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Header 3

 List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2012913

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000053350 

Legal Name: ZENATIKIN LLC

Alias/DBA:

Total Bid: \$2,614,551.81

Response Date: 08/11/2026 

Response Time: 13:19

Responded By User ID: ZenAtikin 

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Last Name: Nguyen

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Phone: 5712433074

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000002

Published Date: 8/6/26

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Close Time: 13:30

Status: Closed

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

Total of Header Attachments: 3

Total of All Attachments: 3



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 ESR08102600000000911	1

VENDOR
VS0000053350
ZENATIKIN LLC

Solicitation Number: CRFQ 0231 OOT2700000002
Total Bid: 2614551.810000000055879354476 **Response Date:** 2026-08-11 **Response Time:** 13:19:38
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	829600.000000	829600.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: All inclusive with one time implementation. SaaS licnese will be activated at time of award and implementation will take 3-4 months.

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	566202.000000	566202.00

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	594512.100000	594512.10

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	624237.710000	624237.71

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



Effective Date: August 1, 2026
Expiration Date: December 31, 2027

Zen Atikin
4700 Millenia Blvd. Suite 175
Orlando FL 32839
United States

Re: Approved Reseller Authorization

LETTER OF AUTHORIZATION

The purpose of this letter is to verify that Zen Atikin (“Reseller”) is authorized to resell all available software products for the OEMs listed in Appendix A.

Vertosoft LLC (“Vertosoft”) is an authorized distributor and/or reseller for the Original Equipment Manufacturers (OEM) products listed in Appendix A to this Letter of Authorization (“LOA”).

This letter confirms that Reseller is currently in good standing with Vertosoft and is authorized to resell the available software products from the OEMs listed herein to all US Federal Agencies, State Agencies, and authorized Government Contractors supporting these agencies.

This LOA will remain valid as long as Reseller’s credit standing is acceptable to Vertosoft, the OEM(s) continue to hold a contract with Vertosoft, and OEM authorizations are not rescinded for Reseller.

Verification regarding Reseller status and eligibility may be referred to:

Josh Slattery
Vice President 703-915-7856
jslattery@vertosoft.com

Sincerely,

A handwritten signature in black ink, appearing to read 'J Slattery', with a horizontal line extending to the right.

Name: Josh Slattery
Title: Vice President



Letter of Authorization
Appendix A
Authorized OEM List

[illegible][illegible]



ZenAtikin
Quality Life, Quality Work

August 11, 2026

**State of West Virginia, Department of Administration,
Purchasing Division on behalf of the West Virginia Office
of Technology (WVOT)**

Technical Proposal

In reference to **CRFQ #0231 OOT2700000002** for:
Governance, Risk and Compliance Automation Software

Valid for 120 days

"QUALITY LIFE, QUALITY WORK"

Table of Contents

Transmittal Letter	3
Assumptions and Disclaimers	4
Executive Summary	6
Firm Profile	7
About ZenAtikin	7
About Workiva	8
Specifications (per RFP)	9
1. PURPOSE AND SCOPE	9
2. DEFINITIONS	9
3. QUALIFICATIONS	9
3.1. Vendor must be authorized by GRC software company to provide software maintenance and support for the Licenses and provide proof of authorization upon request.	9
4. MANDATORY REQUIREMENTS	10
4.1 Software Maintenance and Support	10
4.2 Training Deliverables	12
4.3 Architectural, RBAC & Dashboard Requirements	14
4.4 Platform Authentication & Single Sign-On (SSO)	18
4.5 Tiered and Modular Licensing Requirements	20
4.6 Custom Assessments & Framework Questionnaire Engine	27
4.7 Hybrid Environment Tracking (Cloud & On-Premises)	27
4.8 Risk Register & POAM Management	29
4.9 Service Level Agreement (SLA) & Support	30
5. CONTRACT AWARD	32
5.1 Contract Award	32
5.2 Pricing Page	32
6. PAYMENT	32
7. FACILITIES ACCESS	32
8. VENDOR DEFAULT	32
9. MISCELLANEOUS	33
9.1 Contract Manager	33

Transmittal Letter

August 11, 2026

Toby L. Welch, Buyer
State of West Virginia, Department of Administration
Purchasing Division, 2019 Washington Street East
Charleston, WV 25305-0130



RE: CRFQ 0231 OOT2700000002: Enterprise Governance, Risk, and Compliance (GRC) / Compliance Automation Platform

Dear Mr. Welch and Members of the Evaluation Team:

ZenAtikin LLC ("ZenAtikin"), in collaboration with Workiva Inc. ("Workiva"), is pleased to submit this proposal in response to CRFQ OOT2700000002 on behalf of the West Virginia Office of Technology (WVOT). We offer a secure, cloud-based Software-as-a-Service (SaaS) Governance, Risk, and Compliance platform, delivered and configured by a certified Workiva Implementation Partner, to serve as WVOT's centralized risk-management and automated evidence-collection environment for the agency and its supported state entities, boards, and commissions.

As a certified Workiva Partner with a dedicated public-sector GRC practice, ZenAtikin will stand up and configure the platform to meet WVOT's stated requirements, including:

- **Central Oversight Hub** - a centralized WVOT hub for aggregate, real-time risk and compliance posture across supported state entities, with segregated child workspaces for individual agencies
- **Role-Based Access Control** - granular, role-based access control (RBAC) that restricts each agency to its own audit information, risk assessments, evidence, and remediation plans
- **Federated Single Sign-On** - SAML 2.0 / OpenID Connect with MFA, integrated with WVOT's Microsoft Entra ID tenant
- **Framework Questionnaire Engine** - a custom questionnaire engine that maps assessments to the West Virginia Cyber Security Framework (WVCSF), NIST, and other industry-recognized frameworks with automated cross-mapping
- **Risk Register and POAMs** - a centralized Risk Register with Plans of Action and Milestones (POAM) tracking and a formal risk-exception workflow
- **Executive Reporting and Exports** - automated executive dashboards, compliance summaries, and System Security Plan (SSP) exports in PDF, Excel, and CSV

Workiva has served the public sector since 2014 and today supports 350+ public-sector clients across the United States. ZenAtikin brings hands-on public-sector implementation experience across 30+ completed Workiva engagements, with senior practitioners engaged on every project and all delivery resources based in the United States.

This proposal constitutes an offer that will remain firm and open for acceptance in accordance with the terms of the Solicitation. We confirm our intent to comply with the mandatory requirements of the Solicitation, and we have clearly identified any exceptions or clarifications where applicable. We welcome the opportunity to answer any questions during evaluation.

Respectfully submitted,

Jimmy Nguyen
Vice President
571-243-3074 | jimmy@zenatikin.com



Assumptions and Disclaimers

Legal Terms and Conditions

Workiva provides industry-aligned, standardized contractual terms to all customers in order to ensure consistency, efficiency, and fairness in the contracting process. As such, Workiva requires the use of its standard agreements. This approach allows Workiva to deliver timely and scalable services while maintaining consistent operations and competitively priced services across all customers. Workiva will consider feedback where feasible but asks for the State's understanding that its standard agreements are designed to streamline the experience for all parties. Workiva Inc.: https://www.workiva.com/legal/agreement_4.1

Proposal and Product Disclaimer

The information provided in this proposal is based on the current understanding of the State's stated requirements and the functionality discussed to date. This document is intended for planning and evaluation purposes. Any information included is current as of the date of this proposal and is subject to change. Final entitlements, including pricing and product capabilities, will be defined in the executed Sales Order. Customers are entitled only to products and features explicitly included in the Sales Order. Any items referenced in this proposal but not purchased or included in the final order are not considered part of the customer's entitlement.

Security Policies

Workiva's security program is dynamic and subject to change. For the most current security documentation, please refer to <https://www.workiva.com/security/compliance-document-portal> and the Workiva Trust/Success resources. Certain security documentation cannot be shared within a proposal and can be provided only upon request under a mutually executed NDA; the State's designated Workiva point of contact can facilitate that request.



ZenAtikin
Quality Life, Quality Work

Workiva Certified Implementation Partner

Jimmy Nguyen, Vice President | 571-243-3074 | jimmy@zenatikin.com
7115 Leesburg Pike, Suite 213, Falls Church, VA | www.zenatikin.com





Executive Summary

The State of West Virginia’s solicitation for an Enterprise GRC / Compliance Automation Platform is more than a software purchase: it is a strategic opportunity for the West Virginia Office of Technology to establish a single, centralized foundation for risk management and automated evidence collection across WVOT and its supported state agencies, boards, and commissions.

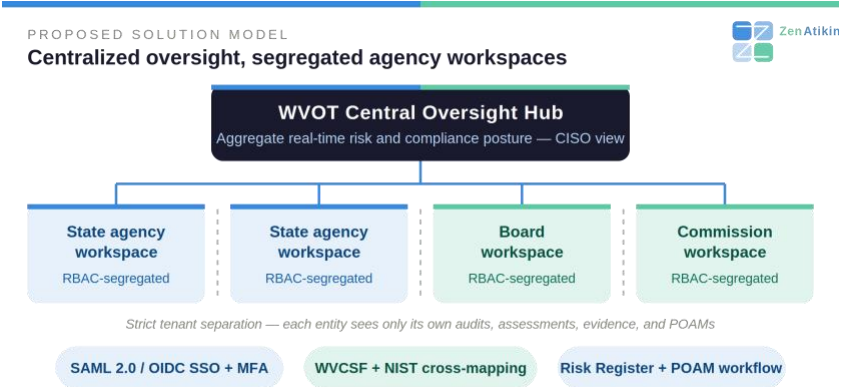
ZenAtikin and Workiva are jointly proposing Workiva’s secure, cloud-based GRC SaaS platform that gives the WVOT Chief Information Security Officer (CISO) an aggregate, real-time view of the compliance and risk posture of every supported entity, while giving each agency a fully segregated workspace it controls. This model directly answers WVOT’s central design goal: a centralized hub with strict separation between tenants, so that enterprise oversight and agency-level autonomy coexist in one governed environment.

This solution enables WVOT to:

- **Centralize oversight without sacrificing separation** - a WVOT hub aggregates posture across all entities, while granular RBAC confines each agency to its own audit information, risk assessments, evidence lockers, and remediation plans.
- **Automate evidence collection and control monitoring** - the platform automates evidence requests, control testing, and reporting, reducing manual effort and keeping agencies continuously audit-ready.
- **Assess once, comply across frameworks** - a custom questionnaire engine maps responses to the WVCSF, NIST, and other frameworks, cross-mapping evidence and updating maturity baselines across selected frameworks simultaneously.
- **Govern risk end to end** - a centralized Risk Register generates and tracks POAMs, and a formal exception workflow routes agency requests to the WVOT CISO for review and approval.
- **Authenticate with State credentials** - native SAML 2.0 and OIDC federated SSO with MFA integrates with WVOT’s Microsoft Entra ID tenant.

Workiva serves 6,600+ organizations in 180+ countries, including 80%+ of the FORTUNE 500, and has supported the public sector since 2014 with 350+ public-sector clients across the United States. The platform maintains rigorous security accreditations, including SOC 1, SOC 2, ISO 27001, and FedRAMP. ZenAtikin, a certified Workiva Implementation Partner, brings 30+ completed Workiva engagements delivered by senior, U.S.-based practitioners, with implementations averaging approximately four months.

The award under this Solicitation is based on lowest total contract cost across the initial term and three optional renewal years. ZenAtikin’s proposal is structured around Workiva’s tiered, modular licensing so that WVOT pays for the core platform across all workspaces and selectively enables add-on capability (Continuous Control Monitoring and Third-Party Risk Management) only where needed, aligning cost to actual use while meeting every mandatory requirement.



Firm Profile

About ZenAtikin



ZenAtikin LLC is a strategic consulting and implementation firm specializing in audit, compliance, and technology services for public-sector organizations. The firm serves clients across the Federal, SLED (State, Local, Education), commercial, and nonprofit sectors, with a dedicated focus on Workiva platform implementations.

ZenAtikin is an official certified Workiva Implementation Partner with expertise in Workiva engagements and attains consistent client satisfaction across its engagements. Beyond Workiva, ZenAtikin operates across four practice areas (Advisory & Audit, GRC & Compliance, Technology & Cybersecurity, and Platform Implementations), structured to deliver end-to-end support from governance and risk strategy through platform deployment and post-production optimization.

ZEN and its personnel stand out from other software options, implementers, and consultants because:



SMEs with industry and consulting experience

We have both hands-on industry experience and consulting experience in Internal Audit, Internal Controls, Enterprise Risk Management, and IT. Our leadership is comprised of former industry CAEs, Controllers, and BIG4 leaders. Our implementation teams also have industry experience plus former BIG4 (EY, KPMG, PwC, and Deloitte) consulting experience solving the most complex issues facing Federal, State, Local agencies, universities, non-profits, and Commercial clients. This gives us an edge over other consultants that only have one or the other. With ZEN, you will also have access to our broader pool of SMEs if needed.



