The platform supports encryption in transit and at rest, role-based access controls, audit logs, and real-time performance monitoring.

Decreased Cost Model: With no need for custom code or expensive maintenance, SimpliGov's platform reduces total cost of ownership while accelerating implementation timelines and improving service delivery to West Virginians. Value to the State only increases the more SimpliGov is adopted, both internally and externally.

With deep expertise in licensing systems for state regulatory boards and a proven platform serving over 100 public agencies, SimpliGov is uniquely equipped to help WVBOM modernize its operations and achieve its mission of public health and safety protection. We look forward to partnering with WVBOM to deliver a transformative solution that supports transparency, efficiency, compliance, and constituent satisfaction.

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	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Proposals Info Technology

Proc Folder:	1739608		Reason for Modification:
Doc Description:	Medical Licensure / Records Database Maintenance System		
Proc Type:	Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2025-07-23	2025-08-19 13:30	CRFP 0945 BOM2600000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000049596

Vendor Name : SimpliGov LLC

Address :

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City :   Sacramento

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**Vendor
Signature X**   _David O'Connell_   **FEIN#** 82-5114065   **DATE** 11/05/2025

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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)

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

SimpliGov
_____
Company

David O'Connell
_____
Authorized Signature

12/15/2025
_____
Date

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

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

SimpliGov has organized our response according to Section 4 of the RFP. We have thoroughly addressed all aspects of the Project Specifications, and are proposing a fully-built, 100% compliant, no-code digital licensure solution. SimpliGov's proposed solution not only meets, but exceeds the required functionality set forth by WVBOM, and also presents cost and time savings through our no-code system.

SECTION 4: PROJECT SPECIFICATIONS

4.1. Background and Current Operating Environment: The WVBOM is the state agency charged with protecting the health and safety of the public through the licensure, regulation and oversight of medical doctors (MDs), podiatric physicians (DPMs), and collaborating physician assistants (PAs). WVBOM's office is located in Charleston, West Virginia. The WVBOM is comprised of fifteen (15) Board members that serve terms constituted through gubernatorial appointments. Additionally, the WVBOM employs seventeen (17) staff members. The WVBOM issues various types of practice credentials, including licenses, registrations, permits and authorizations. The WVBOM maintains historical records for all applicants and credential holders. Additional regulatory duties performed by WVBOM include managing complaints regarding its licensees and/or credential holders, performing investigations, and taking disciplinary action when necessary. Exhibit 1 provides a general overview of the various types of licenses, credentials, and historical records currently housed in the content management database.

EXHIBIT 1: SUMMARY OF RECORDS

Credential Type	Quantity
Active / Inactive Allopathic Physician ("MD") Licensees	9817
Active / Inactive Podiatric Physician ("DPM") Licensees	156
Active Physician Assistant ("PA") Licensees	1472
Active Educational Permit Holders (MDs)	750
Active Administrative Medicine Licensees (MDs)	16
Active Medical School Faculty Licensees (MDs)	8
Active Extraordinary Circumstance Licensees (MDs)	7
Active Interstate Telehealth Registrants (MDs, PAs and DPMs)	202
Active Physician Drug Dispensing Certificates (MDs, DPMs and PAs)	329
Active Medical Corporations/PLLC	559
Disciplinary Actions	3000
Expired/Historical Records	20000

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WVBOM maintains records for over 36,000 past and present credential holders with the expectation that this number will grow annually and could reach more than 40,000 within five (5) years. WVBOM's current content management database, cloud-documentation platform, and website are products provided by the same vendor. These products are approximately ten (10) years old. These systems were developed utilizing Oracle, HTML, and JavaScript. WVBOM is also in possession of digital historical data from its original database that was not migrated to the WVBOM's current database. The existing WVBOM systems have several limitations. These limitations include, but are not limited to:

- Inability to create digital applications to replace existing paper applications (initial and renewal)
- Inability to update existing digital applications
- Inability to update certificates for initial and renewal licensure
- Lack of a user web portal for tracking of application status.
- Lack of customization of data exports available.
- Limited reporting features
- Inability to retain complete historical data
- Slowness in data retrieval which creates difficulties in processing applications and answering corresponding questions in a timely manner

To support WVBOM's mission to protect the health and safety of the public, the winning vendor's solution will assist in streamlining WVBOM processes and thus creating ease of access for both WVBOM staff, the general public and applying/renewing credential holders.

SimpliGov is uniquely equipped to meet the West Virginia Board of Medicine's (WVBOM) operational needs through our cloud-native, no-code process automation platform, which is purpose-built for government agencies. The platform is fully scalable and secure, enabling WVBOM to digitize all credentialing, licensing, and disciplinary processes across all user types and credential categories as described in Exhibit 1, supporting a current and growing record volume of over 36,000 credential holders.

Scalable Platform to Meet Record and Workflow Volume

SimpliGov's platform is built on Microsoft Azure Government Cloud, ensuring security, scalability, and performance. It supports millions of records and transactions, and easily scales to meet WVBOM's projected growth to 40,000+ records in the next five years. Role-based access, audit logging, and full data encryption in transit and at rest are standard features.

Form Builder empowers WVBOM staff to rapidly configure and deploy digital applications for any credential type, including MD, DPM, PA, permits, faculty licenses, telehealth registrations, and more, without reliance on vendor development. Forms can dynamically display fields based on user input, support file attachments (e.g., transcripts, background checks), and be published in up to 140 languages. Existing forms can be easily updated over time.

Configurable Workflow Builder: SimpliGov's Workflow Builder allows WVBOM to automate complex multi-stage processes for initial credentialing, renewal, and disciplinary actions. Workflows can be fully customized to reflect approval steps, routing rules, and notifications for each credential type or exception case, supporting both internal review and external applicant interactions.

Identified Limitation	SimpliGov Solution
Inability to create/update digital applications	No-code form builder allows staff to design and maintain all application types with full version control.
Inability to update certificates	Certificate templates can be configured and updated via SimpliGov Document Builder with dynamic data merge.
Lack of applicant portal	SimpliGov provides a secure web portal with real-time status tracking, resubmission options, and multi-channel notifications.
Limited data exports	SimpliGov allows custom export templates and reporting dashboards using dynamic filters and fields.
Limited reporting	Real-time, configurable dashboards and reports enable data-driven decision-making.
Incomplete historical data retention	SimpliGov supports full data migration and retention of legacy and current records, including metadata and attachments.
Slowness in data retrieval	Hosted in Azure Government Cloud with optimized architecture for rapid search and retrieval of records.

SimpliGov provides a future-ready platform designed to eliminate the inefficiencies of WVBOM's legacy system and enable secure, compliant, and efficient credentialing and disciplinary operations.

4.2. Project Goals and Mandatory Requirements: Vendor should describe its approach and methodology to provide the service or solve the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

SimpliGov is better because our no-code platform empowers rapid delivery of complex, permit-specific workflows entirely out-of-the-box, without custom development. Each licensing or credential type will be configured to WVBOM's exact specifications, including applicant-facing forms, backend approval interfaces, and reporting dashboards. Our methodology ensures faster deployment, easier updates, and greater flexibility than traditional code-based systems, enabling WVBOM to modernize operations with minimal IT burden and maximum control. SimpliGov has addressed all of the RFP requirements below and meets or exceeds 100%.

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

4.2.1.1. The Vendor and system are intended to provide secure functionality for a replacement and modernization of the WVBOM's legacy content management database system ("Database") and applications/renewal system that collectively improves WVBOM business and process efficiencies with little to no interruption to customers and/or the public, which is also scalable and responsive to change.

SimpliGov offers a secure, cloud-based, no-code platform purpose-built for public sector agencies seeking to modernize legacy systems with minimal disruption to operations or public access. The platform is designed to replace outdated content management databases and application/renewal systems with a unified, scalable, and configurable solution.

The SimpliGov platform enables the end-to-end digitization and automation of licensing, credentialing, renewal, and disciplinary workflows using a single, integrated database. All public-facing services are delivered through mobile-responsive, ADA-compliant web forms that can be configured to mirror the WVBOM's existing processes with no custom development required. To ensure minimal interruption to public and internal stakeholders during the transition, SimpliGov supports:

- Phased rollouts and data migration services
- Parallel processing capabilities (e.g., legacy and new systems co-existing temporarily)
- Configurable notifications to keep applicants and staff informed
- Full audit trails and rollback tools to manage data integrity

The system is highly scalable, capable of supporting increased transaction volume and additional workflows over time without requiring re-architecture. Updates and enhancements can be made rapidly through configuration, ensuring the system remains responsive to regulatory or policy changes.

The platform is hosted on Microsoft Azure Government Cloud, ensuring full compliance with FedRAMP High, NIST 800-53 Rev. 5, and other public sector data security standards. All data is encrypted in transit (TLS 1.2+) and at rest (AES-256), with role-based access controls and real-time audit logging for full traceability.

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

SimpliGov includes full integration services as part of implementation and supports native, out-of-the-box integrations between the licensing database, application/renewal workflows, disciplinary tracking, and cloud-based document management. All components run on a unified platform with no third-party middleware.

The system supports:

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- API-based integration with external systems (e.g., credentialing databases, payment gateways, identity providers).
- Real-time data exchange across modules to eliminate duplication and ensure data consistency.
- Configuration of role-based access, file associations, and workflow triggers that span multiple functional areas.

