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Header 4

 List View

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 2012913

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000047275 

Legal Name: CONCOURSE TECH INC

Alias/DBA:

Total Bid: \$415,870.00

Response Date: 07/31/2026 

Response Time: 12:31

Responded By User ID: coquina 

First Name: Thomas

Last Name: Smyth

Email: sales@concoursetech.com

Phone: 646-305-9964

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000002

Published Date: 8/6/26

Close Date: 8/11/26

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 4-Governance, Risk and Compliance Auto Platform

Total of Header Attachments: 4

Total of All Attachments: 4



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

State of West Virginia
Solicitation Response

Proc Folder: 2012913
Solicitation Description: Addendum No 4-Governance, Risk and Compliance Auto Platform
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2026-08-11 13:30	SR 0231 ESR07312600000000642	1

VENDOR
VS0000047275
CONCOURSE TECH INC

Solicitation Number: CRFQ 0231 OOT2700000002
Total Bid: 415870
Response Date: 2026-07-31
Response Time: 12:31:18
Comments: Thank you for your consideration!

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X	FEIN#	DATE
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	GRC Software Maintenance and Support Year One (Initial term)	1.00000	EA	100900.000000	100900.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	GRC Software Maintenance and Support Year 2 renewal	1.00000	EA	102918.000000	102918.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	GRC Software Maintenance and Support Year 3 renewal	1.00000	EA	104976.000000	104976.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	GRC Software Maintenance and Support Year 4 renewal	1.00000	EA	107076.000000	107076.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 2012913

Doc Description: Addendum No 2-Governance, Risk and Compliance Auto Platform

Reason for Modification:

Addendum No 2 is issued to
modify the bid opening date

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2026-07-28	2026-08-11 13:30	CRFQ 0231 OOT2700000002	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000047275

Vendor Name : Concourse Tech Inc.

Address : 169 Madison Ave, Suite 15520, New York, NY 10016

Street : 169 Madison Ave, Suite 15520

City : New York

State : NY

Country : USA

Zip : 10016

Principal Contact : Kelsey Shaner

Vendor Contact Phone: (646) 305-9964

Extension: N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 92-0732705

DATE 07/28/2026

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

ADDITIONAL INFORMATION
Addendum No 2 is issued for the following reasons:
1) To modify the bid opening date from 7/30/26 to 8/11/26
---no other changes---

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	GRC Software Maintenance and Support Year One (Initial term)	1.00000	EA	\$100,900	\$100,900

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	GRC Software Maintenance and Support Year 2 renewal	1.00000	EA	\$102,918	\$102,918

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	GRC Software Maintenance and Support Year 3 renewal	1.00000	EA	\$104,976	\$104,976

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	GRC Software Maintenance and Support Year 4 renewal	1.00000	EA	\$107,076	\$107,076

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2026-07-22

	Document Phase	Document Description	Page 4
OOT2700000002	Final	Addendum No 2-Governance, Risk and Compliance Auto Platform	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Concourse

Governance, Risk & Compliance Automation Platform

CRFQ OOT2700000002

West Virginia Office of Technology

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July 2026

Dear Evaluation Committee,

We are pleased to submit this proposal on behalf of Concourse Tech Inc. Thank you for the opportunity to be considered by West Virginia Office of Technology.

The West Virginia Office of Technology needs a statewide GRC platform that unifies the CISO's view across all Executive Branch agencies while keeping each agency's audit files, risk assessments, and evidence lockers strictly segregated in their own sandbox. Concourse's platform is purpose-built for exactly this pattern: a central hub with 125 fully segregated child workspaces, native Microsoft Entra ID SSO, and automated cross-mapping between the West Virginia Cybersecurity Framework and NIST controls.

Concourse is purpose-built to deliver public sector innovation without the overhead or legacy debt of traditional GRC vendors, and our platform is API-first with native connectors to Entra ID, Google Workspace, Palo Alto Networks, SentinelOne, and Active Directory. We deliver a functioning multi-tenant environment early in the implementation, so WVOT administrators and pilot agencies see real evidence collection and dashboards well before go-live.

Our Oklahoma OMES Statewide Solicitation and Contract Management Platform, deployed for a central state services agency serving 600+ state and municipal entities, directly informs the multi-tenant architecture proposed here for WVOT. Combined with our Washington State Department of Health HIPAA-compliant multi-provider platform, these deployments demonstrate the exact hub-and-workspace segregation, API integration discipline, and compliance rigor that WVOT's CRFQ requires.

Sincerely,

A handwritten signature in black ink that reads "Thomas Smyth". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Thomas Smyth

Chief Executive Officer, Concourse Tech Inc.

Executive Summary

The West Virginia Office of Technology is re-acquiring a centralized GRC platform to serve as the statewide risk management and automated evidence collection hub for WVOT and its supported agencies, boards, and commissions. Concourse's proposed platform delivers every mandatory specification (4.1 through 4.9) as a single all-inclusive annual subscription: the central WVOT CISO hub, 125 fully segregated child workspaces, native Entra ID SSO with SAML 2.0 and OIDC, granular RBAC, WVCSF and NIST cross-mapping, Continuous Control Monitoring connectors to the State's core security stack, Third-Party Risk Management, POAM tracking, and executive dashboard exports.

Our pricing is a single lump-sum yearly figure per contract year on the wvOASIS Pricing Page, all-inclusive of implementation services, native API connector build-out and lifetime maintenance, train-the-trainer sessions, on-demand training materials, CCM and TPRM add-on modules, and standard support. Concourse holds SOC 2 Type II and TX-RAMP Level 1 certifications, hosts in a secure cloud environment aligned to WVOT's infrastructure requirements, and is committed to Section 508 and WCAG 2.2 AA accessibility standards.

We are enthusiastic about the opportunity to partner with WVOT on this Legislative Auditor-directed re-acquisition. Our multi-tenant statewide platform delivered for the Oklahoma Office of Management and Enterprise Services provides a direct architectural analog to the WVOT hub plus 125-workspace deployment contemplated here.

Key Highlights

- **Deployment Scope** Central WVOT CISO hub plus 125 fully segregated child workspaces on Day One, with fixed unit pricing for on-demand expansion
- **4-Year Total Contract Cost** \$415,870 across Year 1 and three renewal terms, all-inclusive of every specification
- **Implementation** 20-week structured deployment with train-the-trainer delivery and 30-day hypercare
- **Security & Compliance** SOC 2 Type II certified, TX-RAMP Level 1 certified, TLS 1.2+ in transit, AES-256 at rest, U.S.-based data residency
- **Framework Coverage** Native WVCSF and NIST cross-mapping with automatic scoring across all selected frameworks simultaneously

Understanding of Requirements

The West Virginia Office of Technology sits at the center of the State's cybersecurity posture, operating the Cyber Security Office, the Enterprise Vulnerability Management Service, and the WVOT Online Computer Security and Privacy Incident Reporting System. The January 2026 Legislative Auditor's PERD report directed WVOT to re-acquire GRC software after the prior tool was cancelled in January 2024, and this CRFQ is WVOT's response. That context shapes everything about this procurement: the platform must be affordable, must actually get deployed and adopted (not shelfware), and must produce evidence the CISO office can defend to auditors and to the Legislature.