Certified, Preferred Workiva Partner

We are an officially certified Workiva Partner; this means that all of our consultants have completed rigorous Workiva training programs, graded case studies, and proven Workiva implementations. As a certified Workiva Partner of choice, we work and collaborate daily with Workiva in all aspects of their business, from solution development, sales/demos, pursuits, and implementation delivery to provide expert implementation and consulting services to Workiva's customers. We also stand out within Workiva Partners because we have unique experience creating innovative new/custom solutions for customers.



Dedicated Workiva Practice

We have a practice dedicated only to Workiva implementations; this means that we are highly focused and experts with Workiva. Many other consulting firms do not have dedicated Workiva practices, but patch various resources together to ineffectively quickly learn and implement Workiva. We can attest this since our consultants have come from firms like EY, KPMG, PwC, Deloitte, Protiviti, Grant Thornton, etc.



Practitioners with Hands-on Experience

Our consultants are not just implementors; they are also practitioners that have hands-on experience using Workiva in the delivery of Internal Audit, Internal Controls, and ERM projects. This allows us to be better implementors because we harmonize technology + GRC processes because we've been in your shoes, we understand what you're looking for, and we empathize with your pain points. This enables us to design and configure Workiva solutions that are efficient and pragmatic.



Expert system implementers

We have proven past performance delivering on-time and within budget for projects ranging from small to large complex system implementations. We understand and employ best practices with system implementations, change management, and system development life cycle. We combine our implementation system services and our advisory capabilities to provide pragmatic and sensible insights and implementation experiences.



Quality over Quantity

We focus on quality, not quantity. This means that we dedicate our consultants to you vs. overloading and overworking them with many clients, a bad practice that other firms do, which usually negatively impacts quality and delivery. In contrast, ZEN consistently provides the highest level of quality and delivery to customers and because of this, ZEN is a preferred Workiva Partner.



About Workiva



Workiva Inc. (NYSE: WK) is a global leader in cloud-based connected compliance and reporting solutions. Founded in 2008 and incorporated on December 10, 2014, Workiva’s mission is to build trust in the global economy with transparent data and connected reporting. The platform connects people, data, and process in a single, secure, AI-powered environment.

Today, Workiva helps 6,600+ customers in 180+ countries, including more than 80% of FORTUNE 500® companies, modernize and transform their compliance and reporting processes. Workiva’s GRC solutions unite governance, risk, and compliance processes (internal controls, internal audit, enterprise risk, IT risk and compliance, and policy management) in one platform, with real-time dashboards and advanced role-based permissions.

Workiva began selling to the public sector in 2014, and today 350+ public-sector clients across the United States rely on the platform, including federal agencies, states and state agencies, cities and counties, special districts, higher-education institutions, pension and retirement systems, and tribal entities. Workiva maintains rigorous security accreditations, including SOC 1, SOC 2, ISO 27001, GDPR alignment, and FedRAMP.

Workiva stands out from other GRC SaaS products because:

 Unified Data through Integrations/APIs Workiva allows customers to connect data from multiple ERP, HCM and CRM systems, as well as other third-party cloud and on-premise applications with complete control, context, and clarity. Workiva offers extensive data connectivity through over 70 pre-built connectors and open APIs. Workiva also allows custom connectors and APIs. Once the data is connected in the Workiva platform, users can automate data and workflow updates, track every change and seamlessly collaborate.	 Patented Data-Linking Capabilities With Workiva’s patented data-linking capabilities, every change is automatically updated in all linked instances—including narrative and numbers—throughout spreadsheets, word-processing documents, charts and graphs, presentation decks and dashboards in our platform. Linking enables data consistency and traceability and ensures that collaborators are working with the most current data.
 Real-Time Collaboration Multiple users can work on the same report, file, spreadsheets, tasks, etc. simultaneously, with granular permissions, full visibility into edits, and built-in commenting. Other GRC tools out there still require cumbersome, slow file check-in and check-out functions.	 Your Data is Secured Many of the largest enterprises in the world trust Workiva with their most sensitive data. Workiva employs stringent data security, reliability, integrity and privacy practices. Workiva adheres to standards established by third parties such as FedRAMP, SOC1/SOC2, SOX, and ISO 27001.
 Robust Access Controls With permission controls in Workiva, administrators can manage access at all levels so each user can create, review and edit data and documents. customers can also grant access to external auditors, outside counsel and other consultants, which further streamlines the review process and reduces expenses.	 Easy to Deploy and Configure Workiva can be deployed within weeks for new customers and can be easily configured by the customer for individual employees or entire teams. Because Workiva is browser-based, customers avoid costly, time-intensive deployments typically associated with on-premise enterprise software.
 Unlimited User Licenses for Scalability Workiva offers unlimited internal and external users <i>at no extra cost</i>. This enables customers to easily scale-up or scale-down as needed. Administration is easy and does not have to rely on IT organizations, third-party consultants, or Workiva. Workiva is designed to support millions of end users as a result of its scalability and their relationship with AWS	 Generative AI Workiva’s GenAI capabilities stands out from other GRC tools to enhance the way finance, risk, and sustainability teams work, improving content creation, editing, and collaboration. Customers are using the GenAI capabilities to author new content quickly, refine, edit, and rewrite content, generate ideas and perspectives, and research with a thought partner on demand.

Specifications (per RFP)

1. PURPOSE AND SCOPE

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end contract for an Enterprise Governance, Risk, and Compliance (GRC) or Compliance Automation Platform. This solution will serve as the centralized risk management and automated evidence collection platform for WVOT and its supported state agencies, boards, and commissions.

ZenAtikin and Workiva have read and understand the stated purpose and scope. The proposed solution (the Workiva platform, implemented and configured by ZenAtikin) will serve as WVOT's centralized risk management and automated evidence collection platform for WVOT and its supported state agencies, boards, and commissions, under an open-end contract as described in the Solicitation.

2. DEFINITIONS

The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 "Licenses" means Agency's licenses to utilize software.

2.2 "Pricing Page" means the pages contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the software maintenance and support.

2.3 "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

ZenAtikin adopts the definitions above, together with the definitions in Section 2 of the General Terms and Conditions, for all purposes of this response.

3. QUALIFICATIONS

Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the qualifications listed below. Compliance will be determined prior to contract award by the State through documentation provided by the Vendor with its bid or upon request, Vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirement are preferred with the bid submission but may be requested after bid opening and prior to contract award.

3.1. Vendor must be authorized by GRC software company to provide software maintenance and support for the Licenses and provide proof of authorization upon request.

ZenAtikin is an official certified Workiva Implementation Partner and is authorized to provide implementation, configuration, software maintenance, and support services for the Workiva platform licenses proposed herein. Proof of authorization, in the form of ZenAtikin's Workiva partner certification letter, is attached to this proposal.

4. MANDATORY REQUIREMENTS

The Vendor must provide a SaaS-based platform that meets or exceeds the following technical specifications:

4.1 Software Maintenance and Support

Vendor must provide maintenance and support for the platform licenses as follows:

4.1.1 Deployment Sizing

The baseline platform license must natively include the central WVOT hub and 125 fully segregated child workspaces (tenants) upon deployment.

✓ **Workiva and ZenAtikin can meet these requirements.** ZenAtikin will deliver the platform provisioned with the central WVOT hub plus 125 fully segregated agency workspaces at deployment. Each child workspace will be fully segregated, each treated as its own environment. Segregation applies to the contents of the workspace, not only to sign-on. Each of the 125 agency workspaces is a separate, secure container with its own:

- **Users and membership** - workspace membership is granted per workspace. A user added to one agency's workspace has no visibility into any other agency's workspace, and agency administration is delegated to that agency's own workspace owners.
- **Roles and permissions** - roles are unique to each workspace and are assigned per workspace, so a role held in one agency confers nothing in another. Permissions layer on top of roles to control access to individual folders, files, and sections within that workspace.
- **Control library** - each agency maintains its own controls, control descriptions, control owners, test plans, testing results, and supporting evidence inside its workspace.
- **Risk universe** - each agency maintains its own risk register, risk taxonomy, ratings, scoring, and risk owners inside its workspace.
- **Issues and POA&Ms** - findings, weaknesses, remediation plans, milestones, owners, and due dates are created and tracked inside the owning agency's workspace.
- **Assessments and questionnaires** - framework assessments, questionnaire assignments, responses, and attached documentation remain within the workspace in which they are performed.
- **Documents and data** - documents, spreadsheets, presentations, and datasets created in a workspace are stored in that workspace and are not browsable from another workspace.
- **Activity and audit trail** - user activity, version history, and change history are captured per workspace, giving each agency an audit trail scoped to its own environment.

The central WVOT hub sits above the 125 agency workspaces. Organization-level administration and enterprise reporting are performed from the hub, so WVOT retains a consolidated view of control status, risk, and POA&M progress across all agencies while no agency gains visibility into another agency's users, controls, risks, issues, or evidence.



4.1.2 Initial Contract Term

The contract awarded from this Solicitation shall be for an initial period of one (1) year.

✓ **Acknowledged and accepted.** Workiva and ZenAtikin proposes an initial contract term of one (1) year, consistent with the Solicitation and the WV-PRC-CRFQ term contract provisions.

4.1.3 Renewal Term Clauses

The contract may be renewed upon mutual written consent of the Agency and the Vendor, and approval of the Purchasing Division, for up to three (3) optional one-year renewal periods (for a total potential contract life of 4 years), under the same pricing, terms, and conditions as specified herein. Each subsequent term will run consecutively to the prior term.

Acknowledged and accepted. ZenAtikin agrees to up to three (3) optional one-year renewal periods (four-year total potential contract life) at the pricing, terms, and conditions established herein, each running consecutively, subject to mutual written consent and Purchasing Division approval.

4.1.4 On-Demand Workspace Expansion

The platform must support the dynamic provisioning of additional workspace licenses via a fixed, on-demand unit price structure. Any additional workspace licenses added mid-term must be billed on a prorated basis for the remainder of the active contract year, and shall renew at the full annual unit rate at the start of the subsequent renewal term.

✓ **Workiva can meet these requirements.** WVOT can add capacity on demand at a fixed, published unit price, without re-architecting the environment. Capacity added mid-term can be billed on a prorated basis for the remainder of the active contract year and renews at the full annual rate for that tier at the start of the subsequent renewal term.

Pricing is structured so that WVOT scales on tested control volume rather than by purchasing separate workspaces. The base controls workspace is priced at \$33,000 per year, supporting up to 125 tested controls with unlimited users. Additional testing capacity is available in tiers:

- Up to 250 tested controls: \$45,000 per year
- Up to 375 tested controls: \$55,000 per year
- Up to 500 tested controls: \$65,000 per year

Unlimited user (included at no additional cost) applies at every tier; so scaling is based solely on tested control volume, so WVOT adds cost only as its tested control population grows.

4.2 Training Deliverables

Workiva and ZenAtikin are jointly responsible for training WVOT on using Workiva. Training combines Workiva's platform-native resources/curriculum with ZenAtikin's custom-to-WVOT training delivery. Workiva provides its customers with structured, multi-channel content (described below) available to all licensed users for the subscription term. ZenAtikin develops custom role-based instruction against WVOT's configured hub, workspaces, RBAC roles, questionnaire templates, framework mappings, and Risk Register/POAM workflows (also described further below).

4.2.1 Train-the-Trainer Program

Vendor must provide a formal program consisting of virtual, instructor-led sessions for central WVOT administrators.

✓ **ZenAtikin and Workiva can meet these requirements.** Train-the-trainer is delivered in two layers: ZenAtikin during implementation, and Workiva throughout the life of your subscription.

ZenAtikin Train-the-Trainer (During Implementation)

ZenAtikin will deliver a formal, role-based Train-the-Trainer program of virtual, instructor-led sessions for central WVOT designated trainers. ZenAtikin's Train-the-Trainer program provides the following:

- **Standard Enablement Package** - live instructor-led sessions, custom work instructions, and short how-to videos recorded against WVOT's own configured workspaces.
- **Hands-On Delivery** - every participant works in the live system throughout each session rather than observing a demonstration.
- **Customized to the WVOT Trainer** - session content, depth, and sequence are adjusted to what WVOT's designated trainers intend to deliver to agency staff, including additional role-specific walkthroughs on request.
- **Post-Go-Live Hypercare** - rapid-response support and supplemental training during the hypercare window as WVOT trainers begin delivering to agency users.

Workiva Train-the-Trainer (Post Implementation)

Beyond the implementation-phase enablement above, Workiva maintains a comprehensive customer training suite that remains available to WVOT for the life of the subscription, combining on-demand instruction from a dedicated Customer Success Manager.