Technical integration options include:

- RESTful APIs for bidirectional data exchange with external databases or legacy systems
- Native integration with Microsoft Azure Active Directory (AD) for SSO and user provisioning
- Webhooks and API triggers to connect with external document repositories and notification systems
- JSON/XML-based payload support for structured data interoperability
- Secure file exchange via SFTP for batch integrations where APIs are not available
- Pre-built connectors and form field mapping tools for fast integration with document storage, e-signature, and CRM systems

SimpliGov's delivery team ensures all integrations are, as required by WVBOM workflows.

Figure 1: SimpliGov has established integrations with common systems in place at government organizations.

4.2.1.3. The new Database should allow for complete data migration from the WVBOM's legacy database and other historical data in possession of the Board. Vendor should describe a recommended approach for the migration of WVBOM's existing data.

SimpliGov will fully support and manage the complete migration of WVBOM's legacy database and historical data into the new system. Our implementation approach includes dedicated migration planning, data mapping, transformation, validation, and audit preservation. Recommended Approach:

1. **Discovery & Mapping**: SimpliGov collaborates with WVBOM to review legacy data structures, define mapping rules, and identify required transformations.
2. **Test Migration**: A dry run is performed in a non-production environment to validate data integrity and workflow compatibility.
3. **Final Migration & Validation**: Upon approval, SimpliGov executes the full production migration, with reconciliation tools to verify completeness and accuracy.
4. **Audit Trails & Historical Access**: Legacy records are imported with audit histories preserved, ensuring continuity and compliance.

SimpliGov handles all data migration services in-house, ensuring a secure and efficient transition with no disruption to operations.

4.2.1.4. 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. The Database should allow for searching, sorting and exporting records and data for staff to manage records changes and create reports.

SimpliGov will configure the system to fully support all current WVBOM license and credential types out of the box, including but not limited to:

- Medical Doctors (MD)
- Podiatric Physicians (DPM)
- Limited License Physicians
- Telehealth Practice Registrants
- Educational Permits
- Interstate Medical Licensure Compact (IMLC) applicants
- Volunteer Licensees
- Physician Assistants (PA)
- PAs with Prescriptive Authority
- Compact Privilege holders
- Acupuncturists
- Acupuncture Detoxification Specialists
- Collaborating/Supervising Physician relationships
- Disciplinary and compliance cases

Future license or credential types can be added at any time using SimpliGov's no-code Forms Builder and Workflow Designer, enabling WVBOM staff to configure new processes without vendor reliance.

SimpliGov Forms Builder

SimpliGov's form design is done via a point and click interface, and no coding is required for utilizing SimpliGov's pre-configured fields. There are many form field options available to form designers. Each form field type has a set of respective properties. These properties can define form field size and appearance, set required fields, add placeholder text, hover tips, prepopulate the form field, and add validations for fields such as email addresses, phone numbers, and social security numbers. For fields in which free-form text is used, an editor is available to design the text or information to be displayed. There is no restriction on the type or number of fields used by the designer as they create forms. User interface is not limited to fixed print-like forms and supports multiple types of features related to e-forms. SimpliGov forms can be:

- Embedded directly into customer portals or customer-facing websites.
- Initiated as standalone online forms by clicking on links contained in customer portals.
- Initiated via API calls from external platforms.
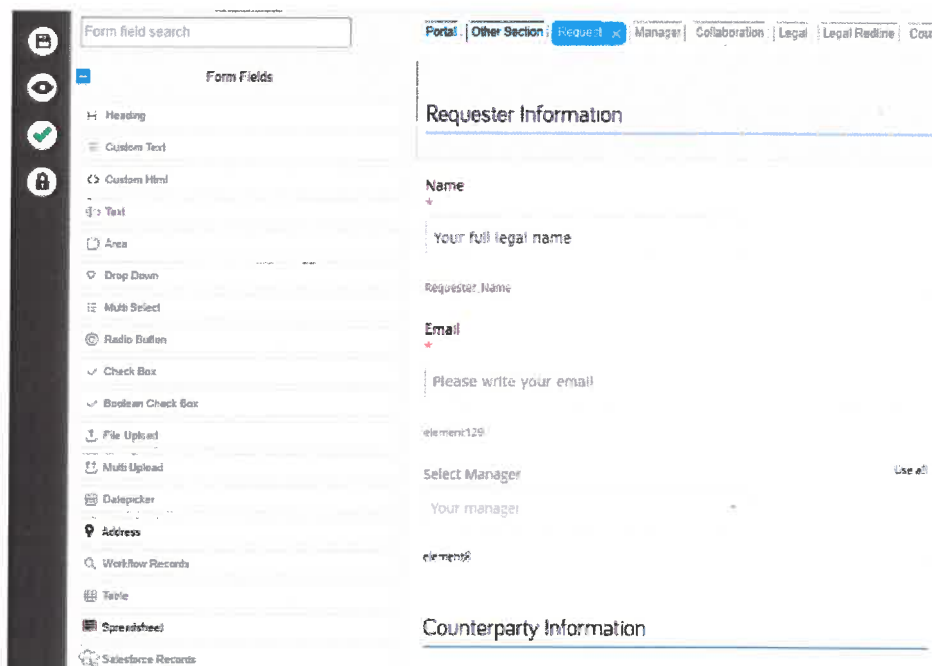
Figure 2: SimpliGov's drag-and-drop form builder allows the Authority to build surveys easily.

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

• Text box	• Radio buttons	• Currency

• Text area • Dropdowns • Time picker • Section headers • Hidden fields • Table/grid input	• Checkboxes • Date picker • Electronic signature • Rich text display (HTML) • Calculated fields • Auto-fill fields	• Number • File upload • Yes/No toggle • Repeatable sections (sub-forms) • Barcode and QR code fields • Multi-select lists

4.2.1.5. 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.

SimpliGov will configure the system to expose selected public data, such as licensee name, status, license type, expiration date, and disciplinary actions via a searchable public portal embedded on the WVBOM website. This public access functionality includes:

- SimpliGov can securely embed dashboards or public data views directly into the WVBOM's website via iframe or public API endpoints.
- Alternatively, WVBOM may choose to link to a custom-branded SimpliGov-hosted public portal that displays applicant or licensee status information.
- Public users can search by license number, name, or other criteria defined by the Board.
- Data displayed is controlled via role-based permissions, ensuring only authorized public fields are shown, while sensitive data remains protected.
- Dashboards are real-time and configurable, supporting search filters, column visibility, and export options.

SimpliGov's team will work with WVBOM to embed the portal using standard web components or APIs, at no cost to the public and with no external licensing requirements.

4.2.1.6. 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. The online application/renewal system should be accessible through a website portal on WVBOM's website which is fully compatible with mobile devices. The online applications and renewal system should allow for the uploading/downloading of documents, secure communication between applicants/credential holders and the WVBOM, a tracking and notification system, and should permit the applicant/credential holder to self-print and download licenses, wallet cards, permits, registrations, authorizations and certificates.

SimpliGov provides a fully integrated, web-based application and renewal system that supports all current and future license and credential types. The system

enables applicants and credential holders to complete the entire application or renewal process online via a secure portal embedded directly within the WVBOM website. Key capabilities include:

- Mobile-responsive portal, accessible on any device (desktop, tablet, smartphone)
- Dynamic, configurable forms for each license type
- Document upload/download support with real-time validation
- Secure two-way messaging between WVBOM staff and applicants
- Automated status tracking and email/SMS notifications
- Self-service printing of licenses, wallet cards, permits, and certificates upon approval

All components are delivered as part of SimpliGov's out-of-the-box functionality and configured to WVBOM's specific business rules and branding using our no-code Workflow Designer.

SimpliGov Workflow Designer

SimpliGov fully complies with this requirement by enabling WVBOM to configure and manage the entire online application and renewal experience through its intuitive, no-code Workflow Designer. Using this tool, WVBOM administrators can create fully customizable, mobile-responsive application and renewal workflows tailored to each license or credential type, both current and future. Each workflow can include dynamic form logic, secure file upload/download fields, and conditional routing for internal reviews. Applicants access these workflows via a WVBOM-branded web portal linked from the agency's website, where they can submit documents, track their progress, receive automated status notifications, and securely message staff within the system. The Workflow Designer also supports the generation of official documents, such as licenses, wallet cards, and certificates, which applicants can self-print or download upon approval. All workflows are configurable by WVBOM without coding, allowing the agency to adapt quickly to changing requirements or credential types. It is very common for business analysts or line of business users with no technical background to design their own e-forms and workflows from start to finish.
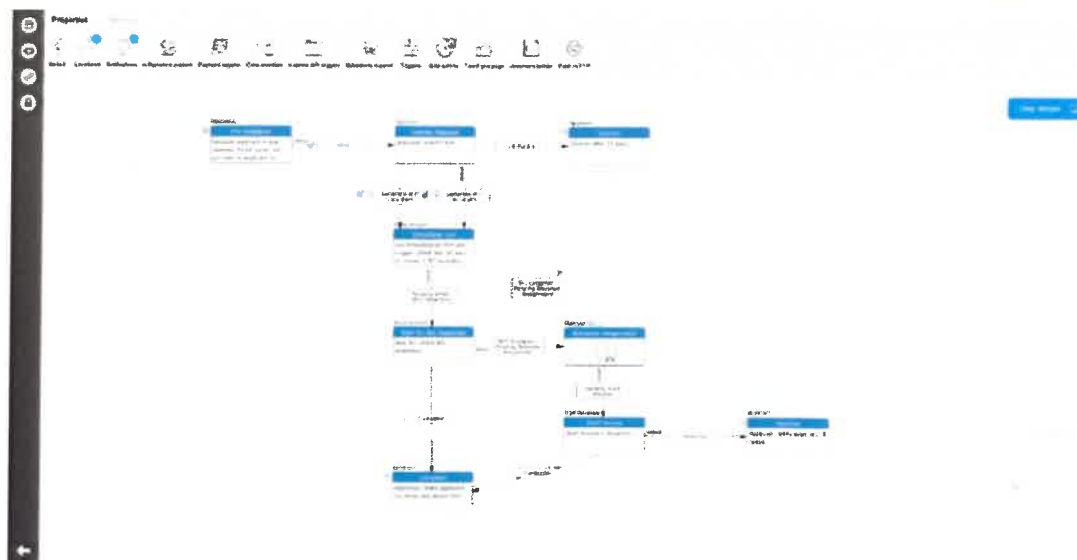
Figure 3: All workflow steps, notifications, and approvals can be visualized in SimpliGov's Workflow Builder.