The technical specification reflects a mature, deliberate view of what a statewide GRC platform must do. WVOT needs a central hub for aggregate real-time visibility into every agency's compliance and risk posture, and simultaneously needs airtight sandbox segregation so that each agency's audit files, risk assessments, evidence lockers, and remediation plans are only accessible to that agency's users. That dual requirement, central visibility with strict tenant isolation, is not a feature; it is the architecture.

Beyond the technology, WVOT is solving three organizational problems that agencies running this kind of system commonly tell us about:

- Framework proliferation: agencies must satisfy WVCSF, NIST, and often federal overlays simultaneously, and manually reconciling those control sets consumes staff hours that should be spent on remediation.
- Evidence fatigue: hybrid environments mix modern cloud services (Entra ID, Google Workspace) with on-premises systems and network security tools, and manual evidence collection is unsustainable at statewide scale.
- Adoption friction: local agency users will not use a platform that feels foreign or that punishes them with unfamiliar credentials. Native Entra ID SSO and workflow-driven portals are prerequisites for adoption, not conveniences.

Requirement-to-Capability Mapping

RFP REQUIREMENT	CONCOURSE COMPLIANCE
4.1.1 Central WVOT hub + 125 fully segregated child workspaces	Included in baseline license; multi-tenant architecture with strict data isolation
4.1.4 On-demand workspace expansion at fixed unit price, prorated mid-term	Fixed per-workspace unit rate; mid-term additions prorated for remainder of active year
4.2 Train-the-trainer and on-demand materials	Virtual instructor-led sessions plus video tutorials, manuals, and searchable knowledge base
4.3 Central dashboard, granular RBAC, predefined roles, export to PDF/Excel/CSV	Real-time CISO dashboard; Agency Security Officer, External Auditor, Executive Observer roles; SSP and compliance summary exports
4.4 SAML 2.0, OIDC, MFA, Entra ID integration	Native SAML 2.0 and OIDC; MFA supported; direct integration with WVOT's Entra ID tenant
4.5 Core tier + CCM and TPRM add-on modules	Included in annual subscription; connectors to Entra ID, Google Workspace, Palo Alto Networks, SentinelOne, Active Directory
4.5.3 Vendor-maintained connectors at no additional cost	Connector maintenance included for life of contract
4.6 Custom questionnaire engine with WVCSF and NIST cross-mapping	Flexible questionnaire builder with automatic scoring and cross-framework mapping
4.7 Hybrid cloud + on-premises evidence collection	Automated ingestion from AWS, Azure, GCP, AD, Cisco, Palo Alto; workflow portals for manual evidence

4.8 Risk register, POAM tracking, exception workflows	Centralized risk register with POAM generation and formal exception request/approval workflows
4.9 SLA with minimum 99.9% uptime and 8-5 EST support	Platform designed to meet the SLA specified in Section 4.9; standard technical support 8:00 AM - 5:00 PM EST
Appendix A SaaS Addendum (encryption, U.S. data residency, incident notification, NIST-approved data destruction)	TLS 1.2+ in transit; AES-256 at rest (operates within NIST / FIPS 140-3 contexts); U.S. data centers; 24-hour incident notification; CSA STAR self-assessment on submission

Proposed Solution

Concourse proposes a single, integrated SaaS platform that delivers every mandatory specification of CRFQ OOT2700000002 as an all-inclusive annual subscription. The platform is deployed as one central WVOT hub tenant and 125 child workspace tenants, each fully segregated at the data layer, with RBAC enforced at the application layer and centralized identity supplied by WVOT's Microsoft Entra ID tenant.

Architecture at a Glance

Central WVOT Hub The CISO office's single pane of glass. Aggregate real-time compliance and risk posture across all 125 workspaces, drill down into any agency's POAMs and exceptions, and export executive dashboards and SSPs in PDF, Excel, or CSV.	125 Segregated Child Workspaces Each agency, board, or commission operates in its own sandbox. Agency users see only their audits, risk assessments, evidence lockers, and remediation plans. Central WVOT administrators retain global master access.	Native Entra ID SSO SAML 2.0 and OpenID Connect integrated directly with the State's centralized Entra ID tenant. MFA supported. State-issued corporate credentials authenticate users without provisioning parallel accounts.
Continuous Control Monitoring Vendor-maintained native connectors pull configuration data from Entra ID, Google Workspace, Palo Alto Networks, SentinelOne, and Active Directory. Selectively enabled per workspace so WVOT controls scope and cost.	Custom Questionnaire Engine WVOT administrators design, schedule, and distribute custom risk assessments. Every answer and every attached evidence artifact automatically scores and cross-maps across WVCSF, NIST, and other selected frameworks simultaneously.	Risk Register + POAM + Exceptions Centralized risk register generates and tracks Plans of Action and Milestones. Formal Risk Exception workflow routes submissions from local agencies to the central WVOT CISO for review and approval.

Multi-Framework Cross-Mapping

Agencies commonly face 49% to 79% overlap in the control parameters they must satisfy across WVCSF, NIST, and federal overlays. Manually reconciling those control sets consumes the staff hours that should be spent on remediation. Concourse's questionnaire engine solves this at the data layer: when an agency answers a custom question and attaches evidence, the platform

automatically scores that answer, cross-maps it to every selected framework's corresponding controls, and updates the agency's active maturity baselines across all frameworks in a single transaction. One evidence artifact satisfies every framework it applies to.

Hybrid Evidence Collection

The platform supports both automated evidence ingestion for modern cloud and network security systems and workflow-driven manual portals for legacy systems. Automated ingestion covers AWS, Azure, GCP, Active Directory, Cisco, and Palo Alto Networks environments. For legacy systems that cannot support direct automated validation, clean workflow portals allow agency users to upload physical security proofs, System Security Plans, and text or CSV configuration exports. Every artifact, automated or manual, feeds the same risk register and maturity baseline.

Security & Compliance Posture

- **SOC 2 Type II certified** annual audit; report available via Trust Center
- **TX-RAMP Level 1 certified** state-level authorization confirmed
- **Encryption** TLS 1.2+ in transit, AES-256 at rest (operates within NIST / FIPS 140-3 contexts)
- **Data residency** U.S.-based data centers per SaaS Addendum Section 3(i)
- **Accessibility** Section 508 and WCAG 2.2 AA (exceeds baseline)
- **NIST SP 800-53 Rev. 5** control alignment for platform operations
- **Incident notification** confirmed incidents reported within 24 hours per Addendum Section 4
- **Data destruction** NIST-approved methods with Certificates of Destruction on request

Technical Approach

Identity & Authentication

The platform natively supports SAML 2.0 and OpenID Connect. During implementation Concourse configures a direct federation trust with WVOT's centralized Microsoft Entra ID tenant so that state-issued corporate credentials authenticate every user, with MFA enforced per WVOT policy. This satisfies specifications 4.4.1, 4.4.2, and SaaS Addendum Section 3(c). No parallel account directories are provisioned inside Concourse; WVOT retains full control of user lifecycle in Entra ID.