- **Customer Success Manager** - a Workiva Customer Success Manager is assigned to WVOT and provides on-demand training and enablement sessions, coordinates course access and assignments for WVOT team members, and remains a standing point of contact throughout the subscription.
- **Learning Hub** - Workiva's Learning Hub delivers purpose-built training organized by product area and workflow, including a dedicated Audit, Risk, and Compliance product hub, a full course library, and live training events, so each WVOT role can go straight to the content relevant to the work it performs (<https://www.training.workiva.com/>).
- **Support Center** - the Workiva Support Center provides searchable article content covering all areas of the Workiva platform, administration and security guidance, a video tutorial library, release updates and newsletters, the Workiva customer community, and ticket submission and management (<https://support.workiva.com/hc/en-us>).



Workiva Signature Learning

Should WVOT want enablement beyond the offerings above, Workiva offers Signature Learning (<https://www.workiva.com/education/signature-learning>) as an optional, separately purchased advanced training subscription that keeps users current on the platform's newest features and functionality. It adds the following to the standard entitlement:

- **Exclusive Practice-Lab Environment** - a practice environment populated with mock users and separate credentials, kept apart from WVOT's production workspaces, so trainers and end users can repeat exercises as often as they want without affecting live content.
- **Instructor-led Training** - live sessions with a Workiva instructor, with recordings available 24x7 in the Learning Hub and the option to have exercises reviewed by the instructor.
- **Usage Reporting** - quarterly reporting on each named user's platform usage, giving WVOT visibility into adoption and subscription ROI.
- **Self-Paced Content** - continued access to all e-learning courses and self-paced content in the Learning Hub.

Signature Learning is a one-year subscription sold in named-user bundles. The minimum purchase is a bundle of five (5) subscriptions; a bundle of ten (10) is also offered, and quantities above ten can be added in increments of one (1) up to a maximum of forty (40) per account. Subscriptions are available to Workiva customers only, and pricing is quoted on request.

4.2.2 On-Demand Materials

Vendor must provide on-demand digital training materials, video tutorials, or manuals for local agency-level end users.

✓ **ZenAtikin and Workiva can meet these requirements.** On-demand materials are provided in two layers: materials ZenAtikin builds around WVOT's configured environment during implementation, and Workiva's standing library, which remains available to every licensed user for the life of the subscription.

ZenAtikin Materials (Developed and Delivered During Implementation)

- **Custom Work Instructions** - written work instructions covering each central WVOT and agency-level workflow exactly as configured for the State, not generic platform documentation.
- **Custom How-To Videos** - short how-to videos recorded against WVOT's own workspaces, covering evidence upload, questionnaire completion, POAM updates, and exception requests.
- **Custom Session Recordings** - recordings of the live train-the-trainer sessions described in 4.2.1, retained by WVOT for onboarding new agency staff after go-live.

Workiva Materials (Ongoing, Available for the Life of the Subscription)



- **Workiva Learning Hub** - e-learning courses, video tutorials, and self-paced modules available on demand to every licensed user.
- **In-Product Help** - in-product help content and searchable product documentation, reachable from inside the platform at the point of use.
- **Release Notes and Product Updates** - release notes and product update notifications as platform capabilities change over the contract term.
- **Webinars and Community** - educational webinars and access to the Workiva customer community.
- **Onboarding and Standard Support** - onboarding assistance and standard technical support under the subscription (the committed support window is stated at 4.9.2).

4.3 Architectural, RBAC & Dashboard Requirements

4.3.1 Central WVOT Hub

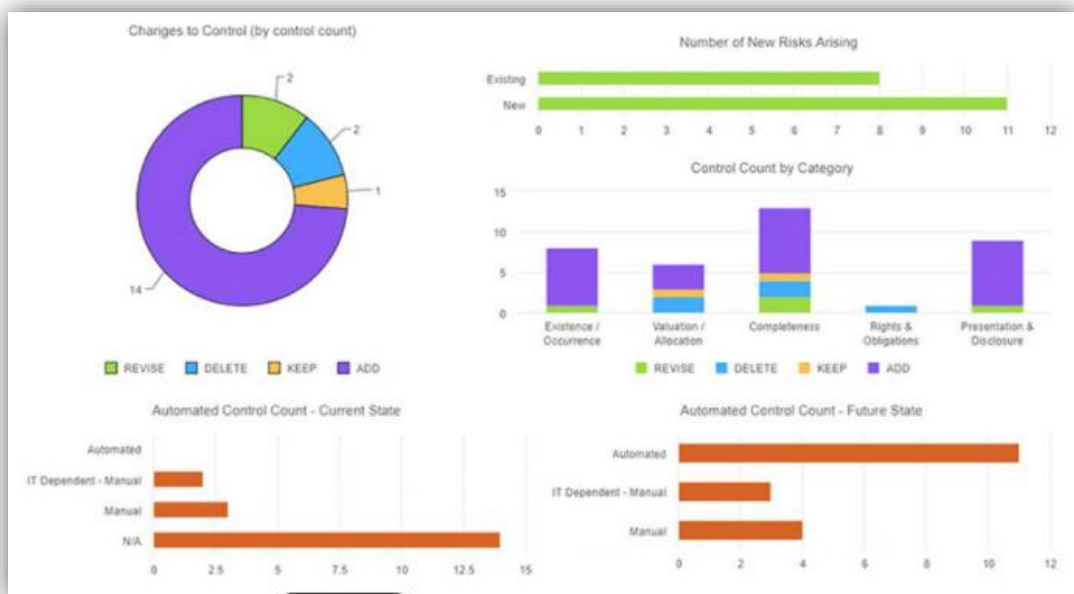
The platform must provide a centralized dashboard for the WVOT Chief Information Security Officer (CISO) to view the aggregate, real-time compliance and risk posture of all state entities.

✓ **Workiva meets these requirements commercial off-the-shelf.** Dashboards are a native, out-of-the-box capability of the platform. Dashboarding runs on Workiva's own back end rather than on a bolted-on third-party business intelligence layer, so WVOT does not license, integrate, or separately administer a product such as Power BI or Tableau to see its compliance posture, and the underlying data is never exported to an outside tool to be visualized. A Workiva dashboard provides the centralized dashboard from which the WVOT CISO views the aggregate, real-time compliance and risk posture of all state entities, displaying multiple charts and tables in a single location, and the CISO can select any chart and drill into the detail behind it.

- **Charts and tables** - dashboards are assembled from bar charts, pie charts, and tables built directly on the underlying GRC data, so a tile reflects the current state of the records rather than a static image pasted into a deck.
- **Drill-down** - a user viewing a chart can open the data being displayed and drill down to see more detail, moving from a statewide posture tile into the specific records that produce it.
- **Personalized boards in Home** - each user can build boards in Home from widgets and then move, resize, rename, filter, and sort them, so the CISO, agency security officers, and executive observers each land on a view organized around their own work.
- **Data widgets** - a Wdata Query widget can be placed on a Home dashboard to give an at-a-glance view of query results directly from the Home screen, refreshed on demand and showing the same results as the query itself.
- **Dashboard permissions** - dashboards carry their own permission settings, so what any agency user sees on a shared dashboard remains bounded by the role and permission model described in Section 4.3.2.

✓ **Implementation Consideration.** As part of standard implementation, ZenAtikin will configure the central WVOT hub dashboards during implementation rather than leaving WVOT to assemble it: defining the posture tiles WVOT leadership wants on the landing view, building the charts and tables behind them from the control, assessment, and issue data flowing in from the agency workspaces, and assigning role-appropriate boards to WVOT leadership, agency

security officers, and external auditors so each audience opens the platform to the view it needs.



4.3.2 Granular, Role-Based Access Control (RBAC)

The platform must enforce strict RBAC to ensure that local agency entities can only view, edit, or manage data within their own sandbox workspace. Agency users must be restricted to their own specific audit information, risk assessments, evidence lockers, and remediation plans.

✓ **Workiva meets these requirements commercial off-the-shelf.** Workiva enforces strict role-based access control so that each local agency entity can only view, edit, or manage data within its own workspace, and agency users are restricted to their own audit information, risk assessments, evidence, and remediation plans.

Workiva applies the rule of least privilege as the guiding principle for administration: a user is by default given the lowest role and the narrowest permissions, and access is widened only when granted.

- **Roles** - every user is assigned a role, and that role determines which features the user can reach in a workspace. Roles are unique to each workspace and are assigned by the Workspace Owner or an Org Workspace Admin at WVOT, so a user who belongs to more than one workspace holds a separate role in each.
- **Permissions** - permissions control access to specific content rather than to platform features. The more specific assignment wins, so a section-level permission overrides the parent document and a permission granted to an individual overrides one inherited through a group, while a user holding rights to a section but no access to the file itself still cannot open it. The role sets the ceiling, so a user granted Editor permission on a document still cannot edit it if their role is Viewer. A Viewer can read and comment on a section without being able to modify it.
- **Granular** - Workiva provides granular permissions throughout the entire platform. Permissions can be set on a folder, on a file as a whole, being a document, spreadsheet, or presentation, and then tightened item by item, down to an individual spreadsheet tab, document section, or presentation slide, and to assessments and individual comments, each carrying its own view, edit, or ownership level.

✓ **Implementation Consideration.** Workiva and ZenAtikin will jointly train WVOT on administering role-based access control. Workiva will lead role and permission enablement during implementation, walking central WVOT administrators through how organization and workspace roles are assigned, how content permissions are set and inherited, and how agency users are onboarded, modified, and offboarded across the agency workspaces.

Workspace Settings

General Members Groups **Roles** Translation Permissions Content Configuration Security Activities >

Roles

Filters Set default(s) Disable Search...

☐	Role	Source	Number of users
☐	Administrator (GRC)	System	15
☐	Collaborator (GRC)	System	1
☐	Contributor (GRC) Workspace default	System	2
☐	External Auditor (GRC)	System	0
☐	GRC Manager	System	0
☐	Read-Only Administrator (GRC)	System	0
☐	Workspace Owner	System	16
☐	Workspace Support User	System	0

4.3.3 Predefined Platform Roles

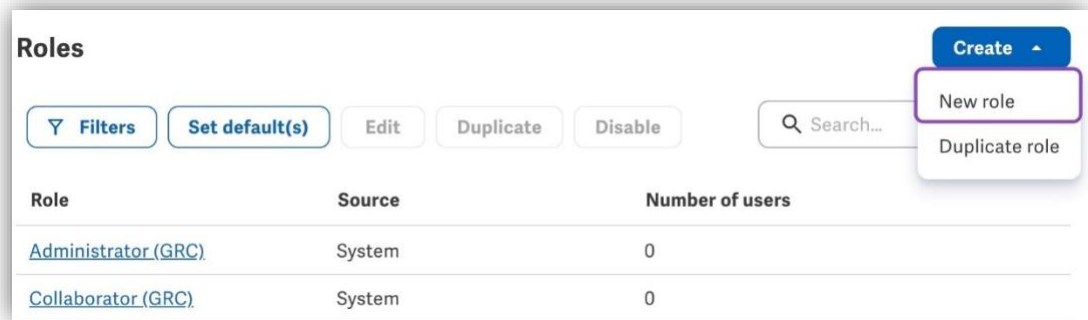
The platform must support predefined and custom roles, including *Agency Security Officer* (read/write internal), *External Auditor* (read-only to specific audit files), and *Executive Observer* (dashboard view only). Central WVOT administrators must retain global master access across all workspaces.

✓ **Workiva meets these requirements commercial off-the-shelf.** Workiva provides predefined roles and custom roles.

- **Predefined roles** - Workiva ships a standard set of roles out of the box. Organization roles sit at the organization level and are reserved for administrators, covering Org User Admins, Org Workspace Admins, and Org Security Admins, who manage organization settings, users, and workspaces from one central location (<https://support.workiva.com/hc/en-us/articles/360036006051-Organization-roles>). Workspace roles sit at the workspace level, each carrying its own level of feature access, from Workspace Owner and Workspace Admin through Editor, Viewer, and Limited Starter, with a higher-access role granting more abilities (<https://support.workiva.com/hc/en-us/articles/360036002431-Workspace-roles>).
- **Custom roles** - WVOT can define its own role with only the abilities that job needs. ZenAtikin will use this to stand up named roles for the Agency Security Officer, the External Auditor scoped to the specific audit files shared with them, and the Executive Observer limited to dashboard views, and central WVOT administrators sit above all 125 workspaces with master access, including the ability to reassign record ownership when agency staff turn over.

✓ **Implementation Consideration.** Workiva and ZenAtikin will jointly train WVOT on administering role-based access control. Workiva will lead role and permission enablement during implementation, walking central WVOT administrators through how organization and

workspace roles are assigned, how content permissions are set and inherited, and how agency users are onboarded, modified, and offboarded across the agency workspaces.