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

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

4.2.1.7. The system should provide for the processing of payments, assessments and fees, integrating with the WV State Treasurer's "E-Gov" system for electronic revenue.

The SimpliGov platform provides robust support for electronic payment processing and includes integration options to support third-party systems such as the WV State Treasurer's "E-Gov" platform. SimpliGov supports pre-built and API-based integrations with external payment gateways via configurable payment blocks. These payment blocks allow workflow designers to embed secure,

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validated payment functionality directly into digital forms. Designers can define whether payments are collected at a specific stage or as part of a conditional relationship, and route workflows based on payment status (e.g., approved, failed, pending). Key capabilities that support this requirement include:

- Pre-configured payment modules with customizable fields and validation rules.
- Support for API-based payment integration, enabling real-time interaction with systems like WV's E-Gov.
- Routing based on payment status, using conditional logic to guide workflows based on successful or failed transactions.
- Secure PCI-DSS compliant architecture to handle payment data safely and ensure auditability.
- Reporting and reconciliation fields, allowing data from external payment providers to be captured and mapped within workflows.

SimpliGov's implementation team will configure and test the integration with WV's E-Gov system during the implementation phase to ensure seamless operation for electronic revenue processing.

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

SimpliGov includes a fully integrated, cloud-based documentation system that enables secure, end-to-end document generation, management, routing, and storage. The platform is hosted in Microsoft Azure Government Cloud, ensuring U.S.-based data residency, FedRAMP High compliance, and AES-256 encryption at rest and TLS 1.2+ encryption in transit.

Key Capabilities and User Interface Features:

- **Form Builder**: A no-code drag-and-drop interface allows WVBOM staff to design and update license applications, renewals, compliance forms, and supporting documents without technical resources. Forms can include validation rules, conditional logic, repeatable sections, and dynamic field mapping to support complex licensure and credentialing workflows.
- **Workflow Designer**: WVBOM users can configure step-by-step routing logic for intake, review, approvals, and document generation using an intuitive workflow builder. All workflows enforce role-based access and audit trails, and can be adjusted over time without code.
- **SimpliSign (eSignature)**: Native to the platform, SimpliSign allows secure document signing with support for sequential or parallel routing, signature authentication controls, document expiration, and audit tracking. Applicants and internal users can sign PDFs, upload supporting documentation, and receive status notifications—all without leaving the workflow.

- **Secure Document Management**: Uploaded and system-generated documents are stored in a centralized repository with metadata tagging, access controls, and version history. Documents can be downloaded, printed, or shared securely based on permissions.
- **User Experience**: The system is web-based and mobile-responsive, with dashboards for both applicants and staff. Users can see outstanding tasks, upload documents, send/receive messages, and download completed forms or certificates through a modern interface.

SimpliGov provides WVBOM with a single, secure, and easy-to-use environment for managing all documentation, from initial application through final license issuance and compliance tracking.

4.2.1.9. Vendor should outline all hardware and software components required to meet the project specifications and to integrate the system with the WVBOM's website. The proposal should identify any features/functionality that exceed the specifications, including whether the vendor has the capability to design, install and host the WVBOM's website.

The SimpliGov Automation Platform is a fully cloud-based, SaaS (Software-as-a-Service) solution. No hardware is required to be procured, hosted, or maintained by WVBOM. All functionality is delivered via modern web browsers and hosted in Microsoft Azure Government Cloud, which meets FedRAMP High, CJIS, and other U.S. public-sector security standards.

Required Components:
- **Hardware:** None required from WVBOM
- **Software:** Users only need a standard web browser (e.g., Chrome, Edge)

Web Integration:
SimpliGov will fully integrate the application and renewal portal into WVBOM's existing website using secure embed methods or public API endpoints. The platform supports mobile-responsive design and ADA accessibility.

Capabilities that Exceed Minimum Specifications:
- Native form builder and workflow designer (no-code)
- Integrated SimpliSign eSignature module
- Pre-built connectors for payments, authentication, notifications, and data integration
- Built-in audit trails, version control, and role-based access

Website:
SimpliGov will coordinate with WVBOM's web team to ensure seamless integration of portals and public data lookups within the Board's existing website and the SimpliGov application and review workflow interfaces. SimpliGov can fulfill 100% of the technical scope requested in the RFP without requiring any on-premise infrastructure or third-party system dependencies.

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

Our implementation team follows a repeatable process that combines management of a plan with date targets that are agreed to during project initiation and planning. In addition, during execution we employ an agile approach to configuration reviews. While additional information will be needed for establishing WVBOM-specific timeframes and activity durations, we are providing a conceptual schedule with common timeframes for customer implementations.

Implementation Timeframes

The conceptual phases and timeframes presented in the table below include activities that are conducted concurrently. For simplification, the schedule has been flattened from its more complex Gantt detail.

WBS	Task Name	Duration
1	Survey Platform Configuration – Tailoring Concept	94 days
1.1	Kickoff Meeting	0 days
1.2	Initiation and Planning	10 days
1.3	As-Is Validation	14 days
1.4	Analysis and Design	18 days
1.5	Buildout (3 Iterations)	18 days
1.5.1	Survey Build 1	7 days
1.5.2	Survey Build 2	7.25 days
1.5.3	Survey Build 3	6 days
1.6	Testing	17 days
1.7	Communication and Training	34 days
1.8	User Acceptance Testing	16 days
1.9	Deployment	2 days
1.9.3	Release	<Minimum 1 Day>

	Month 1	Month 2	Month 3	Month 4	Month 5
Project Initiation	■	■			
Detailed Requirements Capture	■	■			
Forms, Workflow Build & Integration			■	■	
User Acceptance Testing			■	■	
Administrator Training			■		

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File Conversion / Qualtrics Record Migration			███		
Go Live Preparation					███
Go Live					███
Knowledge Transfer				███	███
Project Management & Oversight	███	███	███	███	███

4.2.1.11. 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.

SimpliGov provides a comprehensive, high-touch support model that includes a Dedicated Customer Success Manager (CSM) assigned from implementation through the full lifecycle of the engagement. This CSM serves as a strategic advisor and primary point of contact for WVBOM, offering guidance on best practices, workflow optimization, and system enhancements.

Our approach to ongoing support and maintenance includes:

- 24x7 access to the SimpliGov Support Portal for ticketing, knowledge base access, and release documentation
- Ongoing software updates and enhancements deployed automatically via our SaaS platform, requiring no local installation or downtime for WVBOM
- Change requests or workflow updates are fully supported through our no-code Workflow Designer; SimpliGov provides advisory services and training to empower WVBOM staff to self-manage or submit configuration requests

SimpliGov offers comprehensive, U.S.-based technical support with defined response time SLAs and a clear incident classification and escalation matrix to ensure timely resolution of all issues.

- **Business Hours Support**: Monday through Friday, 8 AM – 8 PM ET
- **After-Hours/Emergency Support**: Available 24/7 for critical incidents
- **Support Channels**:
    - o Email
    - o Ticketing System
    - o Phone (for urgent or escalated issues)
    - o Optional support portal for agencies

SimpliGov provides a structured, SLA-driven support model that ensures timely resolution of issues and proactive engagement throughout the post-

implementation lifecycle. The following outlines SimpliGov's commitments, service tiers, and available support options. For a full copy of SimpliGov's standard Service Level Agreement see: https://simpligov.com/sla/.

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

SimpliGov provides a structured, hands-on training program for WVBOM staff as part of implementation. Training is led by a dedicated Training Consultant and includes both live, instructor-led sessions and on-demand materials. Training Components include:

- **Role-based sessions** tailored to administrators, reviewers, and support staff
- **Live virtual training** with recorded sessions available for future use
- **Step-by-step guides**, quick reference sheets, and video tutorials
- **Practice environments** for users to test and learn without impacting live data
- **Train-the-trainer model** to support long-term self-sufficiency

SimpliGov's no-code platform is designed for usability, and most users require minimal ramp-up. Additional refresher sessions or deep-dive configuration training can be provided as needed. Our goal is to ensure WVBOM staff are fully confident in managing, updating, and using the system from day one, without ongoing vendor dependence.