Role-Based Access Control

RBAC is enforced at the application layer against the multi-tenant data schema. Three predefined roles ship with the platform: Agency Security Officer (read/write within their workspace), External Auditor (read-only access to specific audit files), and Executive Observer (dashboard view only). WVOT administrators can create custom roles as needed. Central WVOT administrators retain global master access across all 125 workspaces. Agency users are strictly bounded to their own workspace's audit information, risk assessments, evidence lockers, and remediation plans.

Native API Connectors (Continuous Control Monitoring)

The CCM add-on module ships with native connectors to the exact systems named in Section 4.5.2: Microsoft Entra ID, Google Workspace, Palo Alto Networks, SentinelOne, and Active Directory. Connectors pull configuration data on scheduled intervals, evaluate it against the control library, and log evidence directly to the agency's evidence locker with the source, timestamp, and control mapping. Per Section 4.5.3, Concourse is solely responsible for maintaining and updating these connectors at no additional cost for the full life of the contract.

Framework Libraries

The Core Tier ships with the West Virginia Cybersecurity Framework (WVCSF), the NIST Cybersecurity Framework, NIST SP 800-53 Rev. 5, and additional industry-recognized standards. Custom framework libraries can be uploaded by WVOT administrators. Framework updates are delivered as part of the platform subscription.

Executive Dashboards & Export

The central WVOT hub provides real-time roll-ups of maturity baselines, open POAMs, active exceptions, and evidence freshness across all activated workspaces. Automated report generation produces executive dashboards, compliance summaries, and System Security Plans in PDF, Excel, and CSV. Reports can be scheduled and delivered to external auditors and executive leadership. Security logs (successful and failed access attempts, source IP, user access history) are available in CSV per SaaS Addendum Section 10.

Data Ownership, Portability & Termination

- WVOT owns all right, title, and interest in its data (Addendum Section 2)

- Import and export in standard format at WVOT's discretion, piecemeal or in entirety (Addendum Section 16)
- Web services used exclusively to interface with WVOT data in near real time (Addendum Section 22)
- On termination, orderly data return within the specified format and time, followed by secure and permanent deletion via NIST-approved methods with Certificates of Destruction (Addendum Sections 7(a) and 7(e))

Hosting & Availability

The platform is deployed in a secure cloud environment aligned to WVOT's infrastructure requirements, with AWS GovCloud available and Azure or GCP supported per customer requirement. All storage of WVOT data at rest is in U.S. data centers. The platform is designed to meet the SLA specified in Section 4.9.1, with standard support coverage of 8:00 AM to 5:00 PM EST, Monday through Friday, and defined response times for critical outages that will be finalized in the SaaS subscription agreement submitted per Section 4.9.3.

Timeline & Milestones

Concourse proposes a 20-week structured implementation. The timeline reflects the complexity of provisioning 126 tenants (one central hub plus 125 child workspaces), configuring five native API connectors to the State's core security stack, cross-mapping the WVCSF and NIST framework libraries, and delivering formal train-the-trainer sessions.

PHASE	WEEKS	KEY DELIVERABLES
Discovery & Planning	1-3	Requirements and framework mapping specification; workspace provisioning plan; integration credential checklist for Entra ID, Google Workspace, Palo Alto, SentinelOne, AD; project plan and stakeholder alignment with the WVOT CISO office

Platform Configuration & Integrations	4-12	Central WVOT hub and 125 segregated child workspaces provisioned; RBAC roles configured; SAML/OIDC SSO with Entra ID and MFA; CCM connectors deployed; custom questionnaire engine with WVCSF and NIST cross-mapping; risk register, POAM, and exception workflows
Testing & Refinement	13-15	UAT with pilot workspaces; executive dashboard and audit export validation (PDF, Excel, CSV, SSPs); CSA STAR Self-Assessment submitted; performance optimization
Training & Deployment	16-19	Train-the-trainer virtual instructor-led sessions for central WVOT administrators; on-demand training materials, video tutorials, and manuals published for agency end users; phased workspace activation
Go-Live & Hypercare	20	Production launch across the WVOT hub and activated workspaces; 30-day hypercare with defined response times for critical outages

Note: Kickoff date and all downstream milestones are contingent on Concourse receiving required data access, system credentials, and stakeholder availability from the West Virginia Office of Technology. The implementation timeline is subject to change based on project scope adjustments; all timelines will be confirmed during contracting.

Risks & Mitigation

RISK	LIKELIHOOD	MITIGATION STRATEGY
Entra ID federation configuration friction (tenant policies, conditional access, MFA claims)	Medium	Dedicated integration engineer paired with WVOT's identity team in Week 1; test tenant established before production federation; documented rollback

Connector credential provisioning delays across five source systems	Medium	Credential checklist delivered in Week 1 with named owners per system; parallel workstream so any single connector delay does not block others
Agency-level adoption variance across 125 workspaces	Medium	Phased activation starting with pilot cohort; on-demand training materials published before broad rollout; workspace activation gated on readiness checklist
Framework cross-mapping edge cases between WVCSF and NIST	Low	Framework mapping validated with CISO office in Discovery; scored against pilot agency evidence before broad rollout
Scope creep from additional integrations or custom questionnaires mid-implementation	Low	Change control process defined in kickoff; in-scope integrations locked to the five named in Section 4.5.2 with a formal add-request path for others

Assumptions & Dependencies

- Kickoff date and all downstream milestones are contingent on Concourse receiving required data access, system credentials, and stakeholder availability from the West Virginia Office of Technology. The implementation timeline is subject to change based on project scope adjustments; all timelines will be confirmed during contracting.
- WVOT provides administrative credentials or delegated permissions for federation setup with the centralized Entra ID tenant.
- WVOT designates a project sponsor in the CISO office and identifies pilot agencies for the initial cohort of activated workspaces.
- Native API connectors covered by this proposal are the five named in Section 4.5.2. Additional connectors requested during implementation will be scoped via change request.

Pricing

Concourse's pricing is presented as a single all-inclusive annual subscription per contract year, entered on the wvOASIS Pricing Page (Exhibit A) exactly as the cost form requires. Every mandatory specification (4.1 through 4.9) is included in the annual subscription: the central WVOT hub and 125 segregated child workspaces, implementation and initial API integrations, train-the-trainer program, on-demand training materials, CCM and TPRM add-on modules with lifetime connector maintenance, the custom questionnaire engine, hybrid environment tracking, the risk register and POAM tracking, and standard technical support.

WVOASIS LINE	DESCRIPTION	ANNUAL LUMP SUM
1	GRC Software Maintenance and Support Year One (Initial term) - all-inclusive of specs 4.1-4.9	\$100,900
2	GRC Software Maintenance and Support Year 2 renewal - all-inclusive of specs 4.1-4.9	\$102,918
3	GRC Software Maintenance and Support Year 3 renewal - all-inclusive of specs 4.1-4.9	\$104,976
4	GRC Software Maintenance and Support Year 4 renewal - all-inclusive of specs 4.1-4.9	\$107,076
	4-Year Total Contract Cost	\$415,870

The annual subscription reflects a fixed 2% year-over-year adjustment applied to the renewal years.

