



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 5

List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2012913

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000046075

Legal Name: UpGuard Inc

Alias/DBA:

Total Bid: \$424,616.00

Response Date: 08/11/2026

Response Time: 9:48

Responded By User ID: UpGuard2

First Name: James

Last Name: Bassett

Email: james.bassett@upguard.co

Phone: 7164405300

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: 5

Total of All Attachments: 5



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 ESR08052600000000774	1

VENDOR
VS0000046075
UpGuard Inc

Solicitation Number: CRFQ 0231 OOT2700000002
Total Bid: 424616
Response Date: 2026-08-11
Response Time: 09:48:38
Comments:

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

Vendor		
Signature X	FEIN#	DATE

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	106154.000000	106154.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Unlimited Domain & IP Inventory
 External Asset Discovery and Monitoring
 Vulnerability Detection
 Detected Products
 Remediation Guidance & Workflow
 Risk Waiver Workflows
 Executive Reporting & Scoring
 Industry/Competitor Benchmarking
 Incidents & News
 API Access
 SSO
 UpGuard Technical Support
 10 Vendor Snapshots
 Audit Log
 Role Based Access Controls
 Vendor Onboarding Portal
 Templates and Automation
 Custom Co-branding
 News and Incidents
 Vendor Summary
 Relationship Questionnaire
 Questionnaire Builder
 Questionnaire Library
 Traditional Risk Assessment Workflows
 AI-Powered Security Profile
 Instant Risk Assessments
 Risk & Remediation Management
 Vulnerability Management
 Additional Evidence and Documents
 Recurring Reports
 Custom Notifications
 Premium Assurance
 Risk Automations

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	106154.000000	106154.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Unlimited Domain & IP Inventory
External Asset Discovery and Monitoring
Vulnerability Detection
Detected Products
Remediation Guidance & Workflow
Risk Waiver Workflows
Executive Reporting & Scoring
Industry/Competitor Benchmarking
Incidents & News
API Access
SSO
UpGuard Technical Support
10 Vendor Snapshots
Audit Log
Role Based Access Controls
Vendor Onboarding Portal
Templates and Automation
Custom Co-branding
News and Incidents
Vendor Summary
Relationship Questionnaire
Questionnaire Builder
Questionnaire Library
Traditional Risk Assessment Workflows
AI-Powered Security Profile
Instant Risk Assessments
Risk & Remediation Management
Vulnerability Management
Additional Evidence and Documents
Recurring Reports
Custom Notifications
Premium Assurance
Risk Automations

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	106154.000000	106154.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Unlimited Domain & IP Inventory
External Asset Discovery and Monitoring
Vulnerability Detection
Detected Products
Remediation Guidance & Workflow
Risk Waiver Workflows
Executive Reporting & Scoring
Industry/Competitor Benchmarking
Incidents & News
API Access
SSO
UpGuard Technical Support
10 Vendor Snapshots
Audit Log
Role Based Access Controls
Vendor Onboarding Portal
Templates and Automation
Custom Co-branding
News and Incidents
Vendor Summary
Relationship Questionnaire
Questionnaire Builder
Questionnaire Library
Traditional Risk Assessment Workflows
AI-Powered Security Profile
Instant Risk Assessments
Risk & Remediation Management
Vulnerability Management
Additional Evidence and Documents
Recurring Reports
Custom Notifications
Premium Assurance
Risk Automations

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	106154.000000	106154.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Unlimited Domain & IP Inventory
External Asset Discovery and Monitoring
Vulnerability Detection
Detected Products
Remediation Guidance & Workflow
Risk Waiver Workflows
Executive Reporting & Scoring
Industry/Competitor Benchmarking
Incidents & News
API Access
SSO
UpGuard Technical Support
10 Vendor Snapshots
Audit Log
Role Based Access Controls
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Vendor Summary
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AI-Powered Security Profile
Instant Risk Assessments
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Vulnerability Management
Additional Evidence and Documents
Recurring Reports
Custom Notifications
Premium Assurance
Risk Automations

Extended Description:

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

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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:		
Vendor Name :		
Address:		
Street:		
City:		
State:	Country:	Zip:
Principal Contact :		
Vendor Contact Phone:		Extension:

FOR INFORMATION CONTACT THE BUYER		
Toby L Welch (304) 558-8802 toby.l.welch@wv.gov		
Vendor Signature X	FEIN#	DATE

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--

INVOICETO

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

ISHIPTO

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		

Comm Code	Manufacturer	Specification	Model#
43230000			

Extended Description:

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

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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		

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**

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	GRC Software Maintenance and Support Year 3 renewal	1.00000	EA		