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

SimpliGov has provided a 100% compliant solution that fully meets, and in many areas exceeds, the mandatory project requirements outlined by WVBOM. As a no-code platform purpose-built for government, SimpliGov enables WVBOM staff to easily configure, manage, and update application, renewal, and compliance workflows without developer resources. This ease of configurability ensures rapid implementation, long-term flexibility, and lower total cost of ownership. Our solution exceeds the mandatory requirements through integrated digital forms, secure cloud-based infrastructure (Microsoft Azure Government), role-based access controls, audit logging, applicant self-service portals, and automated document generation. SimpliGov's approach ensures WVBOM can continuously adapt and scale its licensing operations with confidence.

4.2.2.1. Database System: The Vendor must provide, install, configure, test, support, and maintain a modernized database for the WVBOM. The solution should have a web- based application that will not have dependence on any desktop client operating hardware or software. From time of award, the vendor shall have the database fully developed, implemented, and operational within 18 months. All data from the WVBOM's legacy database will be migrated. The Vendor will likely need to work with the WVBOM's current provider to migrate all existing data into the new solution. The Database must be able to store and provide member data for historical recordkeeping, management, data-mining, and reporting purposes.

(1) The Database should provide for document and data repository capability and indexing capability to store application, renewal, malpractice, disciplinary and historical documents, historical data, and images. Storage of all documentation, information, and materials shall take the place of current historical paper/electronic files and remains the property of the WVBOM. The solution should be integrated into the WVBOM's website (currently https://wvbom.wv.gov) to allow for detailed real-time verification capabilities to provide an online search feature that can be utilized by the public to obtain a license/registration/permit holder's ("Members") authorization status(es), member type(s), malpractice history, work address, or other such categories, and includes the ability for disciplinary documents to be viewed through the website.

(2) The Database should provide the ability to add new Member types, credential types and/or sub-types as needed. The Database should use Roles Based Access Controls to segregate functions and services at the appropriate operational level based upon need-to-know basis. The solution should have a web-portal dashboard that can allow authorized access for WVBOM staff access. The solution should provide functionality to generate emails to all or any specific member, or cohort of members, at the WVBOM's convenience for information purposes, without limitations on character counts and to maintain a legally sufficient record of any communications for each member.

(3) The solution should provide for WVBOM branding into screens, webpages, reports, documents, printed licenses, certifications, permits, letters and email correspondence.

(4) The system should be compatible with the usage of external APIs to feed information into Member's records. This includes, but is not limited to, VeriDoc, the Federation of State Medical Board (the uniform application for licensure), and the Interstate Medical Licensure Compact Commission.

(1) SimpliGov will provide a fully modernized database system through the SimpliGov Automation Platform. Our solution includes a web-based interface with no dependency on desktop client hardware or software, ensuring full

accessibility and scalability. We will deliver a fully configured, tested, and operational system, including all integrations and data migrations, within 5 months, significantly ahead of the 18-month timeline specified. As a no-code platform, SimpliGov requires no custom development, enabling faster deployment and easier future updates. We will work closely with WVBOM's current provider to ensure a secure and complete migration of all legacy data into the new system.

(2) New member types, credential types, and sub-types can be easily added by WVBOM staff using the SimpliGov Workflow Designer—without the need for development or vendor intervention. The platform enforces strict Role-Based Access Controls (RBAC), allowing permissions and data access to be configured by role, ensuring staff only see and act on data relevant to their responsibilities. Authorized users access the system via a secure, web-based portal dashboard hosted in Microsoft Azure Government Cloud. Additionally, SimpliGov includes robust email communication tools that enable WVBOM to send messages to individual members or targeted cohorts without character limitations. All outbound communications are logged and stored per member record to ensure a legally sufficient audit trail of correspondence.

Figure 4: SimpliGov sends automated email notifications configured to specific actions or steps in a workflow.

(3) SimpliGov fully supports WVBOM branding across all system interfaces and outputs, including screens, web pages, reports, documents, printed licenses, certifications, permits, letters, and emails.

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(4) SimpliGov fully supports integration with external APIs to feed information into member records. The platform offers robust RESTful API capabilities, allowing seamless connectivity with third-party systems such as VeriDoc, the Federation of State Medical Boards (FSMB), and the Interstate Medical Licensure Compact Commission (IMLCC). These integrations can be configured without custom development.

4.2.2.1.1. Task Management: The Database should have functionality that allows WVBOM staff to create and manage workflow for automatic and ad-hoc generated tasks. Task management, user assignment, templates, reports, new member types, and workflow modules should be customizable by WVBOM staff via user interface without custom development, coding, or programming to accommodate.

The SimpliGov Automation Platform includes a powerful Workflow Builder that enables WVBOM staff to create, manage, and modify automated and ad-hoc workflows without coding or custom development. The interface is fully no-code and user-friendly, allowing administrators to configure business rules, approval routing, and task assignments directly through the platform.

Capabilities include:

- Creation and management of automated and ad-hoc tasks tied to licensee records
- Task assignment and re-assignment by role, individual, or group
- Reusable workflow templates to standardize common business processes
- Configurable modules for license types, compliance reviews, renewals, and disciplinary processes
- Reporting and dashboards for task tracking, workload management, and performance metrics
- Ability to add new license or member types without vendor coding
- All actions are captured in real-time audit trails

Using the Workflow Builder, WVBOM staff can adapt and extend processes quickly, ensuring the system remains responsive to future regulatory or operational changes while eliminating dependence on vendor development cycles.

4.2.2.1.2. Auditing: The solution should provide an audit trail for all scanned, uploaded, stored, archived, and retrieved documents. All changes to data, including audit trails of users making changes, should be stored in a transactional record so historical audit reports can be displayed and generated. The system should accurately record and display the user making the changes and the date and time of the changes. The solution should allow staff to pull a random percentage of applicants or license holders from the database for auditing purposes.

SimpliGov provides a complete, immutable audit trail for all documents and records, including scanned, uploaded, stored, archived, and retrieved files. Every action—such as edits, approvals, uploads, or status changes—is logged at the transactional level with:

- User identity
- Action taken
- Date and timestamp
- Before/after record values

Audit trails are visible on all records and may be exported or reported on at any time. Staff can generate real-time audit reports showing full activity history across the system. For audit sampling, SimpliGov reporting tools can generate either randomized samples or complete audit sets depending on WVBOM's needs. However, random selection is not required since the platform can display all metrics and activity in real time for transparency and compliance. This ensures WVBOM can meet all oversight, compliance, and regulatory requirements with a complete, reliable record of every system action.

Summary Details for Q-01125

Audit Trail	3 Documents	0 Communications	0 eSignature Documents	0 Related Workflows

Audit Trail

Show detailed result

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

Completed Stages:

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

Figure 5: All SimpliGov workflows and records contain an audit trail that is visible to those with permissions.

4.2.2.1.3. Reporting: 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. The Database should allow for daily financial reports of revenue collection broken down by member types as well as totals to prevent staff from needing to access multiple tools to verify payment information. The solution should allow WVBOM staff to access all fields to create customized reports. This should allow staff to create customized report templates that may be saved and applied to different data and/or record sets.

The SimpliGov Automation Platform provides robust reporting capabilities that allow WVBOM staff to search, sort, filter, export, and create custom reports from a single system of record. Reports can be built and customized by WVBOM staff through the user interface, with no coding required.

Application/Renewal Tracking: Real-time reports display the status of each applicant or licensee at any stage of the process.

Financial Reporting: Automated daily revenue reports broken down by license or member type, with consolidated totals. This eliminates the need to access multiple systems to verify payment activity.

Drill-Down Capabilities: Reports can move from summary data into individual record detail. For example, staff can click into an anomalous transaction, delinquent renewal, or flagged disciplinary record to view the complete underlying history and documentation.

Export & Automation: Reports can be exported in multiple formats (Excel, CSV, PDF) or scheduled for automated delivery to designated staff.

Dashboards: Visual dashboards highlight trends, bottlenecks, or outliers, with the ability to investigate and act immediately from within the system.

This ensures WVBOM can not only track high-level trends and compliance but also drill directly into outlying activity for audit, investigation, or corrective action.
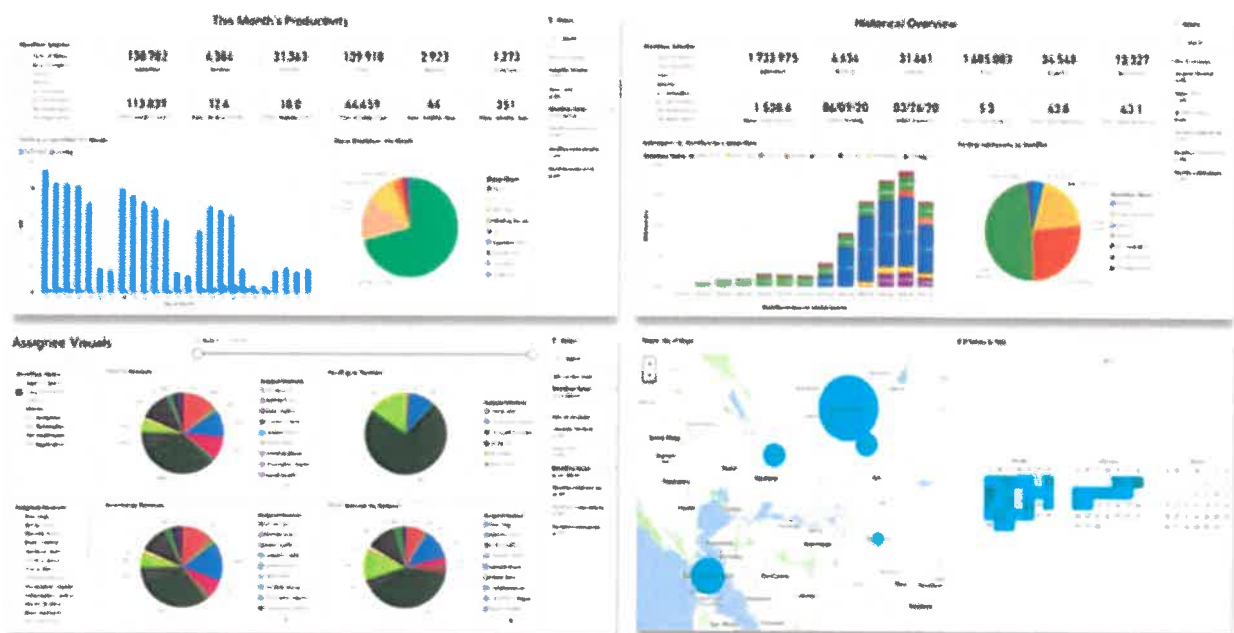
Figure 6: SimpliGov offers robust report visualization tools for any captured data point.