What Is Included in the Annual Subscription

LINE ITEM	YEAR 1	YEAR 2	YEAR 3	YEAR 4
Annual Software License (central hub + 125 workspaces)	\$100,900	\$102,918	\$104,976	\$107,076
Implementation & Initial API Integrations (spec 4.5.5)	Included	-	-	-
Train-the-Trainer Program (spec 4.2.1)	Included	-	-	-
On-Demand Training Materials (spec 4.2.2)	Included	Included	Included	Included
Continuous Control Monitoring Module + connector maintenance (spec 4.5.2, 4.5.3)	Included	Included	Included	Included
Third-Party Risk Management Module (spec 4.5.4)	Included	Included	Included	Included
Custom Questionnaire Engine with WVCSF/NIST cross-mapping (spec 4.6)	Included	Included	Included	Included
Risk Register, POAM & Exception Workflows (spec 4.8)	Included	Included	Included	Included
Technical Support & SLA coverage (spec 4.9)	Included	Included	Included	Included
TOTAL	\$100,900	\$102,918	\$104,976	\$107,076

On-Demand Workspace Expansion

Per Section 4.1.4, additional workspaces beyond the 125 included in the baseline license are available at a fixed on-demand unit price of \$650 per workspace per contract year. Additions made mid-term are billed on a prorated basis for the remainder of the active contract year and renew at the full annual unit rate at the start of the subsequent renewal term.

Payment Terms

- Annual subscription invoiced annually in advance per WV General Terms Section 14 (software subscriptions may be paid annually in advance). Payment accepted via electronic funds transfer or State P-Card per Section 15. Net 30 days. Pricing is firm for the life of the Contract per Section 13.

Concourse's Approach

Purpose-built for the public sector. Modern architecture. Flexible configuration.

Concourse is a technology company built exclusively to serve government agencies, school districts, and public institutions. Our platform is cloud-native, modular, and API-first, delivering the same level of innovation and customer service the private sector expects to the public sector organizations that need it most.

Purpose-Built for Government Concourse exists to serve the public sector. Every product decision, compliance investment, and support process is built around the realities of government procurement, security requirements, and stakeholder complexity.	Modern Architecture Our platform is built on a cloud-native stack (containerized services, infrastructure-as-code, CI/CD-driven releases). This means faster deployments, easier integrations, and a system that scales with your organization.	Modern Cloud Hosting (AWS, GovCloud Available) Hosted in secure AWS cloud environments, with AWS GovCloud (US) available for opportunities that require FedRAMP-authorized infrastructure. Azure and GCP are supported per customer requirement. Multi-AZ deployment with automated failover is available for deployments that require it.
API-First & Modular Architecture Every component is built as an independent, reusable module with well-documented APIs. This allows flexible customization, straightforward integration with existing systems, and the ability to extend functionality over time.	Multi-Protocol Integration Engine Concourse supports API-first integration, SFTP, RPA, and on-premises connectivity through Concourse Bridge. Our team has dozens of prebuilt connectors for legacy public sector platforms, reducing integration risk and timeline.	Rapid Implementation We deliver a functioning system early in the implementation process based on direct stakeholder feedback. You see your specific version in a fully operational context early and often, not just at the end.

How We Work With You

- We undertake a collaborative discovery process to ensure we are configuring our system to meet your exact needs.
- You will have a dedicated project team working closely with you throughout delivery, and a dedicated account manager post-delivery to ensure ongoing improvements and questions are quickly addressed.
- We deliver a functioning system early in the implementation process, incorporating your feedback so the final product reflects your team's priorities.
- We integrate directly with your team's communication channels (such as Microsoft Teams) to facilitate faster feedback and more transparent collaboration.
- Change requests and scope adjustments are welcomed. We discuss openly to ensure we are always aligned with your evolving needs.

Training & Enablement

Training that gets every user productive before go-live and keeps them current year after year.

Concourse treats training and enablement as a first-class deliverable, not an afterthought. Every engagement includes a structured training program tailored to your staff's roles, delivered in Phase 4 of the implementation and reinforced through ongoing refreshers included in the Annual License.

Role-Based Training Curriculum Administrators, power users, and end users each get a tailored track aligned to their day-to-day tasks. Curriculum is built from your actual configured workflows, not generic product demos.	Live + On-Demand Delivery Instructor-led sessions (virtual or onsite) are paired with recorded videos and step-by-step job aids, so staff can learn in the moment and revisit material as needed after go-live.	Training Environment & Sample Data A dedicated sandbox preloaded with realistic sample data lets staff practice before go-live without risking production records. The sandbox remains available post-launch for new-hire onboarding.
Train-the-Trainer & Long-Tail Support We certify internal champions, provide an LMS-ready knowledge base, and include refresher sessions during hypercare and annually thereafter.		

Training Deliverables Included in Every Engagement:

- Training plan and schedule delivered in Phase 1 Discovery and refined through Phase 3.
- Role-based user guides, administrator guides, and quick-reference job aids.
- Live training sessions during Phase 4, plus go-live support and 30-day hypercare.
- Initial training, ongoing training refreshers and new-hire onboarding materials included in the Annual License at no additional cost.

Tailored to This Engagement:

- Train-the-Trainer sessions delivered as virtual, instructor-led sessions targeted at central WVOT administrators per Section 4.2.1.
- On-demand digital materials, video tutorials, and manuals published for local agency-level end users per Section 4.2.2, available inside each workspace's help center.

Your Project Team

Concourse assigns a dedicated project team with defined roles and responsibilities to every engagement. Each member below has a specific function on your project, bringing relevant public sector delivery experience.



Thomas Smyth

Founder & CEO

Yale University, B.A. • 15+ Years in Software & GovTech

Thomas is the founder and CEO of Concourse. He has led technology delivery across Concourse's 500+ public-sector clients, including state agencies, municipalities, higher education institutions, and K-12 school districts. Prior to Concourse, Thomas was the founder of Trim, a personal finance application that saved Americans more than \$100M on their bills. Thomas oversees overall client relationship strategy, executive stakeholder alignment, and delivery accountability at Concourse.

Rapolas Binkys

Lead Staff Engineer & Technical Architect

Brown University, B.S. • 11+ Years as Founder, Consultant, Engineer • Full-Stack Architecture & AI

Rapolas serves as Lead Engineer and Technical Architect, owning the full product lifecycle from requirements through production deployment. With 11+ years as an engineer, founder, and technical consultant, he has shipped production systems for dozens of public sector clients. He specializes in cloud-native architecture, API-first integration design, and AI-driven workflow automation. Rapolas coordinates Concourse's broader engineering team for technical delivery, system performance, and security compliance.





Emilia Cabrera

Senior Product Designer & UX Lead

Harvard University, B.S. (CS) • Product Management • Accessibility & User Research

Emilia serves as Product Designer and UX Lead, responsible for user experience design, interface prototyping, and accessibility compliance. A Harvard CS graduate with honors, she previously shipped user-facing products at leading technology companies, specializing in education and accessibility-focused platforms. At Concourse, she runs weekly design reviews with agency stakeholders, produces interactive designs for feedback cycles, and ensures all interfaces meet WCAG 2.2 AA accessibility standards.