4.3.4 Executive Dashboards & Audit Exporting

The platform must include automated report generation capabilities, allowing WVOT and agencies to export executive dashboards, compliance summaries, and System Security Plans (SSPs) in standard formats (e.g., PDF, Excel, CSV) for external auditors and executive leadership.

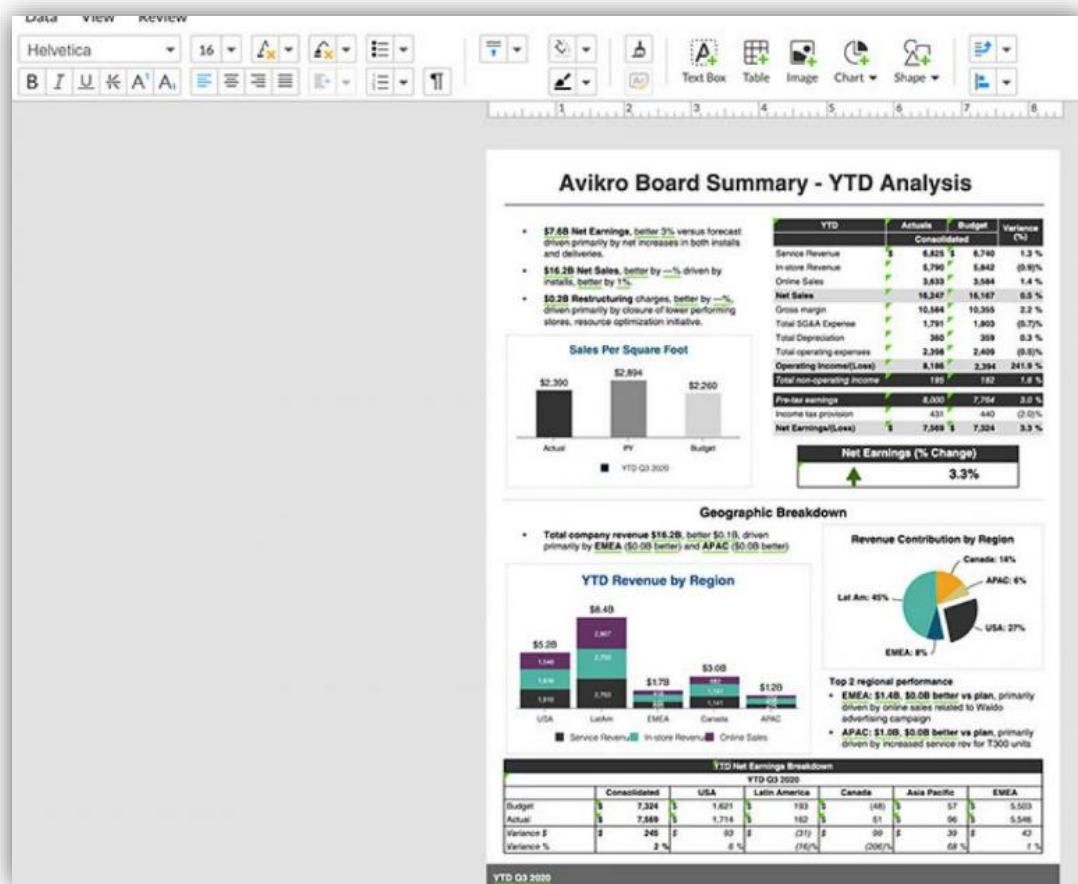
✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** WVOT can author its executive dashboards, compliance summaries, System Security Plans, and other dashboards and reports as reporting templates inside Workiva, and Workiva's patented linking technology keeps the narrative, data, numbers, and charts in those templates updating in real time as their source records change. For example, new control results, assessment answers, or issue status flows through from source data/cells/fields to every downstream linked report automatically. The link runs both ways, letting auditors move from downstream reports to upstream source data simply by right clicking on data points. Because the technology is patented, competing GRC tools fall back on spreadsheet exports or a separate BI layer to build the same reports.

- **Automated report generation** - executive dashboards, compliance summaries, and System Security Plans are built as Workiva documents and spreadsheets linked to the underlying control, assessment, and issue records. A report is defined once and regenerated against current data rather than rebuilt or re-keyed each reporting cycle.
- **Executive dashboards, compliance summaries, and SSPs** - the charts, tables, and narrative in each of these outputs draw on the same linked data set, so a dashboard view, a summary for leadership, and a full SSP stay consistent with one another and with the agency records beneath them.
- **Standard formats** - Workiva documents export to Microsoft Word (.docx), PDF, and XHTML, and Workiva spreadsheets export to Microsoft Excel (.xlsx), CSV, PDF, and XHTML. Exports can also be initiated programmatically in XLSX, PDF, or CSV through the platform API. CSV output is the underlying report and dashboard data rather than a rendered image of a chart; the rendered view is delivered in PDF or Word.
- **External auditors and executive leadership** - agencies and WVOT can hand an auditor an exported workpaper in the format requested, or grant the External Auditor role read-only access scoped to the specific audit files described in Section 4.3.3, while executive leadership receives the same posture in a one-page PDF or dashboard view.

✓ **Implementation Consideration.** As part of standard implementation, ZenAtikin will configure and set-up WVOT's desired executive dashboards, compliance summaries, SSP templates, and



other WVOT reports during implementation, mapping each field to its source record so exports are submission-ready rather than raw extracts.



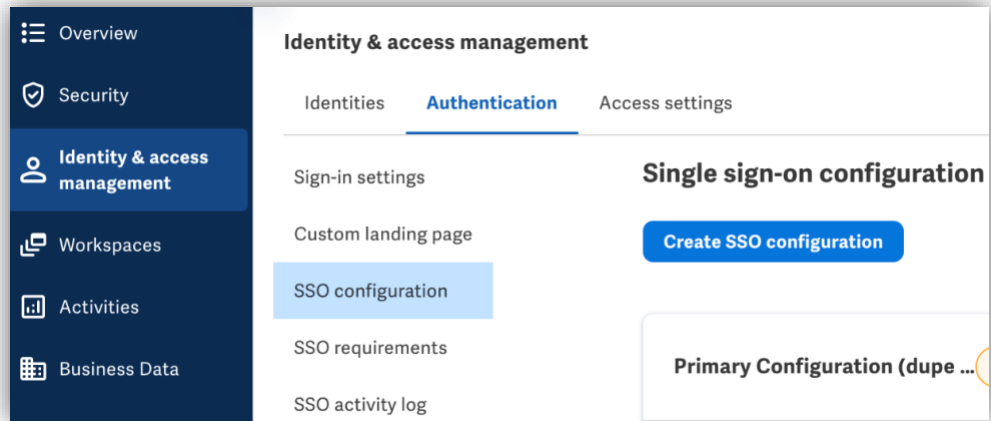
4.4 Platform Authentication & Single Sign-On (SSO)

4.4.1 Native Integration

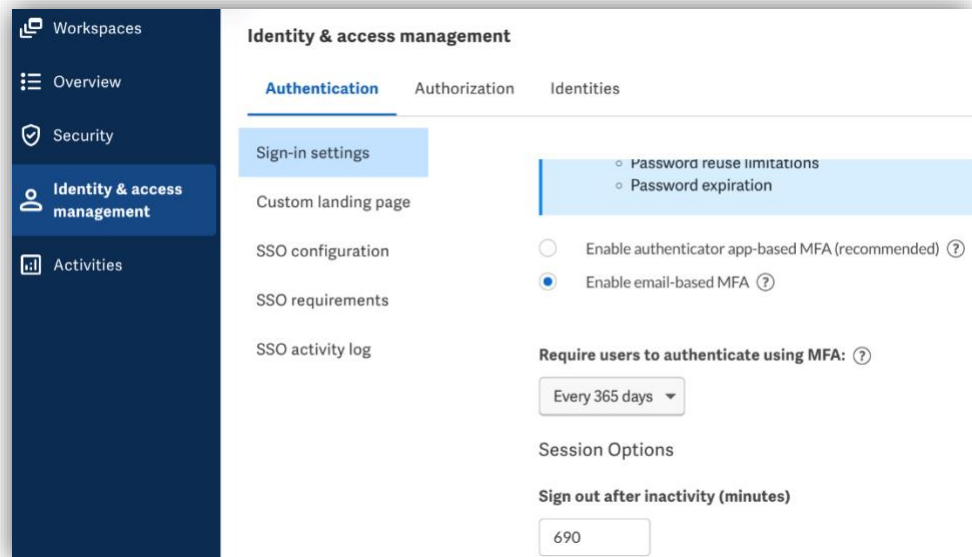
The platform must natively support SAML 2.0 and OpenID Connect (OIDC) protocols to allow seamless federated Single Sign-On (SSO). MFA must be supported for the platform.

✓ **Workiva meets these requirements commercial off-the-shelf.** Federated single sign-on is a standard platform capability, not an add-on module. Users authenticate against the State credential they already carry, and sign-in policy is enforced at WVOT's identity provider rather than in a separate Workiva credential store. Interactive sign-on is federated with SAML 2.0, automated account provisioning is handled through SCIM, and token-based authorization for APIs and application integrations runs on the OAuth 2.0 framework that underlies OIDC workflows.

- **SAML 2.0** - Workiva supports SAML 2.0 in both service-provider and identity-provider initiated modes. An Org Security Admin creates the SSO configuration, exchanges metadata with WVOT's Entra ID tenant, and can require all members to sign in through SSO. The integration is IdP-agnostic and works with industry-standard identity providers, including Entra ID (Azure Active Directory), Okta, PingFederate, and OneLogin.



- **OpenID Connect (OIDC)** - For API access, application integration, and token-based authorization, the platform utilizes the foundational OAuth 2.0 framework, which serves as the underlying engine for OIDC authentication and authorization workflows. Workiva has confirmed that federated interactive sign-on is delivered through SAML 2.0, and does not represent OIDC as a separate SSO login protocol; ZenAtikin will confirm the OAuth 2.0 authorization path against any WVOT use case that assumes an OIDC login flow.
- **Multi-factor authentication** - MFA is enforced at WVOT's identity provider alongside the SSO integration, so State MFA and conditional-access policy govern Workiva sign-in. Where SSO is not enabled or enforced for a given account, Workiva provides native two-factor authentication, which requires a one-time email passcode paired with browser validation through secure cookies, with session timeout frequency configurable by WVOT account administrators. This native method is reserved for non-SSO users on the exception list.



✓ **Implementation Consideration.** As part of standard implementation, ZenAtikin will configure and test federated SSO between Workiva and WVOT's identity provider using SAML 2.0, confirm that State MFA and conditional-access policies apply to Workiva sign-in before users are cut over, and document the completed configuration for WVOT's security team.

4.4.2 WVOT Tenant Authentication

The system must integrate directly with WVOT's centralized Microsoft Entra ID tenant to allow state-issued corporate credentials to authenticate users.

✓ **Workiva meets these requirements commercial off-the-shelf.** Workiva connects to WVOT's Entra ID tenant through SAML 2.0 single sign-on, so users authenticate with the State-issued credential they already carry. Org Security Admins can require SSO, keeping credential policy, conditional access, and MFA under WVOT's control at the identity provider. SCIM provisioning creates, updates, and deactivates Workiva accounts from Entra ID, so a departing employee's access ends with their State account. Workiva authenticates externally but administers authorization in-platform, so roles and workspace permissions are assigned by WVOT's Org Workspace Admins per Section 4.3.2.

✓ **Implementation Consideration.** As part of standard implementation, ZenAtikin will configure and test the Entra ID federation and SCIM provisioning, and document the setup for WVOT's security team.

4.5 Tiered and Modular Licensing Requirements

4.5.1 The Core Tier (Mandatory for All Workspaces)

Every workspace must include access to the core framework libraries (including WVCSF, NIST, and other industry-recognized standards), audit logging, RBAC, Entra ID SSO authentication, and the custom questionnaire engine.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** No agency lands in a stripped-down tenant. Every one of the 125 workspaces comes up with the framework libraries, audit logging, the permission model, Entra ID authentication, and the assessment engine already switched on, so a small board and a cabinet-level agency start from the same baseline. Workiva's Compliance Manager provides access to major frameworks (including NIST Cybersecurity and NIST Privacy) natively within the platform; the West Virginia Cyber Security Framework (WVCSF) will be established as a custom framework and mapped in the platform (see 4.6.2).

4.5.2 Continuous Control Monitoring (CCM) Add-On Module

The platform must allow WVOT to enable native API automated evidence collection strictly for select workspaces. The platform must natively support and pull configuration data from the State's existing infrastructure, which includes Microsoft Entra ID, Google Workspace, Palo Alto Networks, SentinelOne, and Active Directory.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Continuous control monitoring is licensed workspace by workspace, so WVOT switches automated collection on for the agencies that warrant it and leaves the remainder on the core tier without paying for capability they will not use. Workiva is an open platform that connects to external systems through APIs and pre-built connectors to automate evidence collection. Automated evidence ingestion from Active Directory and major cloud environments is supported; connectivity to Microsoft Entra ID / Active Directory, and to Palo Alto Networks and SentinelOne (each of which exposes a compliance/configuration API), will be established via Workiva's API-based integration. See the honest-fit note below.