Report Builder & Templates

SimpliGov's Report Builder allows WVBOM staff to create fully customized report templates that can be saved and applied to different data sets or record groups. Templates are created through a no-code interface and can be reused, ensuring consistency while reducing staff effort.

SimpliGov enables the Board to create and manage branded form letters and standardized communications that can be automatically generated based on license or application status. Using a built-in template builder, staff can design letters with dynamic merge fields that pull directly from the database, ensuring accuracy and consistency across all correspondence. These templates integrate with the system's Report Builder and dashboards, allowing staff to identify applicants or licensees needing communication, drill down into individual records, and generate letters or notices directly from the same interface. Communications can be securely sent via email or made available for download through the applicant portal, with a complete audit trail maintained for compliance.

4.2.2.1.4. Disciplinary and Complaints Case Management and Reporting: The solution should provide for disciplinary and complaints case management and reporting. It should allow tracking and managing of complaints, enforcement and compliance activities such as recording complaints received, opening complaints, conducting investigations, managing outcomes, and tracking deadlines and timeframes. The system should have the capacity for up to 500 complaints per year. The system should have the ability to retain historical information about prior complaints indefinitely or subject to the discretion of the WVBOM in accordance with the record retention requirements of the WVBOM. The system should include an auto generated date tracking ability. The system should allow the ability to store documents, videos, and audio files with each case.

The SimpliGov Automation Platform provides a fully integrated disciplinary and complaints case management solution that supports the complete lifecycle of complaints, from intake through investigation, resolution, and compliance monitoring. The system enables WVBOM staff to record and open complaints, conduct investigations, document outcomes, and track enforcement activities with auto-generated date tracking to ensure deadlines and timeframes are met. It is designed to handle up to 500 complaints per year and scales to accommodate additional volume if needed. Historical complaint and disciplinary records can be retained indefinitely or archived in accordance with WVBOM's record retention requirements, while remaining searchable and auditable. Each case record can securely store supporting documentation, videos, and audio files, all encrypted in transit and at rest. A full and visible audit trail is maintained on every complaint and action taken to ensure complaint integrity and accountability in handling. Reporting capabilities allow staff to monitor complaint volumes, case progress, and resolution timelines, with the ability to drill down into individual records for oversight and transparency.

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4.2.2.1.5. Payment: The system must provide for the processing of payments, assessments and fees, integrating with the WV State Treasurer's "E-Gov" system for electronic revenue and include fee receipts within member's corresponding records.

SimpliGov provides robust capabilities for processing payments, assessments, and fees via out-of-the-box integrations with major payment processors and configurable API-based payment blocks. While SimpliGov does not currently offer a pre-built connector for the West Virginia State Treasurer's "E-Gov" system, the platform is fully capable of integrating with this system via API or file-based methods, assuming technical specifications are provided by the Treasurer's Office.

SimpliGov supports:

- **API-based payment integrations** using pre-configured payment blocks, enabling real-time fee collection, transaction validation, and dynamic mapping of response data for reconciliation.
- **On-stage and on-relationship payment handling,** including support for authorization, sale, or declined scenarios.
- **Routing logic based on payment status,** allowing workflows to dynamically respond to successful or failed payments.
- **Secure revenue tracking and audit logs,** ensuring all financial interactions are recorded in accordance with public sector compliance needs.
- **Fee receipts and confirmation** can be auto-generated and embedded directly within a constituent's or member's record in the workflow system for easy access and reporting.

SimpliGov has demonstrated successful integration with other payment systems such as Converge (Elavon) and Stripe, and supports flexible custom integrations with public-sector financial systems. Integration with West Virginia's "E-Gov" system would follow a similar implementation path, working in partnership with the Treasurer's Office for credentialing and connection details. All receipts and payment confirmations are stored within the relevant member or constituent record, satisfying the requirement for inclusion in corresponding record.

4.2.2.2. Cloud Based Documentation Program: 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. The cloud-based program should not allow for documentation to be printed off or locally stored on a machine or device. The program should permit:

4.2.2.2.1. A portal that allows WVBOM staff to securely send or receive confidential documents with an authorized third party. The portal should allow WVBOM staff and WVBOM board members to have secure accounts.

The system must allow functionality to limit access to any specific user(s) to workspaces or specific documents/files.

The SimpliGov Automation Platform provides a secure, cloud-based portal that enables WVBOM staff to send and receive confidential documents with authorized third parties. Each staff member and board member is provisioned a secure account with role-based access controls, ensuring only authorized individuals can view, upload, or act on documents. The system allows administrators to configure permissions down to the level of a specific user, workspace, or individual file, so access can be limited to exactly the parties designated by WVBOM. All document exchanges are encrypted in transit and at rest, with a full audit trail to record who accessed or modified each file. This ensures sensitive materials are shared securely and in compliance with WVBOM's confidentiality and record-keeping requirements.

Figure 7: SimpliGov offers easy role-based access controls that can be configured exactly to Authority permissions.

4.2.2.2.2. WVBOM staff and board members (at no additional user license cost) to upload documents and audio/video files. File type include, but are not limited to; PDF, DOC, DOCX, XLSX, PNG, JPEG, MP4, MOV.

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All WVBOM staff and board members will have the ability, at no additional user license cost, to upload and manage documents and media files directly within the SimpliGov platform. Supported file types include PDF, DOC, DOCX, XLSX, PNG, JPEG, MP4, and MOV, among others, ensuring that all required formats can be securely stored and accessed.

4.2.2.2.3. All uploaded documents, videos, audio files, etc. should be viewable within the portal without system delay.

The SimpliGov platform ensures that all uploaded documents, videos, audio files, and other supported formats are viewable directly within the secure portal without delay. Files are stored in Microsoft Azure Government Cloud and streamed or rendered in real time, allowing WVBOM staff and board members to immediately access content without downloading or leaving the system.

4.2.2.3. Application/Renewal System via Website Portal: The Vendor should provide and design an integrated website portal accessible through the WVBOM's website (https://wvbom.wv.gov). The website portal should be fully integrated with the Database and Cloud Based Documentation Program to allow for accurate and seamless transfer of data and information as needed.

The SimpliGov Automation Platform will provide WVBOM with a fully integrated website portal, accessible directly through the WVBOM's public website (https://wvbom.wv.gov). The portal is seamlessly connected to the licensing database and the cloud-based documentation program, ensuring accurate and real-time transfer of data and supporting documents. All applicant and licensee functions, such as applications, renewals, document submission, payments, and status tracking, are accessible from a centralized home screen. The portal will be fully branded to the West Virginia Board of Medicine, mobile-responsive, ADA-compliant, and designed to match the look and feel of WVBOM's forward-facing website, providing a consistent and professional user experience.

4.2.2.4. The website portal should allow for a secure portal for members to perform the following functions, without any cost from the Vendor to members. In addition, it should allow administrative access to the WVBOM staff to review, manage, and edit all actions and functions below.

The SimpliGov portal will provide WVBOM members with secure, no-cost access to perform all required licensing and renewal functions, while giving WVBOM staff full administrative control to review, manage, and edit all related actions within the same integrated system.

4.2.2.3.1. The portal should contain an application and renewal system for all WVBOM credential types which allows members to access a centralized dashboard that will provide them with real-time information concerning their member status, application and renewal application status, and the individual's historical record with the WVBOM. The website portal should have the capability to allow Members to login and see their record, print and download a copy of any correspondence generated by the WVBOM.

SimpliGov will create a workflow that supports all credential applications and renewal processes established by WVBOM. This will be delivered through an intuitive, easy-to-use interface that leverages conditional logic to guide each applicant or licensee to the correct application path and data fields for their credential type. From a centralized dashboard, members will have real-time visibility into their current license status, application and renewal progress, and their complete historical record with WVBOM. The portal will also allow members to log in securely, review their records, and print or download any correspondence generated by the Board.

4.2.2.3.2. Members should be able to login to see their portal using their email address as a username and a customizable password. The password should contain at least eight (8) letters, at least one (1) capital letter, number, and symbol.

The SimpliGov portal will allow members to log in using their email address as the username and a customizable password. The system enforces strong password requirements, including a minimum of eight characters with at least one capital letter, one number, and one symbol, meeting the security standards outlined by WVBOM.