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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US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	GRC Software Maintenance and Support Year 4 renewal	1.00000	EA		

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
	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

[ti') 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

- I. 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 needed 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 ll'ould estimate 10- 50 questionnaires.*
11. Approximately how many people does WVOT expect to be trained? *For WVOTstgff'! would say that 5 people will need to be trained We may also have interest in agency staff being trained in the pla(fonnfor their spec{fic departments. I'd say Cl! most JO people initiClly, but the number could go up to probably 20 (/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. /Ve ll'ould like to have the ability to use NIST CSF 2.0 and tailor the questions. /Ve have some questions that are mandated by Legislature in addition to the standard NIST questions. I can givefi,rther details (/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 ll'ould be agencies/divisions/entities that WVOT provides Security services CInd support to. /Mainly IV/" Executive Branch departments but some others may be included. WVOT stgff will need access to administer the pla(form. and agency stajf ll'll need access to their segment to complete assessments, C/ccesslupload art(/'acts, view reports, etc. The agencies ll'll all have the same required WVCSF assessment but mC/y having d(ftering needs in terms of regulatory compliance (IRS 1075. HIPAA. C./IS, CMS ARC-AMPE, PC/).*
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. */VVOT utilizes the IVV CSF which is a simpl(fied version of NIST CSF 2.0. We would like to have the ability to use NIST CSP 2.0 and tailor the questions. /Ve have some questions that are mandated by Legislature in addition to the standard NIST questions. Our intended ll'lorkjlow would be the Clbility for entities to upload art(factslpolicies/etc. and automate assessment comp/etion.*
17. Other than 1ST. what frameworks will be used to assess the child entities? *WVCSF (based on NIST CSF 2.0). Some agencies have federal audit frameworks (IRS Io-5. Civ!S ARC-AMPE, SSA, FBI C.JIS) which are based on NIST 800-53. /If PAA is another fi'amell'ork. PCI-DSS may be required/or some entities.*
18. Are you able to share WVCSF's control list and control language for each control? *Yes. See 2026 WVCSF Questions .\preadsheel 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 offindings, POA&M trackers across the enterprise. breClkdoll'ns per de_fined categories (Department/Agency), status of*

Governance, Risk and Compliance Automation Platform

integrations. Each child entity should have reporting/or only their agency. For the child entity they should be able to see completion status of required assessments, audit information, KP/s, any TRPAJ 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 11/18/2027. 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 be 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/J, 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 31 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-mortem 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 RFQs.*

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 in/ending 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 the 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 will 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, AIVS, Assurance, GCP, Sentinel/One, 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/or 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 failure 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 / I / GT &C 5 The cover sheet states "Central Contract - Fixed Amt," 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 J25 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 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 *(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}	
GRC Software Maintenance and Support Year 2 renewal	
GRC Software Maintenance and Support Year 3 renewal	
GRC Software Maintenance and Support Year 4 renewal	
Total	

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.

Company

Authorized Signature

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			Reason for Modification: Addendum No 2 is issued to modify the bid opening date
Doc Description: Addendum No 2-Governance, Risk and Compliance Auto Platform			
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

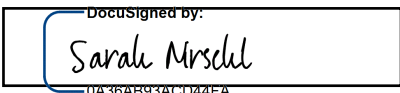
BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: VS0000046075
Vendor Name : UpGuard, Inc
Address :
Street : 650 Castro Street, Suite #120-387
City : Mountain View
State : California **Country :** United States **Zip :** 94041
Principal Contact : Casey Altieri
Vendor Contact Phone: 4438783823 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X 

FEIN# 45-4370653

DATE 08/05/2026

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		

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		

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		

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		

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:

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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

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

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UpGuard, Inc

Company

Designated by

Sarah Merschel

Signature

Authorized Signature

08/05/2026

Date

NOTE: This addendum acknowledgement 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			Reason for Modification: Addendum No 3 is issued to correct an error and to attach the 2026 WVCSF spreadsheet
Doc Description: Addendum No 3-Governance, Risk and Compliance Auto Platform			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-05	2026-08-11 13:30	CRFQ 0231 OOT2700000002	4

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000046075
Vendor Name : UpGuard, Inc
Address :
Street : 650 Castro Street, Suite #120-387
City : Mountain View
State : California **Country :** United States **Zip :** 94041
Principal Contact : Casey Altieri
Vendor Contact Phone: 4438783823 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

DocuSigned by:
Sarah Mersel
0A36AB93ACD44FA...