Jacqueline Moss

Product and Data Management Lead

Harvard University, B.A. • Guidehouse (Technology Consulting) • Discovery & Requirements Analysis

Jacqueline serves as Business Analyst and Requirements Lead, owning the discovery process and translating agency workflows into technical specifications. Previously a technology consultant at Guidehouse, she supported complex government engagements spanning requirements analysis, stakeholder coordination, and implementation planning for defense and civilian agencies. At Concourse, she leads discovery workshops, documents functional requirements, and ensures solutions are grounded in real agency operations.



Varun Char

Head of Strategic Initiatives & Product

Yale Law School, J.D.; Columbia, B.A. • McKinsey & Company • Metropolitan Transportation Authority

Varun Char is a strategy and operations leader with over a decade of experience driving improvements in large organizations and government agencies. Most recently Director of Strategic Initiatives at the MTA, he led large-scale operational and technology programs for one of the nation's largest transit authorities. Previously at McKinsey & Company, he advised public and private sector executives on strategy, operating model design, and implementation. Varun also serves as legal counsel in the US Army Reserves. Varun leads executive stakeholder alignment, change management, and initiative planning for Concourse engagements.

Mike Mumma

General Manager, Customer Success & Delivery Operations

Georgetown University, B.A. • 10+ Years in Tech & Consulting

Mike leads Customer Success and Delivery Operations, serving as the primary relationship lead for strategic accounts. With 10+ years in technology consulting and government policy, he has managed relationships with 20+ agencies across state, municipal, and education sectors. Previously a consultant focused on government technology adoption, he brings deep understanding of procurement workflows, compliance requirements, and post-deployment optimization. Mike ensures continuity from implementation through ongoing support and growth.



Ajay Menon

Lead, Project Management & Implementation

Duke University, B.S. • 6+ Years in Product & Delivery • 15+ Public Sector Implementations

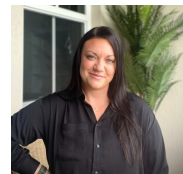
Ajay serves as Project Manager and Implementation Lead, managing day-to-day delivery, milestone tracking, and stakeholder communication. With 6+ years in product strategy and technology deployments, he has led 15+ public sector implementations end-to-end. Previously at a technology advisory firm, he scoped and delivered enterprise solutions for government and education clients. Ajay manages sprint planning, UAT coordination, training schedules, and go-live readiness for each engagement.

Kelsey Shaner

Contracting & Compliance Lead

8+ Years in Operations & GovTech • Previously FinTech Operations • Full Procurement Lifecycle

Kelsey serves as Contracting and Compliance Lead, managing the full procurement lifecycle from initial opportunity through contract award and ongoing compliance. With 8+ years in technology operations spanning FinTech and GovTech, she has managed dozens of government contracts and SLA compliance frameworks. At Concourse, she aligns configuration, documentation, and reporting with agency requirements, ensuring contractual obligations are met throughout the engagement.



Our Advisors

Concourse is supported by a group of experienced advisors who bring deep domain expertise in government technology, procurement, and public sector operations.



Brenna Berman

Chief Information Officer, Chicago (Ret.)

Brenna served as Chicago's Chief Information Officer and Commissioner of the Department of Innovation and Technology, where she led city-wide data initiatives and smart infrastructure programs. She brings deep expertise in urban technology, open data, and public-private partnerships, and advises Concourse on scaling technology solutions for large municipal environments.

Greg Smith

Chief Procurement Officer, Nevada (Ret.); Chairman, NASPO ValuePoint (Ret.)

Greg served as Nevada's Chief Procurement Officer and chaired NASPO ValuePoint, the nation's largest cooperative purchasing program. He brings unmatched expertise in state procurement strategy, cooperative contracting, and vendor positioning across all 50 states.



Vern Jones

Chief Procurement Officer, Alaska (Ret.)

Vern served as Alaska's Chief Procurement Officer, overseeing statewide acquisition strategy and vendor management. He advises Concourse on procurement compliance, contract strategy, and navigating complex public sector acquisition processes.

David Gragan

Chief Procurement Officer, Texas, Indiana, District of Columbia and CFPB (Ret.); Chief Administrative Officer, NASPO

David brings decades of government procurement leadership, having served as Chief Procurement Officer for the District of Columbia, the State of Texas, Indiana, and the CFPB. A CPPO Fellow and National Academy of Public Administration Fellow, he advises Concourse on procurement compliance, contract strategy, and navigating complex public sector acquisition processes.



Rock Regan

Chief Information Officer, Connecticut; Public Sector Sales, Qlik, Precisely, Kronos

Rock served as Connecticut's Chief Information Officer, leading statewide IT strategy and digital transformation. With extensive public sector sales leadership at Qlik, Precisely, and Kronos, he advises Concourse on government market strategy, state-level technology partnerships, and building trusted relationships with public sector decision-makers.

Government Technology Delivery Experience

State of Oklahoma, Office of Management and Enterprise Services (OMES)

Oklahoma City, OK • Statewide Solicitation & Contract Management Platform

Our deployment for the State of Oklahoma OMES delivered a statewide platform powering 600+ state agencies and municipalities with centralized oversight, agency-specific workspaces, and a unified administrative hub. The platform demonstrates our ability to serve a central state services agency with a multi-tenant architecture; implementation completed in under 60 days.

Ohio Department of Administrative Services (DAS)

Columbus, OH • PDF Accessibility Remediation Tool

Our awarded project with the Ohio Department of Administrative Services builds a compliance-focused SaaS tool that state agencies use to automate Section 508 remediation via API integrations. Ohio DAS's role as a central services agency serving all state entities closely mirrors WVOT's mission.

State of Washington Department of Health

Olympia, WA • State Refugee Health Program Data Manager

Our awarded project with the Washington State Department of Health builds a HIPAA-compliant SaaS platform managing third-party data across sub-recipient providers, with native EHR API integrations, data validation workflows, and federal reporting; capabilities that map directly to the CCM, evidence ingestion, and compliance reporting requirements of a GRC platform.

Pinellas Suncoast Transit Authority (PSTA)

St. Petersburg, FL • Certificate of Insurance Tracking Platform

Our deployment for the Pinellas Suncoast Transit Authority automates the collection, validation, and continuous monitoring of vendor compliance certificates with automated alerts; a capability set that maps directly to the Third-Party Risk Management and continuous control monitoring requirements of this solicitation.

Southwest Florida Water Management District

Brooksville, FL • Digital Accessibility SaaS Platform

Our awarded project with the Southwest Florida Water Management District delivers a SaaS compliance monitoring solution that automatically scans, prioritizes, and tracks remediation of WCAG compliance barriers; the same architectural pattern of automated evidence collection, framework mapping, and remediation tracking required for GRC.