4.2.2.3.3. Members should be able to update/change their username (i.e. email) and/or password after logging in. There also should be a secure retrieval system and link to allow member to reset their within a set time frame. No account may use the same email address.

The SimpliGov portal allows members to securely update or change their username (email) and/or password after logging in. A secure retrieval system with a time-limited reset link is provided to support password recovery, and WVBOM will have the ability to define the time frame for reset validity. The system enforces uniqueness of email addresses, ensuring that no two accounts may share the same email.

4.2.2.3.4. The website portal should employ an address verification tool for all address fields. This also should employ uniform formatting for similar field types, such as telephone numbers. Through this portal, members should have the ability to provide a change in contact information online (i.e. address(es), telephone number(s), email. The system should allow any functionality which allows members to change their information and include additional functionality which allows WVBOM staff to review, revise, and approve such changes before they take effect. The system should record all changes related to a member's contact information.

SimpliGov fully meets the requirement for address verification, standardized formatting of contact fields, and controlled workflows for updating member contact information. The platform supports the use of external APIs for validating address fields, ensuring that user-entered addresses are accurate and standardized before submission. Field types such as phone numbers and emails are governed by built-in validation rules that enforce uniform formatting, including country-specific formats and input masking. Members can securely submit updates to their contact information, such as address, phone number, or email, through a responsive, public-facing web portal. Once submitted, these updates are routed through a configurable workflow that allows WVBOM staff to review, modify if needed, and

approve the changes prior to them taking effect. All changes are tracked with a detailed audit log capturing timestamps, user IDs, and before/after values to support accountability and compliance. Additionally, SimpliGov provides Google reCAPTCHA v3 integration for login, registration, and form submission layers to prevent spam and unauthorized access.

4.2.2.3.5. The portal should allow for complete administrative access and oversight by WVBOM staff that allows the capability for staff to review applications and documents submitted by members prior to approval/denial.

WVBOM administrators use the Workflow Builder to review applications and documents with full edit controls, audit visibility, and reporting. Stakeholders can mark items as reviewed, which automatically routes the record to the next reviewer in the configured queue and issues notifications to the assigned user. Approvers receive system alerts and can approve, request changes, or deny within the same interface; all actions are time stamped and recorded for oversight.
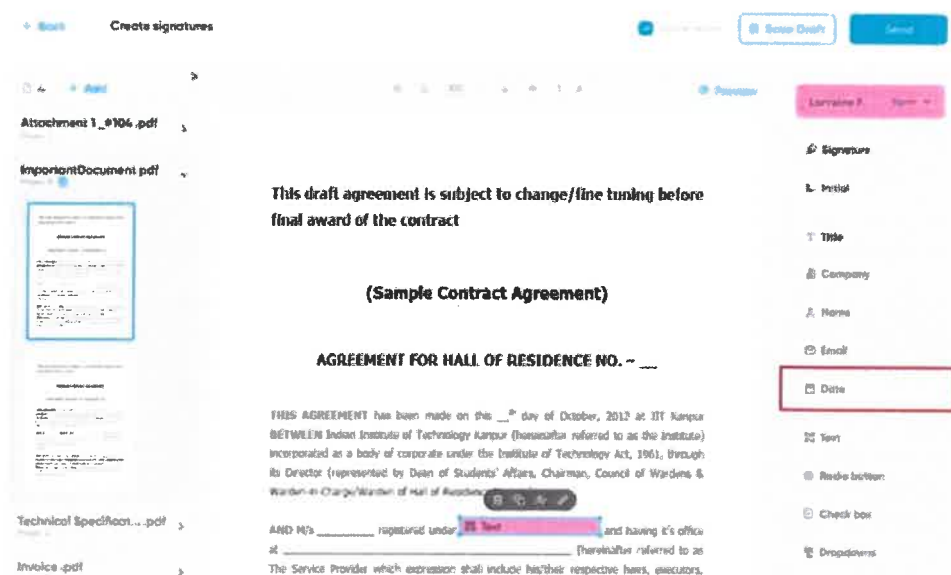
Figure 8: SimpliGov allows for the viewing, annotation, and signature of workflow documents

4.2.2.3.6. The application and renewal system should permit WVBOM staff to customize, modify and create applications, and application content, as needed. It should maintain legally sufficient archival copies of all prior iterations of all applications which have been utilized by any member. Board staff should be able to obtain a true and complete copy of all application questions and content as viewed by a member and which was in use on a specified date. Application content which is common to multiple member types should be easily transferable from one application type to another.

SimpliGov fully complies with this requirement through its Forms Builder module. The SimpliGov platform provides WVBOM staff with no-code tools to create, customize, and manage application and renewal forms directly through an intuitive Forms Builder interface. The platform was purpose-built for public sector agencies and enables non-technical users to configure form logic, content, and layout without developer assistance.

SimpliGov supports the following functionalities relevant to this requirement:

1. **Form Customization and Creation by Staff:**
   WVBOM staff can create new forms or modify existing applications in real-time using the drag-and-drop Forms Builder. This includes adding/editing questions, applying validation rules, conditional logic, and managing section layouts.
2. **Legal Archiving of Form Iterations:**
   SimpliGov automatically maintains version-controlled archival copies of every form and its content. Each version is timestamped and immutable, allowing retrieval of the exact version of the form (as presented to a member) on any specified date.
3. **Full Historical Retrieval:**
   Administrators can retrieve a true and complete copy of an application, including all form content, help text, field logic, and configuration, as it was presented to a specific applicant at the time of submission. This satisfies legal sufficiency for audits, appeals, or regulatory reviews.
4. **Reusable Form Content Across Applications:**
   SimpliGov supports the use of content sources and template components that allow shared fields, sections, or questions to be reused across different member types or application workflows. Changes to common elements can be propagated as needed, reducing redundancy and effort.

4.2.2.3.7. WVBOM staff should be able to save or print any member forms (including applications, communications, reports, and supporting documentation) from the member's access on the website and back office. Staff should be able to revise applications, hold applications, or archive applications depending on the status of the application. It should allow staff to place documents for any member or group of members in a chronological sequence and allow for future deletion according to the WVBOM's document retention policy. This portal should be a customizable workspace depending on the tasks needed to be performed by WVBOM staff.

SimpliGov meets this requirement. WVBOM staff can save or print any member-submitted forms, communications, reports, and supporting documents directly from the member's record through both the public-facing portal and the administrative back office. The system allows staff to revise, hold, or archive applications based on their status, and supports chronological organization of documents for individual members or groups. Documents can also be flagged for future deletion in accordance with WVBOM's retention policies. The administrative portal is fully customizable, enabling each staff member to configure their workspace based on their specific roles and responsibilities

4.2.2.3.8. The portal should have the ability to save any application or renewal process and go back later to pick-up where they left off. The MD application portion must be able to interface with the Federation of State Medical Boards Uniform Application and Federation Credential Verification Service packet so that applicable Members are able to electronically transfer data from that system into this one.

The applicant portal allows users to save their progress at any point in the application or renewal process and return later to continue where they left off, ensuring a seamless user experience. Additionally, SimpliGov supports integration with the Federation of State Medical Boards (FSMB), including the Uniform Application (UA) and FCVS credential packets, enabling eligible applicants to electronically transfer their data directly into the WVBOM system through secure API-based connections.

4.2.2.3.9. The website portal must generate a legally sufficient and accurate record of a member's final responses to all application questions. At a minimum, for a legally sufficient and accurate record, include:

4.2.2.3.9.1. Mirror all written content and application instructions as viewable by members.

The platform automatically generates a legally sufficient, unique, and accurate record of each member's final application submission, preserving both content and context in a standardized, auditable format. SimpliGov captures and mirrors all written content, application instructions, and conditional logic as presented to the member during the submission process, ensuring legal sufficiency and record accuracy. Digital forms and data intake will be designed exactly to collect the required data to establish a legal record.

4.2.2.3.9.2. Accurately reflect the information entered and saved by members in response to each question.

The SimpliGov platform accurately captures and reflects all information entered and saved by members in response to each application question, including responses to conditionally revealed fields that appear based on previous inputs. All data is stored in its final submitted state and preserved in a legally sufficient format. In addition to generating complete PDF records of responses, SimpliGov also supports real-time dashboards and reporting tools that allow WVBOM staff to monitor, filter, and analyze member inputs acros s workflows. This enables immediate visibility into application trends, bottlenecks, or errors, and supports oversight, audit readiness, and continuous process improvement. Before final submission, applicants are presented with a full summary view of their responses, allowing them to review and confirm the accuracy and completeness of their application.

4.2.2.3.9.3. Be automatically saved in .PDF format within each member's database record resources.

Upon submission, a PDF version of the full application, including instructions, questions, and responses, is automatically saved to the member's record in the system's document management repository.

4.2.2.3.9.4. Contain Member identity and page number information on each page of the PDF.

Each generated PDF includes the member's name, unique identifier, and page numbers on all pages, meeting traceability and documentation standards. These fields can be easily added and configured using the Document Builder.

4.2.2.3.9.5. Include the date of electronic submission by member.

The system logs and displays the exact date and time of electronic submission on the PDF copy. All activity is recorded in the SimpliGov system and viewable in the audit record.

4.2.2.3.9.6. Utilize readable font no smaller than visual size of 11-point Times New Roman font.

SimpliGov will ensure all final records are rendered in readable fonts no smaller than the visual equivalent of 11-point Times New Roman, ensuring compliance with legibility standards. Fonts for all system interfaces can be configured easily to be in line with WVBOM branding and legal standards.