FEIN# 45-4370653

DATE 08/05/2026

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

ADDITIONAL INFORMATION

Addendum No 3 is issued for the following reasons:

1) To correct an error and to attach the 2026 WVCSF spreadsheet

---no other changes---

INVOICE TODEPARTMENT 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		

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 TODEPARTMENT 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
2	GRC Software Maintenance and Support Year 2 renewal	1.00000	EA		

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		

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		

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: 3

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 3 is issued for the following reasons:

- 1) To publish a copy of the 2026 WVCSF as described in addendum No 2 question number 18.

----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

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

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UpGuard, Inc

Company

Sarah Merschl

Authorized Signature

08/05/2026

Date

NOTE: This addendum acknowledgement 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			Reason for Modification: addendum No 4 is issued to clarify a response.
Doc Description: Addendum No 4-Governance, Risk and Compliance Auto Platform			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-06	2026-08-11 13:30	CRFQ 0231 OOT2700000002	5

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000046075
Vendor Name : UpGuard, Inc
Address :
Street : 650 Castro Street, Suite #120-387
City : Mountain View
State : California **Country :** United States **Zip :** 94041
Principal Contact : Casey Altieri
Vendor Contact Phone: 4438783823 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

DocuSigned by:
Sarah Mrscl
0A36AB93ACD44EA

FEIN# 45-4370653

DATE 08/07/2026

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

ADDITIONAL INFORMATION

Addendum No 4 is issued for the following reasons:

1) To correct an error and to clarify a response from Addendum No 2 regarding the attachment of the 2026 WVCSF spreadsheet

---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		

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		

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		

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		

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: 4

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 4 is issued for the following reasons:

1) To correct an error and to clarify a response from Addendum No 2 regarding the attachment of the 2026 WVCSF spreadsheet

---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.

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ATTACHMENT A

CRFQ OOT2700000002 (ADDENDUM NO 4) GOVERNANCE, RISK, AND COMPLIANCE AUTO PLATFORM

Purpose:

The Purpose of addendum No 4 is to clarify a question that was submitted by a vendor and answered via addendum number 2. Question number 18 and the accompanying WV CSF spreadsheet is to illustrate the type of cybersecurity framework content currently used by the State during WV CSF Risk Assessments. The spreadsheet is modeled after industry frameworks such as NIST CSF 2.0 and reflects categories like Govern, Identify, Protect, Detect, Respond, and Organizational requirements.

Its inclusion is not intended to establish mandatory headings, required content, or a prescribed structure for vendor submissions. Instead, it demonstrates the kind of customizable question lists and control mappings the State may choose to build within the selected GRC platform.

The requirement for vendors is the ability of the proposed GRC system to support robust framework customization, including creating, modifying, and managing custom questions, categories, and mappings based on industry frameworks or State-specific needs.

Vendors should note that the proposed GRC system must provide robust framework customization capabilities, enabling our organization to adapt, modify, and build out custom question lists, and control mappings. The actual headings included in this spreadsheet are not requirements, just the ability to have customized questions based on industry frameworks.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*002

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(Check the box next to each addendum received)

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UpGuard, Inc

Company

Sarah Merschl

0A36AB93ACD44FA...

Authorized Signature

08/07/2026

Date

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

Revised 6/8/2012

UpGuard Capability Alignment

Enterprise Governance, Risk, and Compliance (GRC) or Compliance Automation Platform

This document provides a direct alignment of UpGuard's technical capabilities to the specific requirements outlined by the West Virginia Office of Technology (WVOT) for a centralized GRC and automated evidence collection platform. UpGuard provides a highly scalable, strictly segregated SaaS platform that natively supports continuous monitoring, custom framework assessments, and enterprise risk management.

1. Enterprise Architecture & Identity Management

WVOT requires a centralized Hub-and-Spoke architecture with 125 segregated workspaces and strict user isolation. UpGuard seamlessly supports these requirements through logical workspace segregation and enterprise-grade authentication.

- **Role Based Access Controls (RBAC):** UpGuard enforces strict data isolation across the enterprise. Agency users are restricted to their specific workspaces, while WVOT administrators maintain global oversight.
- **SSO (Single Sign-On):** UpGuard natively supports SAML 2.0 and OIDC protocols for seamless federated authentication, integrating directly with WVOT's existing Microsoft Entra ID tenant.
- **Audit Log:** The platform maintains comprehensive, exportable logs of user access and activity across all workspaces, supporting external auditor requirements and strict accountability.

2. Continuous Control Monitoring (CCM) & Hybrid Automation

To reduce manual audit fatigue, WVOT requires native API integrations to pull configuration data from existing infrastructure.