Customer References & Recent Awards

- Oklahoma OMES
- Oklahoma Water Resources Board
- California Residential Mitigation Program
- City of Los Angeles
- Los Angeles County
- Redwood City
- City of Palo Alto Utilities
- Colorado HCPF
- Town of Windsor (CO)
- Denver RTD
- Washington Dept of Health
- Sound Transit (WA)
- Tennessee Dept of Treasury
- Owosso, Michigan
- City of Warren (MI)
- Oakland University (MI)
- State of Hawaii Judiciary
- SW Florida Water Management District
- Pinellas Suncoast Transit (FL)
- Texas State Technical College
- Houston-Galveston Area Council
- Ohio DAS
- Greater Cleveland RTA
- City of Portland (OR)
- University of Wyoming
- Iowa State University
- Basin Recreation (UT)
- City of Mobile (AL)
- Olmsted County (MN)
- Guilford County Schools (NC)
- South Carolina DOT
- Maryland State Retirement Agency
- Ramsey County (MN)
- Dakota County (MN)
- Westmoreland County CC (PA)
- Newport, Arkansas
- Rides Mass Transit (IL)
- City of Saint Louis Parks

Company Information

Company Name	Concourse Tech Inc.
Contact Person	Kelsey Shaner, Contracting & Compliance Lead
Phone	(646) 305-9964
Email	sales@concoursetech.com
Address	169 Madison Ave, Suite 15520, New York, NY 10016
Trust Center	Relevant documentation (e.g., SOC 2 Type II audit report, TX-RAMP Level 1 certification, VPAT, HECVAT) can be found on our Trust Center: https://trust.concoursetech.com
DUNS Number	119359641
CAGE Code	09E17

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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 Quote
Info Technology

Proc Folder: 2012913			Reason for Modification: Addendum No 1 is issued to publish vendor questions with the Agency's responses
Doc Description: Addendum No 1-Governance, Risk and Compliance Auto Platform			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-07-24	2026-07-30 13:30	CRFQ 0231 OOT2700000002	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000047275

Vendor Name : Concourse Tech Inc.

Address : 169 Madison Ave, Suite 15520, New York, NY 10016

Street : 169 Madison Ave, Suite 15520

City : New York

State : NY **Country :** USA **Zip :** 10016

Principal Contact : Kelsey Shaner

Vendor Contact Phone: (646) 305-9964 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X  **FEIN#** 92-0732705 **DATE** 07/24/2026

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

- 1) To publish a copy of the vendor questions with the agency's responses.
- 2) To publish a paper copy of Exhibit A pricing page

---no other changes---

INVOICE TO

DEPARTMENT OF
ADMINISTRATION
OFFICE OF TECHNOLOGY
1900 KANAWHA BLVD E,
BLDG 5 10TH FLOOR
CHARLESTON WV
US

SHIP TO

WV OFFICE OF
TECHNOLOGY
BLDG 5, 10TH FLOOR
1900 KANAWHA BLVD E
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	GRC Software Maintenance and Support Year One (Initial term)	1.00000	EA	\$100,900	\$100,900

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO

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SHIP TO

WV OFFICE OF
TECHNOLOGY
BLDG 5, 10TH FLOOR
1900 KANAWHA BLVD E
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	GRC Software Maintenance and Support Year 2 renewal	1.00000	EA	\$102,918	\$102,918

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	GRC Software Maintenance and Support Year 3 renewal	1.00000	EA	\$104,976	\$104,976

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	GRC Software Maintenance and Support Year 4 renewal	1.00000	EA	\$107,076	\$107,076

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-07-22

SOLICITATION NUMBER: CRFQ OOT2700000002

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

- 1) To publish a copy of the vendor questions with the agency's responses.
- 2) To publish a paper copy of Exhibit A pricing page

---no other changes---

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Governance, Risk and Compliance Automation Platform

1. Is this requirement for a new GRC implementation, replacement of an existing platform, or renewal of a current solution? *New implementation*
2. Does WVOT have a preferred deployment model, such as SaaS, state-hosted, or cloud-hosted? *SaaS*
3. Are there required integrations with existing security, asset management, vulnerability management, identity, or compliance systems? *Preferred integrations with SentinelOne EDR, Palo Alto Firewalls, Entra ID, KnowBe4, Dynamics 365, AWS, Azure, GCP.*
4. Would the State be open to a vendor demonstration, oral presentation, or proof of concept as part of the evaluation process? Agile5 would welcome the opportunity to demonstrate our solution and show how its capabilities could support WVOT's GRC objectives. *For RFQ's we do not do vendor presentations, please provide all information in print form.*
5. Sections 4.1.1 and 4.3.2 require 125 fully segregated child workspaces and strict role-based access controls. Will the State accept logical tenant segregation within a shared platform and database architecture, provided that each entity's data is securely isolated and accessible only through its authorized workspace and central WVOT administrators, or does the State require separate databases, database instances, or schemas for each entity? *Logical tenant segregation within a shared database is acceptable so long as role-based controls can be utilized to separate workspaces to only the needed individuals.*
6. Section 4.8 requires POA&M tracking and a formal risk-exception workflow. Is workflow-status tracking required only for POA&Ms and risk-exception requests, or must the platform also provide lifecycle-status tracking for individual vulnerability and compliance findings generated or ingested through the platform? *Preferable both POA&M and for vulnerabilities/compliance findings but the requirement would specifically be for POA&M exceptions.*
7. For any required workflow-status tracking, must WVOT administrators be able to create and configure their own statuses, approval steps, and transition rules, including how records advance, regress, reopen, or close, or will a vendor's predefined workflow states satisfy the requirement? *Predefined should meet the requirement. The intent would be to be able to add a comment on why the exception is in place.*
8. The RFQ line items are described as "Software Maintenance and Support." and a mention of professional services is described in requirement 4.5.5 (speaking to initial API integrations). Are other initial implementation professional services expected for Year 1? If yes, shall the implementation costs be included in the Year 1 lump-sum price, or shall it be quoted separately? *Implementation costs should be included in the year 1 price for both the API integration and the initial configuration/setup of the platform.*
9. Our subscription licensing model is based on the total employee headcount of the purchasing organization. To ensure we provide an accurate quote for the baseline subscription on Page 11, could you please provide an approximate employee headcount at WVOT? *Licensing must not be tied to overall State of West Virginia employee headcount. Licensing must be based on the required ~200 named platform users across 125 agency workspaces.*