4.2.2.3.9.7. Be accessible to the member through the member's portal.

Submitted application PDFs are accessible to the member through their secure portal, based on their access permissions, for review, printing, or recordkeeping.

4.2.2.4. Data and Compliance

All systems utilized by the WVBOM contain information related to Health Insurance Portability and Accountability Act (HIPAA) and Personally Identifiable Information (PII) and all solutions must have a compliant level of security to handle confidential information and communications. Vendor must provide third-party documentation verifying compliance upon request.

4.2.2.4.1. The website, database and all deliverables must satisfy the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, and any other relevant accessibility standards to ensure accessibility for individuals with disabilities. Vendor must provide third-party documentation verifying compliance upon request.

The SimpliGov platform fully complies with WCAG 2.1 Level AA standards to ensure accessibility for individuals with disabilities. The platform is designed with inclusive user experience in mind, including screen reader compatibility, keyboard navigation, and color contrast compliance. SimpliGov regularly validates its accessibility through internal audits and can provide third-party accessibility compliance documentation upon request to verify adherence to all relevant standards.

4.2.2.5. Ongoing Maintenance and Support: Following implementation of the system the Vendor should provide ongoing maintenance and support to the WVBOM. Vendor should have sufficient staffing and personnel to provide immediate support if necessary. Vendor should provide a help desk service via telephone and remote desktop support to both WVBOM staff and end user members. This includes support to WVBOM administrative users and IT staff for configuration to the database, applications, website portal and cloud-based program. During the life of the contract, Vendor should make available to the WVBOM all new software versions and patches of defects. Vendor should provide support to the WVBOM in making necessary modifications, additions, change orders, customizations, and/or corrections to defects in the systems.

SimpliGov fully complies with all ongoing maintenance and support requirements. We provide comprehensive post-implementation support, including a dedicated Customer Success Manager, a staffed U.S.-based help desk, and remote desktop support for both WVBOM staff and end-user members. Our support team is available to assist with configuration, troubleshooting, and workflow changes across the database, applications, website portal, and cloud-based system. SimpliGov ensures that all new software versions, patches, and enhancements are made available at no additional cost throughout the life of the contract. Additionally, SimpliGov supports all change orders, customizations, and defect resolutions with no-code configurability and expert advisory services, ensuring WVBOM can adapt quickly and securely to future needs.

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

4.3.1. Qualification and Experience Information:

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

4.3.3.1. 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. In their proposal, the Vendor should describe how the staffing plan will provide the skills necessary to meet the requirements of the project throughout the life of the contract. This includes indicating how many agents would

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be involved in the creation and implementation phase, as well as for ongoing support and maintenance.

Christina Duffy, Executive Sponsor: Over the past ten years at SimpliGov, Christina Duffy has led the successful implementation of large-scale digital transformation initiatives for major state government agencies. As a senior leader, she oversaw end-to-end deployment of SimpliGov's no-code workflow automation platform across multiple state departments, ensuring seamless delivery, stakeholder alignment, and measurable impact. Christina played a key role in guiding complex projects for California Department of Social Services (CA DSS) and other human services agencies, leveraging her deep understanding of government operations, process automation, and change management. Her leadership and hands-on experience in managing enterprise-level implementations have been central to SimpliGov's success in driving modernization across the public sector.

Shana Smith, Project Architect: Shana Smith, Vice President of Operations at SimpliGov, brings over 10 years of experience delivering digital modernization initiatives to large government agencies, including statewide Departments of Transportation and enterprise-level public sector clients. She has spent the last five years at SimpliGov leading some of the company's most complex workflow automation projects, including transportation-focused solutions involving permitting, licensing, inspections, and regulatory compliance. Shana is known for her structured, outcome-driven leadership style and her ability to manage multi-stakeholder projects from design through deployment. She holds multiple professional certifications, including SimpliGov Platform Certified Professional, Six Sigma Green Belt, CompTIA Project+, and Azure AI Fundamentals, underscoring her technical fluency and operational rigor. Her deep experience with housing and human services' workflows ensures she brings practical insight and tested best practices to support a smooth, compliant, and efficient implementation tailored to WVBOM's operational environment.

Kenneth Choate, Project Manager: Kenneth will serve as the dedicated Project Manager for this engagement. He will manage the day-to-day operations of the project, serve as the constant and primary point of contact for WVBOM, and remain accessible by phone and email during core business hours. Kenneth will lead all coordination efforts with WVBOM staff, oversee scheduling, deliverables, and scope alignment, and provide timely written status updates and issue escalations. He holds a recognized project management certification and brings strong communication skills to effectively engage with stakeholders at all levels. Kenneth will also participate in all required meetings, ensure adherence to timelines, and maintain full accountability for project performance and progress throughout the contract term.

Hollie Watson, Training Consultant: Hollie Watson will serve as the System Trainer for the project. Hollie brings over 20 years of training and knowledge transfer experience for SaaS implementations in government environments. Hollie has led training programs for large state agencies and departments, with a focus on digital permitting, licensing, and public relief/benefits workflow automation systems. She has developed and delivered both in-person and remote training programs, ensuring accessibility and flexibility for

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government staff. All sessions are recorded and provided to WVBOM for reference and reuse.

Nick Miller, Senior Solutions Associate: Nick brings over three years of experience supporting large-scale state government implementations as a Seinor Solutions Associate. He has worked with multiple public sector clients, including state housing and human services' agencies, to plan, coordinate, and deliver successful change management and end-user adoption strategies. His collaborative approach ensures agency stakeholders are engaged throughout the release lifecycle and that programs are tailored to specific user roles, systems, and communication preferences. As part of his responsibilities, Nick will help WVBOM to develop and refine its initial forms and workflows, as well as change management activities, to ensure alignment with WVBOM's protocols. He is a permanent SimpliGov employee and will serve as a continuous point of support throughout the project.

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

1. Los Angeles City Planning – Development Permit Application Automation

Client Name: City of Los Angeles – Department of City Planning
Engagement Title: Planning Application Modernization
Description: LA City Planning needed to digitize its development application process, which had been paper-based and heavily reliant on in-person interactions with planners. With SimpliGov, the City implemented a robust permitting solution that modernized intake, routing, GIS validation, and digital signatures.
Key Solution Features:
- Public-facing DCP 7771 application with conditional logic
- Integration with GIS and mapping tools
- Automated PDF generation and SimpliSign e-signature support
- Role-based dashboards for staff processing

Results:
- Applicants no longer required to visit City offices
- Faster approvals with improved case tracking and collaboration
- Seamless integration with the City's internal Planning Case Tracking System (PCTS)

Contact: SimpliGov will supply reference contact information at a later stage in the procurement process. For more information see the following case study and testimonial from our client.
https://simpligov.com/case-studies/la-city-planning-modernizes-development-application-process/

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"When the Los Angeles Department of City Planning faced the realization that it must immediately transform its technology model to meet the demands of the 'new normal' for conducting business during an unprecedented global pandemic, it engaged with SimpliGov and Novinzio to implement an all-encompassing online application filing platform and payment solution as city staff and the public followed California's 'Safer at Home' orders."

David Terukina
Senior Systems Analyst, Los Angeles Department of City Planning

2. New Castle County, DE – Contractor License Permitting

Client Name: New Castle County – Department of Land Use
Engagement Title: Contractor License Renewal Automation
Description: Facing an end-of-year surge and pandemic-related office closures, New Castle County modernized its contractor licensing process using SimpliGov. The County implemented a digital application and automated workflow for contractors to submit renewal forms, upload documentation, and complete payment—all without requiring manual staff intervention.
Key Solution Features:
- Online application mirroring existing license forms
- Logic-based document collection and automated reminders
- Secure routing for staff verification and digital acceptance letters
- Payment link integration with County financial systems

Results:
- Deployed in just 5 days
- 761 applications processed in one month
- 50% reduction in turnaround time, 70% fewer applicant status inquiries

Contact: SimpliGov will supply reference contact information at a later stage in the procurement process. For more information see the following case study and testimonial from our client.
https://simpligov.com/case-studies/new-castle-county-vets-contractor-license-renewals-in-half-the-time/

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"Simply put, SimpliGov provided the fastest, easiest, and most efficient way to transform our business to the benefit our employees, contractors, and the county as a whole. By delivering modern digital government services, we're able to make it easier for contractors to do business in New Castle County."

David Holston
Licensing Manager, New Castle County

3. City of San José, CA – FEMA 213RR Emergency Resource Requests
Client: City of San José – Emergency Operations / IT
Engagement Title: Emergency Resource Request and Routing Workflow
Description: During the COVID-19 pandemic, the City of San José needed a digital platform to manage FEMA 213RR emergency resource requests. These included personnel, equipment, and services across various city departments. SimpliGov implemented a structured, rules-based workflow that closely resembled a permitting process in both structure and complexity—requiring multi-step approvals, documentation, and departmental coordination.
Key Solution Features:
- Online intake form dynamically tailored by request type
- Workflow routing based on role and department
- Fulfillment coordination with internal logistics teams
- PDF document generation for FEMA reimbursement
- End-to-end digital audit trail for compliance and visibility

Results:
- Fully launched within days
- Hundreds of critical resource requests processed
- Enhanced coordination across multiple departments
- Strong documentation and oversight for federal audit purposes

Contact: SimpliGov will supply reference contact information at a later stage in the procurement process. For more information and testimonials from our clients visit:
https://simpligov.com/government-resources-workflow-forms-esignature/government-workflow-forms-and-esignature-automation-case-studies/

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

SimpliGov proposes a structured, collaborative, and secure data migration strategy to transition the Board's legacy data into the SimpliGov Automation Platform. The migration process will be handled by SimpliGov's implementation and technical teams, in close coordination with WVBOM stakeholders and IT staff. The objective is to ensure data integrity, completeness, traceability, and minimal disruption to ongoing operations.