Workiva's documented automated evidence ingestion covers Active Directory and cloud environments such as AWS, Azure, and GCP, and the platform connects broadly via APIs and pre-built connectors. Named, out-of-the-box native connectors specifically for SentinelOne, Palo Alto Networks, Google Workspace, and Cisco are not documented in Workiva's public materials. ZenAtikin proposes to meet this requirement through Workiva's open API integration to those systems' own compliance/configuration APIs, built and maintained as part of the CCM implementation. We recommend a clarification question or a joint scoping session to confirm the connector approach for each named security tool.

4.5.3 Native Integration Maintenance

The Vendor is solely responsible for maintaining and updating these native API connectors throughout the life of the contract at no additional cost to the State.

ZenAtikin will be responsible for maintaining and updating the API connectors and integrations it implements throughout the life of the contract at no additional cost to the State, as scoped in the implementation and M&O services.

4.5.4 Third-Party Risk Management (TPRM) Add-On Module

The platform must allow WVOT to selectively enable the Vendor Risk Management module (for external vendor compliance tracking and questionnaire automation) for specific workspaces.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Workiva delivers Third-Party Risk Management as an add-on module. Configured by ZenAtikin, the module can illustratively support the third-party risk lifecycle end to end:

- **Vendor intake and request** - a standard intake form captures the requesting agency, the service being purchased, the data the vendor will touch, and the system it will connect to, so every new relationship enters the program through one front door.
- **Store Sourcing and bid evaluation** - security and compliance criteria are scored alongside the commercial evaluation during bid review, and the scoring record is retained with the vendor file.
- **Vendor inventory** - an authoritative inventory of third parties, contacts, services, contract dates, and owning agency serves as the system of record for the program.
- **Risk tiering** - each vendor is scored for inherent risk based on data sensitivity, system access, and criticality of service, and the tier drives how deep the diligence goes and how often it repeats.
- **Due diligence questionnaires** - assessments are issued to the vendor from the same custom questionnaire engine described in 4.6, mapped to the WVCSF, NIST, and other frameworks, with responses, attachments, and exception justifications captured in the platform.
- **Evidence collection** - SOC 2 reports, penetration test summaries, certifications, and insurance certificates are requested, uploaded, and dated against the vendor record with expiration tracking.
- **Control mapping** - vendor responses are linked to the WVOT and agency controls that depend on them, so a weak vendor answer surfaces on the affected control rather than in isolation.
- **Contract and obligation tracking** - security, privacy, breach-notification, and right-to-audit obligations are recorded against the vendor and monitored through the contract term.
- **Issues and remediation** - gaps identified in diligence are raised as issues and tracked as POAMs through the same remediation workflow used for internal findings, with owners, milestones, and due dates.
- **Ongoing monitoring and reassessment** - reassessments recur on a tier-driven schedule, with automated reminders to vendor contacts and agency owners, so the vendor picture stays current rather than point-in-time.



- **Reporting and oversight** - vendor posture rolls into the central WVOT dashboards alongside internal compliance, giving the CISO one view of open vendor issues, overdue assessments, and expiring evidence.
- **Offboarding** - termination steps, access revocation confirmation, and data return or destruction attestations are recorded to close the relationship with an auditable trail.

4.5.5 Implementation Timeline & Support

Vendor must provide dedicated implementation professional services to assist WVOT with the initial API integrations to the core security stack.

✓ **ZenAtikin can meet this requirement.** ZenAtikin will provide dedicated implementation professional services for the duration of the engagement, including senior practitioners assigned to build the initial API integrations between Workiva and WVOT's core security stack.

- **Dedicated team** - practitioners are assigned to WVOT for the engagement rather than drawn from a shared pool, with a single project manager accountable for delivery and a named integration lead responsible for the API work. WVOT deals with the same people from kickoff through handover.
- **Phased delivery** - discovery and design confirms the systems in scope, the data each must supply, and the credentials and network prerequisites WVOT provides; build configures the connections and ingestion schedules; validation confirms each ingested check maps to the control it evidences and meets the acceptance criteria agreed for that integration; deployment moves the configuration into production with WVOT sign-off at each gate.
- **Timeline** - the phase schedule, milestone dates, and WVOT dependencies are confirmed jointly at project initiation, and integration work is sequenced so the highest-value sources connect first rather than waiting on the full set.
- **Governance** - a standing status cadence with WVOT, a maintained risk and issue log, and written acceptance criteria per integration, so WVOT can see progress against plan without asking for it.
- **Knowledge transfer and support** - ZenAtikin provides documented configuration, delivers the Train-the-Trainer program described at Section 4.2, and remains available through go-live and hypercare before steady-state platform support transitions to Workiva as described at Section 4.9.2.

The implementation is organized into seven project stages, each with defined deliverables and milestones:

- **Phase 1: Align** – establish objectives, define scope, and secure sponsorship.
- **Phase 2: Solution** – gather requirements, validate needs, and design workflows.
- **Phase 3: Build** – configure the platform, migrate data, and set-up integrations.
- **Phase 4: Test** – conduct phased user acceptance testing (UAT), validate outputs, and refine.
- **Phase 5: Train** – deliver role-based training, work instructions, and how-to videos, and confirm designated trainers are ready to support their agencies.
- **Phase 6: Go-Live** – deploy the solution and transition to support.
- **Phase 7: Hypercare** – provide rapid support to fix any issues

Phase 1: Align	
Implementation Kick-Off	ZEN will conduct a Welcome Call to: • Formally kick-off the Workiva implementation • Introduce the ZEN+Workiva project team. • Introduce the Customer project team



	• Confirm project scope, goals, and deadlines. • Review preliminary Project Plan (7 phased approach) • Establish project governance (status meeting frequency, roles and responsibilities; status reporting format; communication protocols)
Getting Started Call	ZEN+Workiva will conduct a "Getting Started Call" led by the Workiva Customer Success Manager to: • Providing information and assistance on accessing their Workiva environment. • Guiding users through available resources in Workiva's Learning Hub. • Coordinating access to Workiva Learning Hub and training modules • Ensuring the appropriate project team members are assigned required training • Discuss Workiva+ZEN support model • Guide Customer with the permissioning of individual roles and groups throughout the Workiva workspace.
Planning Call	ZEN will conduct a "Planning Call" to: • Discuss preliminary go-live date • Identify significant client unavailability weeks (PTO, holidays, other business initiatives) • Co-develop preliminary project plan • Schedule Discovery Workshop meetings
Phase 2: Solution	
Discovery Workshops	ZEN will conduct in-depth discovery workshops / process walkthroughs (i.e., business process reviews) designed to understand current state and desired future-state outcomes. ZEN is gathering business requirements during these meetings. Key activities include: • Documenting current state people, process, and technology • Documenting desired future state of people, process, and technology leveraging the Workiva platform • Identifying pain points, inefficiencies, and compliance needs
Solution Documents and Files	Based on the Discovery Workshops, ZEN will identify documents required for implementation (e.g., Risk and Controls Matrices, workflow documentation, risk listing, policies and procedures, etc.). These documents will be required to be provided to ZEN prior to the Build Phase.
Receive and review solution documents and files and data clean-up	Once Customer delivers solution documents and files required for implementation, ZEN will review the documents and files and identify any data clean-up needed (e.g., missing headers, missing data, inconsistent data, format of data, etc.). Key activities include: • Tracking the delivery status of all required documentation • Reviewing submitted files for completeness, consistency, and alignment • Providing feedback on formatting or data structure issues
Design Workshop(s)	ZEN will conduct Design Workshops to discuss design of report layouts, presentation layouts, and dashboards. This step bridges requirements into a practical build structure. Key activities include: • Reviewing reporting goals and required data views • Confirming layout preferences • Identifying control points, review processes, and signoff needs • Aligning design to both compliance and usability needs
Begin initial development and configuration	ZEN will begin initial development and configuration, including any software customization, of Customer Workiva workspaces based on Discovery Workshops, solution documents and files gathered, and Design Workshops. The goal of initial development and configuration during the Solution Phase is to develop a prototype of the Customer's Workiva workspace.

	Note: full development and configuration occur during the Build Phase.
Workiva QA Code Review	Workiva will perform preliminary QA review of the development, configuration, and code, including unit testing unit. Workiva ensures best practices are implemented. This ensures that the design is aligned with Workiva standards and best practices. Key activities include: • QA to evaluate structure and configuration against platform standards • QA to ensure data relationships and logic are sound and efficient • QA to ensure architecture and functionality is working • QA to verify documentation and formula consistency
Proof of Concept and Solution Confirmation	ZEN will demo a prototype of the Customer's Workiva workspace. The prototype is a preliminary version of the workspace designed to simulate functionality and appearance before full development. The prototype will be used to validate functionality, gather user feedback, clarify requirements, and refine the user experience.
Phase 3: Build	
Completed Build and Solution Confirmation	Once Solution Phase is complete and Customer approves Proof of Concept, then ZEN will migrate/upload Customer's full data into their Workiva workspace and complete all set-up and configuration. Key activities include: • Setting up full listing of risks • Setting up full listing of controls • Setting up audit, controls, assessment, and/or policy templates/forms • Setting up workflows • Setting up custom homepage views/widgets/graphs • Setting up data reports • Setting up standard and custom report templates (including linking data) • Setting up standard and custom dashboards (including linking data)
Workiva QA Code Review	Workiva will perform full QA review of the development, configuration, and code, including unit testing unit. Workiva ensures best practices are implemented. This ensures that the design is aligned with Workiva standards and best practices. Key activities include: • QA to evaluate structure and configuration against platform standards • QA to ensure data relationships and logic are sound and efficient • QA to ensure architecture and functionality is working • QA to verify documentation and formula consistency
End-to-end demo	ZEN will demo a fully functional Workiva workspace. This version will have the bulk of Customer's business requirements developed and configured. Key activities include: • Demo a fully functional Workiva workspace • Further validate functionality • Continue to gather user feedback and refine the user experience
Phase 4: Test	
User Acceptance Testing (UAT) and Solution Validation	ZEN will provide customized UAT scripts for core functionality for customer to independently execute to validate Workiva configurations and acceptance criteria (i.e., system and acceptance testing). During this time, ZEN will obtain feedback for any iterative configuration and optimization needed. Key activities include: • ZEN will develop and communicate custom UAT scripts for Customer • Customer will independently perform custom UAT scripts and provide feedback • Document completion of UAT
Live UAT	ZEN will lead live UAT with the Customer to walkthrough the entire workspace to validate Workiva configurations and acceptance criteria (i.e., system and

	acceptance testing). During this time, ZEN will obtain feedback for any iterative configuration and optimization needed. Key activities include: • ZEN will facilitate live UAT script sessions with Customer • Customer will provide feedback • Document completion of UAT
Iterative configuration and optimization	Based on feedback from UAT, ZEN will configure the Workiva workspace as-needed. Key activities include: • Gathering input from stakeholders from UAT or during touchpoints or platform comments • Make necessary revisions • Validate updated components • Addressing open questions
Final Peer Review	Full development and configuration will undergo Workiva's final internal peer review process again (i.e., code QA). This ensures that the design is aligned with Workiva standards and best practices. Key activities include: • Evaluating structure and configuration against platform standards • Ensuring data relationships and logic are sound and efficient • Ensuring architecture and functionality is working • Verifying documentation and formula consistency
Phase 5: Train	
Training Materials Development	ZEN will develop custom training materials against WVOT's own configured workspaces, covering the central WVOT hub and the agency workspace workflows exactly as built. Key activities include: • Written work instructions covering each central WVOT and agency-level workflow as configured • Short how-to videos recorded against WVOT's own workspaces • Role-based quick reference guides for administrators, preparers, reviewers, and agency users • Materials delivered in editable format so WVOT can maintain them after go-live
Train-the-Trainer Live Sessions	ZEN will deliver live, role-based train-the-trainer sessions for WVOT central administrators and agency designated trainers. Sessions are recorded and retained by WVOT for reuse with new staff. Key activities include: • Live instructor-led sessions scheduled by role for central administrators and agency trainers • Walkthrough of assessments, evidence upload, risk register entry, POAM tracking, and dashboards • Session recordings retained by WVOT for onboarding new staff • Open question and answer time with the ZenAtikin practitioners who built the configuration
Training Readiness and Knowledge Transfer	ZEN will confirm designated trainers can operate independently ahead of go-live, and will hand off all training materials and Workiva Learning Hub guidance for onboarding new users after go-live. Key activities include: • Readiness check confirming designated trainers can run their workflows unassisted • Enrollment guidance for Workiva Learning Hub e-learning and self-paced modules • Recommended onboarding path for new users added after go-live