Governance, Risk and Compliance Automation Platform

10. Our pricing model for Third Party Risk Management (TPRM) is based on the quantity of TPRM questionnaires sent annually. Approximately how many annual (rough order of magnitude...i.e., 10, 100, 1000, etc) TPRM questionnaires do you anticipate? *I would estimate 10 – 50 questionnaires.*
11. Approximately how many people does WVOT expect to be trained? *For WVOT staff I would say that 5 people will need to be trained. We may also have interest in agency staff being trained in the platform for their specific departments. I'd say at most 10 people initially, but the number could go up to probably 20 if agencies express interest.*
12. Does WVOT have a specific and required risk methodology or workflow? Can you describe it? *WVOT utilizes the WV CSF which is a simplified version of NIST CSF 2.0. We would like to have the ability to use NIST CSF 2.0 and tailor the questions. We have some questions that are mandated by Legislature in addition to the standard NIST questions. I can give further details if needed.*
13. Are the 125 child segments a part of WVOT? Do they adopt the same controls and policies as WVOT? If so, how many? *The 125 Child Segments would be agencies/divisions/entities that WVOT provides Security services and support to. Mainly WV Executive Branch departments but some others may be included. WVOT staff will need access to administer the platform, and agency staff will need access to their segment to complete assessments, access/upload artifacts, view reports, etc. The agencies will all have the same required WVCSF assessment but may have differing needs in terms of regulatory compliance (IRS 1075, HIPAA, CJIS, CMS ARC-AMPE, PCI).*
14. Should each of the child segments have their own portal? *Yes*
15. Are there data-residency or hosting requirements (e.g., U.S./CONUS only, or a government cloud), and is FedRAMP or StateRAMP authorization required or preferred? *US hosting is required. FedRAMP/StateRAMP is not a requirement but is a plus.*
16. Can you please provide more detail on the nature of the desired custom assessments you would like to send to the 125 child entities, as well as any key aspects of your future intended workflows for reviewing and assessing the responses. *WVOT utilizes the WV CSF which is a simplified version of NIST CSF 2.0. We would like to have the ability to use NIST CSF 2.0 and tailor the questions. We have some questions that are mandated by Legislature in addition to the standard NIST questions. Our intended workflow would be the ability for entities to upload artifacts/policies/etc. and automate assessment completion.*
17. Other than NIST, what frameworks will be used to assess the child entities? *WVCSF (based on NIST CSF 2.0). Some agencies have federal audit frameworks (IRS 1075, CMS ARC-AMPE, SSA, FBI CJIS) which are based on NIST 800-53. HIPAA is another framework. PCI-DSS may be required for some entities.*
18. Are you able to share WVCSF's control list and control language for each control? *Yes. See 2026 WVCSF Questions spreadsheet included. These requirements can change each year depending on Legislative requirements.*
19. Can you please provide more detail on the types of information you would like to see included in your executive dashboards, compliance summaries, and in the automated reports you would like to have generated? *Overall number of findings, POA&M trackers across the enterprise, breakdowns per defined categories (Department/Agency), status of*

CRFQ OOT2700000002

Governance, Risk and Compliance Automation Platform

integrations. Each child entity should have reporting for only their agency. For the child entity they should be able to see completion status of required assessments, audit information, KPIs, any TRPM questionnaires.

20. . Please confirm which state agencies will be included in the initial deployment and whether the initial 125 workspaces are expected to support all participating agencies or only a subset. *Initial deployment testing will occur with WVOT. WVOT will administer the overall platform. The other workspaces will be the major Executive Branch agencies supported by WVOT. I suspect that we will work with some agencies in the initial phase and continue the rollout process after those are completed.*
21. Will agencies be onboarded simultaneously, or is a phased implementation anticipated? *Phased implementation*
22. Approximately how many users are expected to access the platform (administrators, contributors, executives, auditors, and read-only users)? *5 administrators, 20 executives, 150 agency contacts (not sure if they would fall under auditor or read only. They will be the ones working on the assessments for their agency).*
23. Does the State currently utilize a Governance, Risk, and Compliance (GRC) platform or internally developed solution? If so, what data and configurations (frameworks, assessments, risks, evidence, POA&Ms, users, etc.) are expected to be migrated? *CSET is current tool which is a Federal Tool for completing assessments. Historical data migration is NOT a mandatory requirement of this contract. The platform must support native bulk data/spreadsheet import capabilities (e.g., CSV/Excel imports) so WVOT staff can import legacy CSET and assessment data as needed.*
24. Is there a target implementation timeline following contract award? *Targeted implementation would be by April 15, 2027, for the initial phased agencies (Department of Administration). I would expect the other entities to be onboard before the end of June 2027. The WVCSF is required to be completed before December 1st of each year.*
25. Should implementation and professional services be included within the pricing response, or should they be proposed separately from the annual software subscription? *All initial implementation, API integration, setup, and administrator training costs must be included within the Year 1 Total Price on Exhibit A. No separate implementation invoices or post-award SOWs will be authorized.*
26. If additional workspaces are added during the contract term, should vendors assume those additions will be priced using the same unit pricing established in the awarded contract? *Yes*
27. Beyond lowest compliant cost, please clarify whether additional evaluation criteria (e.g., implementation methodology, ease of administration, automation capabilities, user experience, customer references, and product roadmap) will be considered, and whether vendors will be afforded an opportunity to participate in product demonstrations, oral presentations, or technical discussions following proposal *Lowest cost that meets all needed specs is how the bids will be evaluated. No vendor presentations for RFQ's.*

CRFQ OOT2700000002

Governance, Risk and Compliance Automation Platform

28. What business objectives or operational outcomes is the State hoping to achieve through this initiative that are not fully captured within the technical specifications? *The State is intending to streamline the current audit support process for agencies, streamline the required Risk Assessment process for agencies, provide a platform that will offer the ability for agencies to upload artifacts/evidence, platform for TPRM activities for agencies, and provide reporting on GRC at an Executive level for both individual agencies and at an overall state level.*

29. The RFQ references vendors completing and submitting pricing on "Exhibit A." We were unable to locate Exhibit A within the solicitation documents. Could you please clarify Where Exhibit A can be found, or if it will be provided separately through Please use wvOASIS to submit pricing per commodity lines. You can also provide separate quote materials? *Exhibit A is electronically through wvoasis, or as an attached document included in this addendum*

Licensing / User Counts

30 Can WVOT provide the anticipated number of:

- Named/internal platform users *200.*
- Administrative users *5*
- Third-party vendors expected to access the vendor portal? *25*

Implementation Timeline

31. Can WVOT provide its anticipated implementation timeline, including the desired project start date and target go-live date? *Targeted implementation would be by April 15, 2027, for the initial phased agencies (Department of Administration). I would expect the other entities to be onboard before the end of June 2027. The WVCSF is required to be completed before December 1st of each year.*

Data Migration

32. To assist in accurately estimating implementation effort, can WVOT provide additional detail regarding the anticipated data migration scope, including:

- Source systems (e.g., spreadsheets, SharePoint, existing GRC/TPRM platform) *Spreadsheets generated via CSET platform. Integration with Dynamics 365 also a plus. Historical data migration is NOT a mandatory requirement of this contract. The platform must support native bulk data/spreadsheet import capabilities (e.g., CSV/Excel imports) so WVOT staff can import legacy CSET and assessment data as needed.*
- Types of records to be migrated *Spreadsheets*
- Approximate data volumes? *No more than 250 spreadsheets currently.*

Governance, Risk and Compliance Automation Platform

Integrations

33. Can WVOT identify the systems expected to integrate with the proposed solution as part of the initial implementation (e.g., Microsoft Entra ID/Active Directory, ServiceNow, HR systems, vulnerability management platforms, ticketing systems, or other enterprise applications)? *Entra ID/Active Directory, AWS, Azure, GCP, SentinelOne, Palo Alto Firewall, Rapid7 InsightVM, Dynamics 365. Additional integrations with other technologies to streamline audit work is a plus.*

Third-Party Population

34. Approximately how many third parties/vendors are currently managed, and what annual volume of new vendor onboardings and risk assessments is anticipated? *No current TRPM activities for vendors. Volume will depend on agency desire to assess their auditors. I suspect we will work with roughly 25-50 vendors over time.*

35. Can WVOT clarify whether the requested solution is expected to support formal authorization/accreditation workflows (e.g., POA&M and authorization packages) as part of the initial implementation, or whether these capabilities are anticipated for a future phase? *Initial phase is preferred but future phase is acceptable. We currently generate informal POA&Ms based on assessments for each agency in a spreadsheet.*