1. Discovery & Assessment
The migration process begins with a discovery phase, where SimpliGov collaborates with WVBOM to assess the structure, schema, and content of the legacy database. We identify data entities (e.g., member records, application responses, license history, supporting documentation), their formats, volume, and data quality issues such as duplicates, null values, or inconsistent types. SimpliGov also reviews any relevant business logic or conditional relationships that must be preserved.

2. Data Mapping
SimpliGov creates a detailed data mapping plan to align legacy fields with the SimpliGov data model. This includes establishing field-level correspondences, data types, normalization rules, and relationships between tables (e.g., applications linked to member profiles, documents, status logs). This mapping plan is validated by WVBOM prior to execution.

3. Extraction, Transformation, and Load (ETL)
SimpliGov performs a secure ETL (Extract, Transform, Load) process using custom-built scripts or industry-standard tools. Data is extracted from the legacy system, transformed to match the SimpliGov schema, and cleaned as necessary (e.g., date reformatting, field normalization, removal of deprecated values). During this stage, legacy identifiers are preserved to maintain audit traceability.

4. Import to SimpliGov
Transformed data is loaded into the SimpliGov platform using administrative APIs, bulk import utilities, or secure file transfer pipelines. Metadata such as submission dates, user IDs, and document timestamps are preserved. Each data load is logged and validated using checksum/hash validation and row-level reconciliation to ensure data integrity.

5. Document Migration
For files such as PDFs, images, or supporting documents associated with member records, SimpliGov provisions secure SFTP or Azure Blob transfer to ingest the files into the platform's integrated document management system. Files are linked to the appropriate records in the database with full versioning and audit trail maintained.

6. Verification & UAT
Post-migration, SimpliGov conducts thorough validation including:

- Randomized spot checks against legacy records
- Automated reconciliation reports

- User Acceptance Testing (UAT) with WVBOM staff to verify data accuracy and accessibility within the new platform

7. Cutover & Contingency Planning

A final cutover is scheduled once WVBOM approves the migrated dataset. SimpliGov maintains a read-only archive of the legacy dataset, if required, and ensures rollback or re-import options are available in case of discrepancies.

8. Security and Compliance

All data transfers comply with SimpliGov's security posture, including encryption in transit (TLS 1.2+), role-based access controls, and adherence to SOC 2, HIPAA, and NIST 800-53 standards. All migration activities are logged and auditable.

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

In addition to core workflow automation, SimpliGov offers a range of complementary services that enhance the delivery of public-facing digital government solutions:

Public Form Hosting & URL Management: SimpliGov securely hosts public-facing forms and workflow portals in Microsoft Azure Government Cloud. Agencies can publish forms at dedicated URLs or embed them directly into existing websites. Branded pages can be created with customized headers, footers, and styling, supporting domain forwarding and seamless user experiences.

SimpliPayments: Our platform includes built-in payment processing integrations through SimpliPayments, enabling secure online transactions using vendors such as Stripe or Elavon. This supports credit card, ACH, and dynamic payment routing, all PCI DSS v4.0.1 compliant.

AI-Powered Features: SimpliGov includes AI assistants to streamline configuration tasks such as formula creation, regex validation, document generation, and workflow logic recommendations. These tools help accelerate deployment and reduce administrative complexity.

While SimpliGov does not provide standalone website creation services, our platform eliminates the need for custom web development by offering out-of-the-box capabilities for hosting, branding, secure access, and user interaction, all within a no-code environment tailored to the needs of public agencies.

4.3.2. Mandatory Qualification/Experience Requirements:

The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be

included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1. 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. Vendor must provide documentation verifying compliance upon request.

Since our inception, SimpliGov has supported over 100 government organizations across the United States, primarily focused on state-level workflows, with over half (65) being State Agency clients. This work includes government business workflows in all verticals and public-facing digital services for constituents. SimpliGov has been focused on this work since its inception seven years ago.

Figure 9: SimpliGov works with over 100 government organizations.

SimpliGov has automated over 1,800 workflows without requiring code or extended implementation cycles, enabling rapid delivery of compliant, auditable processes tailored to licensure and permitting use cases.

Within the last three years, SimpliGov has successfully migrated data and deployed licensing databases for multiple professional licensing boards, including supporting complex workflows for licensing, renewals, and compliance. These solutions are substantially similar to the specifications outlined by WVBOM. Documentation verifying these implementations and references can be provided upon request. Additionally, SimpliGov has served dozens of clients with licensure databases, digital applications, and

approval workflows similar to that requested by WVBOM. See below for a non-exhaustive list of state and large municipal implementations that are comparable to the scope of WVBOM.

- CA Contractors State License Board (CACLB)
- CA Department of Motor Vehicles (CADMV)
- CA Department of Social Services (CADSS)
- Dorchester County, SC (SCDOR)
- Fairfield County, OH (OHFFC)
- Harris County, TX Public Health (TXHAR)
- NC Department of Motor Vehicles (NCDMV)
- New Castle County, DE (DENEW)
- NJ Department of Health (NJDOH)
- NJ School Boards Association (NJSBA)
- Orange County, CA IHSS Public Authority (CAOCI)

Additionally, SimpliGov is an established entity on Government Technology Magazine's GovTech 100, making the list every year since 2020. GovTech 100 2024 List: https://www.govtech.com/100

SimpliGov is an active member and participant in the National Association of State Chief Information Officers (NASCIO) events as well as other notable government technology industry trade organizations as a participant, presenter, and sponsor. This recognition, membership, and participation all establish SimpliGov as a trusted government technology brand.

4.3.2.2. 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. Vendor must provide documentation verifying compliance upon request.

SimpliGov meets and exceeds the requirement of having at least three (3) years of experience providing ongoing maintenance and support for professional licensing systems that are substantially similar to the specifications outlined in this RFP.

Since 2018, SimpliGov has focused exclusively on serving the public sector, with a strong track record supporting licensing, regulatory, inspection, and provider management workflows for state agencies and licensing boards across the United States. Our platform has been used to implement and maintain complex, multi-stage licensing systems that include public portals, internal review processes, document collection, payment integration, inspection scheduling, and automated correspondence. Some clients we have built a licensing solution for include, but are not limited to:

- North Carolina Department of Motor Vehicles
- New Jersey Department of Motor Vehicles
- California Department of Motor Vehicles
- California Bureau of Automotive Repair (CABAR)

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- California Contractors State License Board (CACLB)
- New Jersey Department of Community Affairs (NJDCA)
- New Jersey Department of Environmental Protection (NJDEP)
- New Jersey Department of Transportation (NJDOT)

SimpliGov would be happy to provide formal documentation, or reference contact information, upon request. For more information on our specialty licensing offering, see:

https://simpligov.com/use_case/specialty-license-application/

4.3.2.3. 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. Vendor must provide documentation verifying compliance upon request.

SimpliGov LLC is the developer, manufacturer, and sole owner of the proposed solution, the SimpliGov Automation Platform. As the platform's originator, SimpliGov retains full intellectual property rights and has complete authority to sell, license, support, and service the software. While SimpliGov typically contracts directly with government clients, we also support procurement through authorized resellers or channel partners when preferred or required by WVBOM or the State. Documentation verifying ownership and authorization can be provided upon request.

4.4. Oral Presentations (Agency Option):

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

Materials and Information Requested at Oral Presentation:

4.4.1. The Vendor will be allocated two hours to provide a complete summary of solutions, including product and support offerings, ability to deliver the solution in the specified timeframes, and experience in providing managed and hosted modernization solutions. The Vendor should also speak to their qualifications and experience in database development, implementation and training, their authorization to resell and support, and the product's compliance with HIPAA and WCAG.

Acknowledged. SimpliGov welcomes the opportunity to provide an oral presentation of our solution. If given the opportunity, SimpliGov will provide a tailor-built demonstration of the desired solution, as well as how it can be built and configured using our no-code platform.

With extensive experience in public sector workflow automation, SimpliGov has led successful database development and implementation projects for state licensing boards, health departments, and regulatory agencies across the U.S. Our implementation team includes certified experts in no-code configuration, secure data migration, and administrator training, ensuring each deployment is tailored to agency needs and staff are fully enabled post-launch. The platform is fully compliant with HIPAA standards for safeguarding protected health information and adheres to Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. Again, SimpliGov welcomes the opportunity to present this information to WVBOM.

4.4.2. The WVBOM will ask clarifying questions regarding the submission.
SimpliGov welcomes the opportunity to respond to WVBOM questions regarding our proposed solution or any aspect of our submission. SimpliGove confirms our proposed solution is 100% compliant with the requirements set forth by WVBOM.

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.

David O'Connell

SimpliGov
(Company)

David O'Connell   CEO
(Representative Name, Title)

530-214-9056
(Contact Phone/Fax Number)

11/17/2025
(Date)

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