	• Transfer of all training materials and documentation to WVOT
Phase 6: Go-Live	
Implementation hand-off to Workiva long-term support model	To ensure a smooth post-implementation experience, ZEN will conduct a structured hand-off to the assigned Workiva Customer Success Manager (CSM) and Workiva support team. This transition will capture critical project knowledge and ensure continuity of service. A complete summary of the implementation, including: • Recap of project plan • Any challenges or issues encountered and resolved • Transfer of all relevant documentation, training materials, and process guides to the CSM and support team. • Direct communication with the CSM to ensure a clear understanding of the State's environment, goals, and support needs. • Ongoing collaboration as needed to assist the CSM in taking over primary support responsibilities.
Project Close Finalized	ZEN will lead the closeout process to confirm successful delivery of all implementation milestones and formally conclude the project. Key activities include: • Conduct a final review meeting • Confirm delivery of all implementation deliverables, training, and documentation. • Validate a successful transition to Workiva's Customer Success Manager and ongoing support team • Provide post-implementation recommendations for sustained success • Obtain formal confirmation from the State acknowledging project completion
Phase 7: Hypercare	
Hypercare	ZEN will provide 4 weeks of hypercare after go-live. • Dedicated Account Mgmt. Team • Dedicated Project Manager • Personal, local POC for agile, tailored support • Dedicated development team • Project Manager personally manages, tracks, and reports on the resolution of all support requests • Rapid live meeting support • Custom how-to videos

4.6 Custom Assessments & Framework Questionnaire Engine

4.6.1 Custom Questionnaire Builder

The platform must feature a flexible, custom questionnaire engine allowing WVOT administrators to design, schedule, and distribute custom risk assessments to any activated workspace.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** WVOT administrators build assessments themselves, with no vendor ticket in the loop. Questions, response types, conditional logic, and evidence attachment points are configured in the assessment engine, then released as a campaign to whichever workspaces are in scope, with due dates and reminders handled by the platform. ZenAtikin will seed the initial question library and the distribution and escalation workflows so WVOT clones and adapts them rather than starting from a blank page.

4.6.2 Framework Specific Assessment Alignment

The tool must allow WVOT to map these custom questionnaires directly to the controls of the West Virginia Cyber Security Framework (WVCSF) as well as industry-standard frameworks such as NIST. When an agency answers a custom question and attaches evidence, the system must automatically score, cross-map, and update that agency's active maturity baselines across all selected frameworks simultaneously.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Workiva's Compliance Manager maps risks, controls, and policies directly to framework citations (including NIST Cybersecurity and NIST Privacy) and supports mapping one or more items to citations at once, so a single response can maintain coverage across multiple frameworks simultaneously. The WVCSF will be built as a custom framework within Compliance Manager and cross-mapped to NIST and other selected frameworks; ZenAtikin will configure scoring and maturity baselines so that answering a question and attaching evidence updates coverage across all mapped frameworks at once.

Native framework mapping and multi-framework coverage maintenance are documented Workiva capabilities. WVCSF is not a pre-built library and will be configured as a custom framework; automatic maturity-baseline scoring will be established through ZenAtikin configuration of the Compliance Manager mapping and scoring model.

4.7 Hybrid Environment Tracking (Cloud & On-Premises)

4.7.1 Hybrid Operations Baseline

The platform must support concurrent hybrid compliance tracking capability inside individual sandboxed workspaces.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Hybrid tracking happens inside each agency's own sandboxed workspace: cloud and on-premises assets are assessed against a single control set in that workspace, concurrently, with no separate instance or side system for either environment.

An agency running half its estate in the cloud and half on physical infrastructure works from one control set, not two. Automated ingestion and manually uploaded evidence attach to the same controls in the same workspace, so the agency's posture reads as a single figure rather than two partial pictures reconciled by hand.

- **Workspace containment** – each agency workspace is its own boundary. Roles are unique to each workspace and are assigned by the Workspace Owner or an Org Workspace Admin at WVOT, so an agency tracking a hybrid estate sees only its own cloud and on-premises data.



- **Concurrent operation** – cloud ingestion and manual evidence collection run at the same time against the same control set, so an agency does not have to complete one before starting the other or hold a separate cycle for its on-premises estate.
- **Rolls up unchanged** – since each workspace tracks the fully hybrid estate rather than a partial one, the central WVOT view will aggregate complete agency positions instead of cloud-only figures with on-premises tracked elsewhere.

4.7.2 Automated Evidence Ingestion

Ability to ingest dynamic configuration checks from AWS, Azure, GCP, Active Directory, Cisco, and Palo Alto networks environments.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** The platform can ingest configuration and evidence from major cloud environments (AWS, Azure, GCP) and Active Directory via open API and connector framework.

- **Prebuilt connectors** – Workiva ships core connectors out of the box, with premium connectors available.
- **API-enabled source** – where a source is not a prebuilt connector, its data is retrieved through the HTTP Request connector or an integration built on Workiva's public API, which gives programmatic access to tables, queries, and spreadsheets.
- **Cloud and on-premises** – cloud sources run on the default CloudRunner within Workiva's servers, while on-premises sources use a GroundRunner installed inside WVOT's environment, so no inbound access to the agency network is required.

4.7.3 On-Premises Workflow Portals

Clean, workflow-driven portals for manual evidence gathering for legacy systems that cannot utilize direct automated validation checks to manually upload physical security proofs, System Security Plans (SSPs), and text/CSV configuration exports.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Where a legacy system cannot be queried directly, Workiva collects the evidence through a workflow-driven request rather than an email chase: the platform issues the request, names an owner, sets the due date, and tracks status until it closes, with badge logs, photographs of physical safeguards, SSPs, and text or CSV configuration exports uploaded into the agency workspace and linked to the control they satisfy, so manual evidence carries the same traceability as an API pull.

- **Assigned requests** – each request carries an assignee, a file location, a due date, an approver, an approval due date, and free-text instructions, so the agency user is told exactly what to provide and by when.
- **Upload in place** – when the request starts, the assignee receives an email notification and Editor permission to the specified file section and uploads the evidence there; the request also appears in the To do section of the Tasks tab in Home, giving each agency user a single working list rather than a separate portal.
- **Control linkage** – a request identifies the additional controls the evidence pertains to, so one upload can satisfy more than one control without the agency gathering it twice.
- **Status and reminders** – the process owner monitors open requests and can change the assignee, location, or due date mid-flight, with notifications and permissions updated automatically.



4.8 Risk Register & POAM Management

4.8.1 POAM Tracking

The platform must include a centralized Risk Register capable of generating and tracking Plans of Action and Milestones (POAMs).

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Workiva provides a centralized risk register that generates and tracks Plans of Action and Milestones (POAMs), with each POAM carrying an owner, a due date, and a status, and linked to the risk and control it remediates.

Workiva supports the full risk lifecycle on one connected platform – risk assessment, risk register, controls, issues, and reporting – so risks, controls, and open items sit in one register, rather than multiple separate trackers. Closing a finding updates the control, the risk, and the CISO dashboard at once.

- **Risk register** - risks are recorded centrally and linked to the mitigation plans and controls that address them, and key risk indicators, incidents, and changes are monitored over time.
- **POAM creation** - issues are captured at the moment they are identified, from inside the control or task being worked, and are assigned an owner and a due date without breaking the workflow.
- **Tracking to closure** - the Remediation experience gives a live view of issue management, showing at a glance which items are open, overdue, or resolved, so remediation stays on track.
- **Reporting** - risk heatmaps and dashboards update in real time, giving the CISO a current view of open POAMs and remediation status rather than a status deck assembled after the fact.

4.8.2 Exception Workflows

The platform must support a formal Risk Exception workflow, allowing local agencies to submit exception requests and justification documentation for central WVOT CISO review and approval.

✓ **Workiva can meet these requirements with implementation design configuration and input needed from Customer.** Workiva supports a formal exception workflow in which a local agency submits an exception request with justification documentation attached, and the central WVOT CISO reviews and either approves the request or returns it to the agency.

ZenAtikin will build the exception process workflow on Workiva's Processes and Certifications capability, the same mechanism that drives preparer certifications and reviewer sign-offs, so submission, justification, review, and decision are a single tracked process rather than an email chain and a tracking spreadsheet.

- **Submission and justification** - when a responder selects a response that is an exception, Workiva requires a written explanation for that response, and supporting files can be uploaded alongside it.
- **Central review** - once the agency submits, the approver receives an email notification to review, and the request also appears in the approver's To do list in the Tasks tab in Home.
- **Approve or return** - the approver accepts or rejects each response, then approves the request or returns it to the submitter with an optional note explaining the decision. If

any response is rejected, the letter cannot be approved and must be returned for revision, so an exception cannot pass without CISO action.

- **Reminders** - automated reminder emails go to submitters and approvers three days before, the day of, and daily for three days after the due date, and the schedule and wording are configurable before the process starts.
- **Record of decisions** - the certification responses report summarizes each response, its explanation, whether it was accepted or rejected, and any approver feedback, and exports to CSV, with all letters exportable as PDF.

4.9 Service Level Agreement (SLA) & Support

4.9.1 System Uptime

The proposed SaaS platform must guarantee a minimum 99.9% system uptime.

✓ **Workiva commits to a uptime service level of 99.5%, which ZenAtikin notes as a variance from the 99.9% minimum stated in Section 4.9.1.** Workiva is delivered from U.S.-based, FedRAMP-authorized cloud infrastructure, with redundancy, monitoring, patching, and failover maintained by Workiva rather than falling to WVOT staff. Workiva operates the platform to the highest availability achievable, striving to exceed its committed service level.

4.9.2 Support Availability

The Vendor must provide standard technical support (minimum 8:00 AM – 5:00 PM EST, Monday through Friday) for central WVOT administrators, with defined response times for critical system outages.

✓ **ZenAtikin and Workiva can meet this requirement.** Support is delivered in two phases, with clear ownership at each stage.

During implementation – ZenAtikin. ZenAtikin serves as WVOT’s single point of contact for the duration of the implementation. Central WVOT administrators have direct access to the assigned ZenAtikin delivery team a minimum of 8:00 AM to 5:00 PM ET, Monday through Friday, covering configuration questions, defect triage, environment and data issues, and escalation into Workiva Product Support on WVOT’s behalf. Critical issues that interrupt system availability are escalated immediately, with defined response-time targets set out in the support agreement.

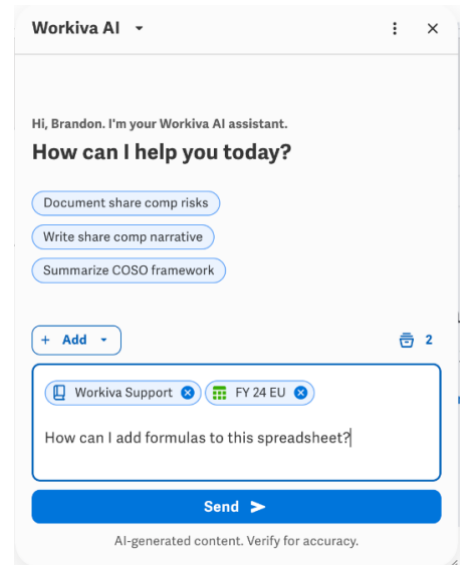
Additionally, WVOT administrators have immediate, direct access to Workiva’s technical support throughout implementation and are not required to route platform issues through ZenAtikin.

After implementation – Workiva. Ongoing platform support transitions to Workiva Product Support, with ZenAtikin available under additional separate managed-services or change-order arrangements for configuration changes, new framework onboarding, and administrator refresh training. Workiva technical support includes:

- **24x7 Availability** - live phone assistance with Workiva support experts is available around the clock, 24x7. (<https://www.workiva.com/contact/support>)
- **Phone** - WVOT administrators may call Workiva’s 24/7 support line directly, using the regional numbers Workiva publishes for U.S. and international callers. (<https://www.workiva.com/contact/support>)
- **Email and Support Portal** - non-critical issues may be submitted as a support ticket through the Workiva Support Portal and tracked through to resolution. (<https://support.workiva.com/hc/en-us/requests/new>)



- **In-App Chat** - administrators may reach Workiva Support through chat from inside the Workiva platform, without leaving the application. (<https://support.workiva.com/hc/en-us>)
- **In-App AI Chat** - the Workiva AI chat assistant can be launched from anywhere in the Workiva platform, and Workiva's support documentation is accessible through it — administrators can ask the assistant targeted questions about the platform and receive tailored, step-by-step answers with source citations. Workiva AI is encrypted, session-limited, and is not trained on Workiva content or customer data, and Org Admins control which workspaces and users may use it. (<https://support.workiva.com/hc/en-us/articles/19163862687764-Intro-to-Workiva-AI> and <https://www.workiva.com/blog/whats-new-workiva-platform>)
- **Multilingual Assistance** - live support with professional translators in over 190 languages. (<https://www.workiva.com/contact/support>)
- **Self-Service Resources** - the Workiva Support Center provides a knowledge base of articles and how-to videos, and the Workiva Community provides release notes, product Q&A, and peer networking. (<https://support.workiva.com/hc/en-us> and <https://support.workiva.com/hc/en-us/community/topics>)
- **Dedicated Customer Success Team** - Workiva assigns a customer success team that supports onboarding, adoption, and release readiness, and monitors taxonomy updates and regulatory shifts on the customer's behalf. (<https://www.workiva.com/services>)
- **Platform-Managed Availability** - because the solution is delivered as SaaS, Workiva remains responsible for platform availability, patching, and version upgrades, with no upgrade effort required from WVOT staff. (<https://www.workiva.com/services>)



4.9.3 Agreement Submission

Vendor must provide a copy of all applicable maintenance, support, and SaaS subscription agreements prior to contract award for review and approval by the State of West Virginia.