- **API Access & Integrations:** UpGuard's API allows for automated evidence collection and seamless data ingestion across your core security stack.
- **External Asset Discovery and Monitoring & Unlimited Domain & IP Inventory:** UpGuard continuously discovers and monitors internet-facing assets and hybrid cloud environments for misconfigurations and risks.
- **Vulnerability Management & Detected Products:** The platform automatically identifies active vulnerabilities and detected software products across state agencies, providing continuous validation checks without manual intervention.

3. Framework Assessment & Questionnaire Automation

WVOT requires flexible assessment tools that map to the West Virginia Cyber Security Framework (WVCSF), NIST CSF 2.0, HIPAA, and PCI-DSS, along with automated cross-mapping.

- **Questionnaire Builder & Library:** UpGuard provides a robust library of out-of-the-box templated assessments, including NIST CSF 2.0. Through the custom builder, WVOT can seamlessly utilize these existing templates, tailor the standard NIST questions, upload their own, or build entirely custom assessments to include specific questions mandated by the state Legislature.
- **Traditional Risk Assessment Workflows & Templates and Automation:** As agencies answer custom questions and upload necessary artifacts or policies, the platform automates the assessment completion lifecycle. UpGuard's templates can also ingest historical data and streamline the transition from legacy CSET spreadsheets.

- **Additional Evidence and Documents:** UpGuard features integrated workflows for manual evidence gathering, allowing agencies to easily upload physical security proofs, System Security Plans (SSPs), and configuration exports for legacy on-premises systems.

4. Risk Register, POAMs & Exception Workflows

Centralized tracking of Plans of Action and Milestones (POAMs) and formal risk exceptions are required for the WVOT CISO.

- **Risk & Remediation Management:** UpGuard acts as a centralized Risk Register, allowing state agencies to track findings, generate POAMs, and manage the complete lifecycle of compliance gaps.
- **Remediation Guidance & Workflow:** The platform provides actionable steps and automated workflows to track the progress of risk remediation across portfolios.
- **Risk Waiver Workflows:** UpGuard natively supports formal risk exception workflows. Local agencies can submit waiver requests with justification documentation for central WVOT CISO review and approval.
- **Risk Automations:** Administrators can configure custom rules to automatically trigger notifications or workflow states based on specific assessment responses or newly discovered vulnerabilities.

5. Internal Agency & Partner Assessment (TPRM Module)

While traditionally used for IT supply chain risk, WVOT will uniquely utilize the platform-wide TPRM module to handle compliance tracking, risk assessments, and auditor evaluations across its various state agencies and child entities.

- **Vendor Onboarding Portal:** UpGuard's onboarding portal will be utilized to seamlessly onboard state agencies, divisions, or external auditors into the platform, providing instant baseline assessments upon deployment.
- **Relationship Questionnaire & Instant Risk Assessments:** UpGuard automates the distribution of customized relationship and compliance questionnaires to different agencies or external auditors, replacing manual email exchanges with centralized tracking and generating Instant Risk Assessments based on their responses.
- **AI-Powered Security Profile & Vendor Summary:** The platform instantly aggregates responses and uploaded evidence to generate a comprehensive, AI-Powered Security Profile and executive Vendor Summary for each child entity or auditor, allowing WVOT to quickly and clearly assess their compliance posture.

6. Executive Reporting & Customization

WVOT requires comprehensive dashboarding for executive leadership along with customizable platform features.

- **Executive Reporting & Scoring:** The platform aggregates risk posture across all 125 child workspaces, providing the WVOT CISO with a real-time, enterprise-wide compliance dashboard.
- **Recurring Reports & Custom Notifications:** UpGuard automates the generation of executive summaries, POAM trackers, and compliance exports (PDF, Excel, CSV) for external auditors.
- **Custom Co-branding:** The platform interface and generated reports can be co-branded to reflect the West Virginia Office of Technology's identity.

7. Training, Onboarding & Customer Success

WVOT requires a structured Train-the-Trainer program, on-demand training materials, and dedicated implementation support. UpGuard fulfills this through a comprehensive, white-glove Customer Success program.

- **Dedicated Customer Success Manager (CSM):** WVOT will be assigned a designated CSM who serves as a consistent point of contact. The CSM will understand the state's unique business goals and technical setup, ensuring the platform is strategically aligned with WVOT's objectives.
- **Tailored Onboarding & Continuous Training:** To fulfill the Train-the-Trainer requirement, the CSM leads a tailored onboarding experience and dedicated training sessions for central WVOT administrators. UpGuard accommodates specific internal workflows and provides personalized product training for new users as platform features evolve, alongside comprehensive on-demand materials.
- **Strategic Guidance & Ongoing Support:** WVOT will benefit from regular planning sessions, platform adoption reviews, and expert advice to ensure a smooth, phased rollout across all participating state agencies and to maximize the return on their UpGuard investment.