36. 2.1 / 2.2 / Ln 1–4 2.1 defines “Licenses” as the Agency's licenses to utilize software, and 2.2 ties the Pricing Page to “maintenance and support.” Must the lump-sum price include the cost of the software licenses themselves, or only maintenance/support/implementation on licenses WVOT already owns or will acquire separately? *Must include the cost of software licenses in addition to maintenance and support.*

37. Cover / 1 / GT&C 5 The cover sheet states “Central Contract – Fixed Amt,” 1 of the specs calls this an “open-end contract,” and GT&C 5 marks it “Combined Service and Goods.” Which governs — particularly for the 4.1.4 on-demand workspace expansion pricing? *This is an Agency Open-End Contract. The base requirement encompasses 125 child workspaces at the awarded fixed price. Additional workspaces may be ordered on-demand during the contract term at the fixed unit price established on WVOasis commodity line.*

Governance, Risk and Compliance Automation Platform

38 4.1.3 / GT&C 13 4.1.3 says renewals continue “under the same pricing,” the form provides four separate price fields (Years 1–4), and GT&C 13 says pricing is firm for the contract life. Must Years 2–4 be priced identically to Year 1, or is escalation All separate *Renewals continue under the same quoted pricing structure submitted at bid — meaning vendors may quote different prices for each year, but those quoted prices become firm for the life of the contract.*

39 3.1 Does authorized-partner status with OEM license pass-through satisfy “authorized by the GRC software company,” or must the manufacturer bid directly? And does a standard manufacturer authorization/partner letter satisfy the proof requirement, or is a specific certification format expected? *A standard Manufacturer Authorization Letter (MAF) or partner certification letter from the Original Equipment Manufacturer (OEM) confirming the vendor as an authorized reseller or provider satisfies this requirement.*

40 4.5.5 / 5.1 4.5.5 mandates dedicated implementation services, but no line item prices them and award (5.1) is scored on software cost only. Confirm how implementation services are procured: (a) included in the annual lump-sum on Lines 1–4; (b) procured separately after award via a follow-on SOW or task order (and on what vehicle); or (c) another method. If (a), state the assumed integration scope so all vendors price to a common basis. *All initial implementation, API integration, setup, and administrator training costs must be included within the Year 1 Total Price on Exhibit A. No separate implementation invoices or post-award SOWs will be authorized.*

41 4.9 / 4.2.1 The four priced lines cover product/SLA support (4.9), and 4.2.1 provides train-the-trainer for WVOT administrators. Confirm the post-go-live operating model: (a) WVOT self-administers with the vendor providing only SaaS/product support; or (b) the vendor provides ongoing managed services (agency onboarding, questionnaire/framework configuration, enhancements, tier-2/3 support) — and if (b), on what line or vehicle is that recurring service priced? *WVOT self-administers with vendor providing SaaS/product support is the expected model post go-live.*

42 4.5.2 / 4.5.4 Must the CCM and TPRM add-ons be independently licensed/toggled per workspace, or licensed platform-wide and configured per workspace? *Continuous Control Monitoring (CCM) and Third-Party Risk Management (TPRM) capabilities must be licensed on a platform-wide basis, making them natively accessible across all 125 child workspaces.*

43 4.1.1 / 4.5 125 workspaces is given, but what is the expected total end-user or concurrent-user count across them? *Roughly 200 total users of the platform.*

44 5.1 Is there a formal technical compliance review/scoring step before price is compared, or is it pass/fail against spec then price ranking? And is “lowest total cost” the sum of the four annual lines only, or does it include on-demand expansion unit pricing and implementation Lowest cost that meets all requirements is the review/scoring process ?

Governance, Risk and Compliance Automation Platform

45 4.3 / 4.7 Is there an existing GRC or compliance tool in place today that this replaces, and if so, is data migration from that platform in scope? *CSET is currently used for assessments. Historical data migration is NOT a mandatory requirement of this contract. The platform must support native bulk data/spreadsheet import capabilities (e.g., CSV/Excel imports) so WVOT staff can import legacy CSET and assessment data as needed.*

46 Addendum 3.i Must all jurisdiction data reside solely in U.S. data centers, and is a specific hosting accreditation required (StateRAMP / FedRAMP Moderate or High)? *Must reside on U.S. data centers. StateRAMP/FedRAMP nice to have but not a requirement. FedRAMP High not required.*

47 GT&C 11 / 4.9 What is the SLA-breach remedy given Liquidated Damages are marked “Not Included” while 4.9 imposes an uptime SLA and response *If specifications are not being met, contract can be cancelled by WVOT?*

48 2.2 / 5.2 Confirm Exhibit A (Pricing Page) is available in wvOASIS; it was not in the released. *Pricing sheet attached, but could use WV Oasis*

Governance, Risk and Compliance Automation Platform Pricing Sheet

Exhibit A

Commodity	Price
GRC Software Maintenance and Support Year One (Initial term)	\$100,900
GRC Software Maintenance and Support Year 2 renewal	\$102,918
GRC Software Maintenance and Support Year 3 renewal	\$104,976
GRC Software Maintenance and Support Year 4 renewal	\$107,076
Total	\$415,870

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

☒ Addendum No. 1	☐ Addendum No. 6
☐ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Concourse Tech Inc.

Company



Authorized Signature

07/24/2026

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 2012913

Doc Description: Addendum No 2-Governance, Risk and Compliance Auto Platform

Reason for Modification:

Addendum No 2 is issued to
modify the bid opening date

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2026-07-28	2026-08-11 13:30	CRFQ 0231 OOT2700000002	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000047275

Vendor Name : Concourse Tech Inc.

Address : 169 Madison Ave, Suite 15520, New York, NY 10016

Street : 169 Madison Ave, Suite 15520

City : New York

State : NY

Country : USA

Zip : 10016

Principal Contact : Kelsey Shaner

Vendor Contact Phone: (646) 305-9964

Extension: N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 92-0732705

DATE 07/28/2026

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

ADDITIONAL INFORMATION
Addendum No 2 is issued for the following reasons:
1) To modify the bid opening date from 7/30/26 to 8/11/26
---no other changes---

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	GRC Software Maintenance and Support Year One (Initial term)	1.00000	EA	\$100,900	\$100,900

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	GRC Software Maintenance and Support Year 2 renewal	1.00000	EA	\$102,918	\$102,918

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:

4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	GRC Software Maintenance and Support Year 3 renewal	1.00000	EA	\$104,976	\$104,976

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	GRC Software Maintenance and Support Year 4 renewal	1.00000	EA	\$107,076	\$107,076

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Enter a grand total lump sum yearly price that is all inclusive of specifications:
4.1 ; 4.2 ; 4.3 ; 4.4 ; 4.5 ; 4.6 ; 4.7 ; 4.8 ; 4.9

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2026-07-22

SOLICITATION NUMBER: CRFQ OOT2700000002

Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum No 2 is issued for the following reasons:

- 1) To modify the bid opening date from 7/30/26 to 8/11/26

---no other changes-----

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*002

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Addendum Numbers Received:

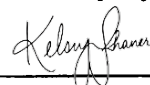
(Check the box next to each addendum received)

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Concourse Tech Inc.

Company



Authorized Signature

07/28/2026

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012