✓ **Workiva will meet this requirement.** Workiva will provide copies of all applicable maintenance, support, and SaaS subscription agreements prior to contract award for the State's review and approval.

5. CONTRACT AWARD

5.1 Contract Award

The Contract will be awarded to the Vendor that provides the Software Maintenance and Support meeting the required specifications for the lowest total contract cost as shown on the Pricing Pages.

✓ **Acknowledged.** ZenAtikin's offer meets the required specifications set out in Section 4 and is priced on the Pricing Pages as a grand total lump-sum yearly amount for each of the four contract lines, all-inclusive of Specifications 4.1 through 4.9, so that total contract cost is directly comparable.

5.2 Pricing Page

Vendor should complete the Pricing Page by providing the information on Exhibit A and signing the page or entering pricing in OASIS.

Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. Vendor should type or electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

✓ **Acknowledged and accepted.** ZenAtikin completed Exhibit A in its entirety and enter pricing through wvOASIS, for all four contract lines.

6. PAYMENT

Agency shall pay as shown on the Pricing Pages, for all Software Maintenance and Support. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

✓ **Acknowledged and accepted.** ZenAtikin will invoice in accordance with the Pricing Pages and will accept payment under the State of West Virginia's payment procedures, including the State's electronic payment and purchasing-card procedures where applicable.

7. FACILITIES ACCESS

In the event that performance of Software Maintenance and Support requires access to Agency facilities, access cards and/or keys may be required to gain entrance. In the event that access cards and/or keys are required:

7.1 Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

7.2 Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

7.3 Vendor shall notify the Agency immediately of any lost, stolen, or missing card or key.

7.4 Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

7.5 Vendor shall inform all staff of Agency's security protocol and procedures.

✓ **Acknowledged and accepted in full.** The proposed solution is delivered as SaaS and implemented remotely by U.S.-based personnel, so performance does not require physical access to Agency facilities. If on-site access is requested, ZenAtikin will identify its principal service personnel to be issued access cards and/or keys, control and account for all cards and keys issued, pay any replacement fee for lost or stolen cards or keys, notify the Agency immediately of any lost, stolen, or missing card or key, comply with the Agency's security protocol and procedures, and brief all assigned staff on those protocols before access is granted.

8. VENDOR DEFAULT



8.1 The following shall be considered a vendor default under this Contract.

8.1.3 Failure to perform Contract Services in accordance with the requirements contained herein.

8.1.4 Failure to comply with other specifications and requirements contained herein.

8.1.5 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

8.1.6 Failure to remedy deficient performance upon request.

8.2 The following remedies shall be available to Agency upon default.

8.2.3 Immediate cancellation of the Contract.

8.2.4 Immediate cancellation of one or more release orders issued under this Contract.

8.2.5 Any other remedies available in law or equity.

✓ **Acknowledged and accepted.** ZenAtikin understands the events constituting vendor default and the remedies available to the Agency, and takes no exception to them. ZenAtikin's delivery model (senior, U.S.-based practitioners, PMBOK-aligned project management with formal status reporting and RAID logs, and defined support response targets) is designed to identify and remedy deficient performance promptly upon request.

9. MISCELLANEOUS

9.1 Contract Manager

During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

ZenAtikin will designate and maintain a primary contract manager, available during normal business hours, responsible for overseeing ZenAtikin's responsibilities under the Contract and for addressing customer-service and other Contract issues.

Contract Manager	Jonathan Murphy
Title	Managing Partner, Workiva Practice Lead
Email	jonathan@zenatikin.com
Phone	(407) 990 - 9365



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:
Doc Description: Governance, Risk and Compliance Automation Platform			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-07-15	2026-07-30 13:30	CRFQ 0231 OOT2700000002	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : ZenAtikin LLC

Address :

Street : 7115 Leesburg Pike Ste 213

City : Falls Church

State : VA **Country :** USA **Zip :** 22043

Principal Contact : Jimmy Nguyen

Vendor Contact Phone: 571-243-3084 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

Jimmy Nguyen

FEIN# 88-1580342

DATE 08/10/2026

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish a contract for the purchase of Enterprise Governance, Risk, and Compliance (GRC) as more fully described in the specifications contained herein.

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		

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

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
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

	Document Phase	Document Description	Page 4
OOT2700000002	Draft	Governance, Risk and Compliance Automation Platform	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain **mandatory** provisions identified by the use of the words "**must**," "**will**," and "**shall**." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PRE-BID MEETING:** The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the **mandatory** pre-bid meeting. Failure to attend the **mandatory** pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions **must be submitted on or before the date listed below and to the address listed below to be considered.** A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Submitted emails should have the solicitation number in the subject line. Question

Submission Deadline: July 22, 2026 @ 3:00 p.m.

Submit Questions to: Toby L Welch
2019 Washington Street, East Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids or modification of bids via email.

Bids submitted in paper, facsimile, or via wvOASIS must contain a signature. Failure to submit a bid in any form without a signature will result in rejection of your bid.

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:
BUYER: Toby L Welch
SOLICITATION NO.: CRFQ OOT2700000002
BID OPENING DATE: Thursday July 30, 2026
BID OPENING TIME: 1:30 p.m.
FAX NUMBER: 304-558-3970

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

Bid Delivery Address and Fax Number:
Department of Administration, Purchasing Division 2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery or via delivery by mail).

Bid Opening Date and Time: 07/30/2026 @ 1:30 p.m.

Bid Opening Location:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand **shall** clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items **may** be grounds for rejection of a Vendor's bid.

[] This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6.2, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

12. REGISTRATION: Prior to Contract award, the apparent successful Vendor **must** be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

13. UNIT PRICE: Unit prices **shall** prevail in cases of a discrepancy in the Vendor's bid.

14. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:

For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors.

16. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.7.

17. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

18. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1- 5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

19. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.6. and § 148-1-6.3.”

20. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.7. This authority does not apply to instances where state law mandates receipt with the bid.

21. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor [WV OASIS](#) or the Purchasing Division's website to determine when a contract has been awarded.

22. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that **shall** form the basis of a contractual agreement. **Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid.** Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of One (1) Year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for _____ years;

☐ the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☐ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☒ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

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9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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

(Printed Name and Title) Jimmy Nguyen, Partner
(Address) 7115 Leesburg Pike Ste 213, Falls Church, VA 22043
(Phone Number) / (Fax Number) 571-243-3074
(email address) jimmy@zenatikin.com

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

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

ZenAtikin LLC

(Company)

Jimmy Nguyen

(Signature of Authorized Representative)

Jimmy Nguyen, Partner 08/10/2026

(Printed Name and Title of Authorized Representative) (Date)

571-243-3074

(Phone Number) (Fax Number)

jimmy@zenatikin.com

(Email Address)

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

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end contract for an Enterprise Governance, Risk, and Compliance (GRC) or Compliance Automation Platform. This solution will serve as the centralized risk management and automated evidence collection platform for WVOT and its supported state agencies, boards, and commissions.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 **“Licenses”** means Agency’s licenses to utilize software.

2.2 **“Pricing Page”** means the pages contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the software maintenance and support.

2.3 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

3. **QUALIFICATIONS:** Vendor, or Vendor’s staff if requirements are inherently limited to individuals rather than corporate entities, shall have the qualifications listed below. Compliance will be determined prior to contract award by the State through documentation provided by the Vendor with its bid or upon request, Vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirement are preferred with the bid submission but may be requested after bid opening and prior to contract award.

3.1. Vendor must be authorized by GRC software company to provide software maintenance and support for the Licenses and provide proof of authorization upon request.

4. MANDATORY REQUIREMENTS:

2/9/2026

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

The Vendor must provide a SaaS-based platform that meets or exceeds the following technical specifications:

4.1 Software Maintenance and Support: Vendor must provide maintenance and support for the platform licenses as follows:

4.1.1 Deployment Sizing: The baseline platform license must natively include the central WVOT hub and 125 fully segregated child workspaces (tenants) upon deployment.

4.1.2 Initial Contract Term: The contract awarded from this Solicitation shall be for an initial period of one (1) year.

4.1.3 Renewal Term Clauses: The contract may be renewed upon mutual written consent of the Agency and the Vendor, and approval of the Purchasing Division, for up to three (3) optional one-year renewal periods (for a total potential contract life of 4 years), under the same pricing, terms, and conditions as specified herein. Each subsequent term will run consecutively to the prior term.

4.1.4 On-Demand Workspace Expansion: The platform must support the dynamic provisioning of additional workspace licenses via a fixed, on-demand unit price structure. Any additional workspace licenses added mid-term must be billed on a prorated basis for the remainder of the active contract year, and shall renew at the full annual unit rate at the start of the subsequent renewal term.

4.2 Training Deliverables

4.2.1 Train-the-Trainer Program: Vendor must provide a formal program consisting of virtual, instructor-led sessions for central WVOT administrators.

4.2.2 On-Demand Materials: Vendor must provide on-demand digital training materials, video tutorials, or manuals for local agency-level end users.

4.3 Architectural, RBAC & Dashboard Requirements:

4.3.1 Central WVOT Hub: The platform must provide a centralized dashboard for the WVOT Chief Information Security Officer (CISO) to view the aggregate, real-time compliance and risk posture of all state entities.

4.3.2 Granular, Role-Based Access Control (RBAC): The platform must enforce strict RBAC to ensure that local agency entities can only view, edit, or manage data within their own sandbox workspace. Agency users must be restricted to their own specific audit information, risk assessments, evidence lockers, and remediation plans.

4.3.3 Predefined Platform Roles: The platform must support predefined and custom roles, including *Agency Security Officer* (read/write internal), *External Auditor* (read-only to specific audit files), and *Executive Observer* (dashboard view only). Central WVOT administrators must retain global master access across all workspaces.

4.3.4 Executive Dashboards & Audit Exporting: The platform must include automated report generation capabilities, allowing WVOT and agencies to export executive dashboards, compliance summaries, and System Security Plans (SSPs) in standard formats (e.g., PDF, Excel, CSV) for external auditors and executive leadership.

4.4 Platform Authentication & Single Sign-On (SSO):

4.4.1 Native Integration: The platform must natively support SAML 2.0 and OpenID Connect (OIDC) protocols to allow seamless federated Single Sign-On (SSO). MFA must be supported for the platform.

4.4.2 WVOT Tenant Authentication: The system must integrate directly with WVOT's centralized Microsoft Entra ID tenant to allow state-issued corporate credentials to authenticate users.

4.5 Tiered and Modular Licensing Requirements:

4.5.1 The Core Tier (Mandatory for All Workspaces): Every workspace must include access to the core framework libraries (including WVCSF, NIST, and other industry-recognized standards), audit logging, RBAC, Entra ID SSO authentication, and the custom questionnaire engine.

4.5.2 Continuous Control Monitoring (CCM) Add-On Module: The platform must allow WVOT to enable native API automated evidence collection strictly for select workspaces. The platform must natively support and pull configuration data from the State's existing infrastructure, which includes Microsoft Entra ID, Google Workspace, Palo Alto Networks, SentinelOne, and Active Directory.

REQUEST FOR QUOTATION

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

4.5.3 Native Integration Maintenance: The Vendor is solely responsible for maintaining and updating these native API connectors throughout the life of the contract at no additional cost to the State.

4.5.4 Third-Party Risk Management (TPRM) Add-On Module: The platform must allow WVOT to selectively enable the Vendor Risk Management module (for external vendor compliance tracking and questionnaire automation) for specific workspaces.

4.5.5 Implementation Timeline & Support: Vendor must provide dedicated implementation professional services to assist WVOT with the initial API integrations to the core security stack.

4.6 Custom Assessments & Framework Questionnaire Engine:

4.6.1 Custom Questionnaire Builder: The platform must feature a flexible, custom questionnaire engine allowing WVOT administrators to design, schedule, and distribute custom risk assessments to any activated workspace.

4.6.2 Framework Specific Assessment Alignment: The tool must allow WVOT to map these custom questionnaires directly to the controls of the West Virginia Cyber Security Framework (WVCSF) as well as industry-standard frameworks such as NIST. When an agency answers a custom question and attaches evidence, the system must automatically score, cross-map, and update that agency's active maturity baselines across all selected frameworks simultaneously.

4.7 Hybrid Environment Tracking (Cloud & On-Premises):

4.7.1 Hybrid Operations Baseline: The platform must support concurrent hybrid compliance tracking capability inside individual sandboxed workspaces.

4.7.2 Automated Evidence Ingestion: Ability to ingest dynamic configuration checks from AWS, Azure, GCP, Active Directory, Cisco, and Palo Alto networks environments.

4.7.3 On-Premises Workflow Portals: Clean, workflow-driven portals for manual evidence gathering for legacy systems that cannot utilize direct automated validation checks to manually upload physical security proofs, System Security Plans (SSPs), and text/CSV configuration exports.

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

4.8 Risk Register & POAM Management:

4.8.1 POAM Tracking: The platform must include a centralized Risk Register capable of generating and tracking Plans of Action and Milestones (POAMs).

4.8.2 Exception Workflows: The platform must support a formal Risk Exception workflow, allowing local agencies to submit exception requests and justification documentation for central WVOT CISO review and approval.

4.9 Service Level Agreement (SLA) & Support:

4.9.1 System Uptime: The proposed SaaS platform must guarantee a minimum 99.9% system uptime.

4.9.2 Support Availability: The Vendor must provide standard technical support (minimum 8:00 AM – 5:00 PM EST, Monday through Friday) for central WVOT administrators, with defined response times for critical system outages.

4.9.3 Agreement Submission: Vendor must provide a copy of all applicable maintenance, support, and SaaS subscription agreements prior to contract award for review and approval by the State of West Virginia.

5 CONTRACT AWARD:

5.1 Contract Award: The Contract will be awarded to the Vendor that provides the Software Maintenance and Support meeting the required specifications for the lowest total contract cost as shown on the Pricing Pages.

5.2 Pricing Page: Vendor should complete the Pricing Page by providing the information on Exhibit A and signing the page or entering pricing in OASIS.

Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. Vendor should type or electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

REQUEST FOR QUOTATION

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

- 6 PAYMENT:** Agency shall pay as shown on the Pricing Pages, for all Software Maintenance and Support. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.
- 7 FACILITIES ACCESS:** In the event that performance of Software Maintenance and Support requires access to Agency facilities, access cards and/or keys may be required to gain entrance. In the event that access cards and/or keys are required:
 - 7.1** Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.
 - 7.2** Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.
 - 7.3** Vendor shall notify the Agency immediately of any lost, stolen, or missing card or key.
 - 7.4** Anyone performing under this Contract will be subject to Agency's security protocol and procedures.
 - 7.5** Vendor shall inform all staff of Agency's security protocol and procedures.
- 8 VENDOR DEFAULT:**
 - 8.1** The following shall be considered a vendor default under this Contract.
 - 8.1.3** Failure to perform Contract Services in accordance with the requirements contained herein.
 - 8.1.4** Failure to comply with other specifications and requirements contained herein.
 - 8.1.5** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

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

8.1.6 Failure to remedy deficient performance upon request.

8.2 The following remedies shall be available to Agency upon default.

8.2.3 Immediate cancellation of the Contract.

8.2.4 Immediate cancellation of one or more release orders issued under this Contract.

8.2.5 Any other remedies available in law or equity.

9 MISCELLANEOUS:

9.1 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Jimmy Nguyen

Telephone Number: 571-243-3074

Fax Number:

Email Address: jimmy@zenatikin.com

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Governance, Risk and compliance Automation Platform

APPENDIX A: WV SOFTWARE AS A SERVICE ADDENDUM

begins on next page.

Software as a Service Addendum

1. Definitions:

Acceptable alternative data center location means a country that is identified as providing equivalent or stronger data protection than the United States, in terms of both regulation and enforcement. DLA Piper's Privacy Heatmap shall be utilized for this analysis and may be found at <https://www.dlapiperdataprotection.com/index.html?t=world-map&c=US&c2=IN>.

Authorized Persons means the service provider's employees, contractors, subcontractors or other agents who have responsibility in protecting or have access to the public jurisdiction's personal data and non-public data to enable the service provider to perform the services required.

Data Breach means the unauthorized access and acquisition of unencrypted and unredacted personal data that compromises the security or confidentiality of a public jurisdiction's personal information and that causes the service provider or public jurisdiction to reasonably believe that the data breach has caused or will cause identity theft or other fraud.

Individually Identifiable Health Information means information that is a subset of health information, including demographic information collected from an individual, and (1) is created or received by a health care provider, health plan, employer or health care clearinghouse; and (2) relates to the past, present or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (a) that identifies the individual; or (b) with respect to which there is a reasonable basis to believe the information can be used to identify the individual.

Non-Public Data means data, other than personal data, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the public jurisdiction because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information.

Personal Data means data that includes information relating to a person that identifies the person by first name or first initial, and last name, and has any of the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, state identification card); financial account information, including account number, credit or debit card numbers; or protected health information (PHI).

Protected Health Information (PHI) means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv) and employment records held by a covered entity in its role as employer.

Public Jurisdiction means any government or government agency that uses these terms and conditions. The term is a placeholder for the government or government agency.

Public Jurisdiction Data means all data created or in any way originating with the public jurisdiction, and all data that is the output of computer processing or other electronic manipulation of any data that was created by or in any way originated with the public jurisdiction, whether such data or output is stored on the public jurisdiction's hardware, the service provider's hardware or exists in any system owned, maintained or otherwise controlled by the public jurisdiction or by the service provider.

Public Jurisdiction Identified Contact means the person or persons designated in writing by the public jurisdiction to receive security incident or breach notification.

Restricted data means personal data and non-public data.

Security Incident means the actual unauthorized access to personal data or non-public data the service provider believes could reasonably result in the use, disclosure or theft of a public jurisdiction's unencrypted personal data or non-public data within the possession or control of the service provider. A security incident may or may not turn into a data breach.

Service Provider means the contractor and its employees, subcontractors, agents and affiliates who are providing the services agreed to under the contract.

Software-as-a-Service (SaaS) means the capability provided to the consumer to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

2. Data Ownership: The public jurisdiction will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access public jurisdiction user accounts or public jurisdiction data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract or (4) at the public jurisdiction's written request.

3. Data Protection and Privacy: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of public jurisdiction information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of public jurisdiction information and comply with the following conditions:

- a) The service provider shall implement and maintain appropriate administrative, technical and physical security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. In Appendix A,

the public jurisdiction shall indicate whether restricted information will be processed by the service provider. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind. The service provider shall ensure that all such measures, including the manner in which personal data and non-public data are collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws, as well as the terms and conditions of this Addendum and shall survive termination of the underlying contract.

- b) The service provider represents and warrants that its collection, access, use, storage, disposal and disclosure of personal data and non-public data do and will comply with all applicable federal and state privacy and data protection laws, as well as all other applicable regulations, policies and directives.
- c) The service provider shall support third-party multi-factor authentication integration with the public jurisdiction third-party identity provider to safeguard personal data and non-public data.
- d) If, in the course of its engagement by the public jurisdiction, the service provider has access to or will collect, access, use, store, process, dispose of or disclose credit, debit or other payment cardholder information, the service provider shall at all times remain in compliance with the Payment Card Industry Data Security Standard ("PCI DSS") requirements, including remaining aware at all times of changes to the PCI DSS and promptly implementing all procedures and practices as may be necessary to remain in compliance with the PCI DSS, in each case, at the service provider's sole cost and expense. All data obtained by the service provider in the performance of this contract shall become and remain the property of the public jurisdiction.
- e) All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data.
- f) Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit, in accordance with recognized industry practice. The public jurisdiction shall identify data it deems as non-public data to the service provider.
- g) At no time shall any data or process – that either belong to or are intended for the use of a public jurisdiction or its officers, agents or employees — be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the public jurisdiction.
- h) The service provider shall not use or disclose any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.
- i) Data Location. For non-public data and personal data, the service provider shall provide its data center services to the public jurisdiction and its end users solely from data centers in the U.S. Storage of public jurisdiction data at rest shall be located solely in data centers in the U.S. The service provider shall not allow its personnel or contractors to store public jurisdiction data on portable devices, including personal computers, except for devices that are used and kept only at its

U.S. data centers. With agreement from the public jurisdiction, this term may be met by the service provider providing its services from an acceptable alternative data center location, which agreement shall be stated in Appendix A. The Service Provider may also request permission to utilize an acceptable alternative data center location during a procurement's question and answer period by submitting a question to that effect. The service provider shall permit its personnel and contractors to access public jurisdiction data remotely only as required to provide technical support.

4. Security Incident or Data Breach Notification: The service provider shall inform the public jurisdiction of any confirmed security incident or data breach.

- a) Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as defined by law or contained in the contract. Discussing security incidents with the public jurisdiction shall be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes defined by law or contained in the contract.
- b) Security Incident Reporting Requirements: The service provider shall report a confirmed Security Incident as soon as practicable, but no later than twenty-four (24) hours after the service provider becomes aware of it, to: (1) the department privacy officer, by email, with a read receipt, identified in Appendix A; and, (2) unless otherwise directed by the public jurisdiction in the underlying contract, the WVOT Online Computer Security and Privacy Incident Reporting System at <https://apps.wv.gov/ot/ir/Default.aspx>, and (3) the public jurisdiction point of contact for general contract oversight/administration. The following information shall be shared with the public jurisdiction: (1) incident phase (detection and analysis; containment, eradication and recovery; or post-incident activity), (2) projected business impact, and, (3) attack source information.
- c) Breach Reporting Requirements: Upon the discovery of a data breach or unauthorized access to non-public data, the service provider shall immediately report to: (1) the department privacy officer, by email, with a read receipt, identified in Appendix A; and, (2) unless otherwise directed by the public jurisdiction in the underlying contract, the WVOT Online Computer Security and Privacy Incident Reporting System at <https://apps.wv.gov/ot/ir/Default.aspx>, and the public jurisdiction point of contact for general contract oversight/administration.

5. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession or control of the service provider.

- a) Immediately after being awarded a contract, the service provider shall provide the public jurisdiction with the name and contact information for an employee of service provider who shall serve as the public jurisdiction's primary security contact and shall be available to assist the public jurisdiction twenty-four (24) hours per day, seven (7) days per week as a contact in resolving obligations associated with a data breach. The service provider may provide this information in Appendix A.

- b) Immediately following the service provider's notification to the public jurisdiction of a data breach, the parties shall coordinate cooperate with each other to investigate the data breach. The service provider agrees to fully cooperate with the public jurisdiction in the public jurisdiction's handling of the matter, including, without limitation, at the public jurisdiction's request, making available all relevant records, logs, files, data reporting and other materials required to comply with applicable law and regulation.
- c) Within 72 hours of the discovery, the service provider shall notify the parties listed in 4(c) above, to the extent known: (1) date of discovery; (2) list of data elements and the number of individual records; (3) description of the unauthorized persons known or reasonably believed to have improperly used or disclosed the personal data; (4) description of where the personal data is believed to have been improperly transmitted, sent, or utilized; and, (5) description of the probable causes of the improper use or disclosure.
- d) The service provider shall (1) cooperate with the public jurisdiction as reasonably requested by the public jurisdiction to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and prevent any further data breach at the service provider's expense in accordance with applicable privacy rights, laws and regulations and (3) document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
- e) If a data breach is a direct result of the service provider's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state or federal law; (3) a credit monitoring service (4) a website or a toll-free number and call center for affected individuals required by state law — all not to exceed the average per record per person cost calculated for data breaches in the United States in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach (or other similar publication if the named publication has not issued an updated average per record per cost in the last 5 years at the time of the data breach); and (5) complete all corrective actions as reasonably determined by service provider based on root cause. The service provider agrees that it shall not inform any third party of any data breach without first obtaining the public jurisdiction's prior written consent, other than to inform a complainant that the matter has been forwarded to the public jurisdiction's legal counsel and/or engage a third party with appropriate expertise and confidentiality protections for any reason connected to the data breach. Except with respect to where the service provider has an independent legal obligation to report a data breach, the service provider agrees that the public jurisdiction shall have the sole right to determine: (1) whether notice of the data breach is to be provided to any individuals, regulators, law enforcement agencies, consumer reporting agencies or others, as required by law or regulation, or otherwise in the public jurisdiction's discretion; and (2) the contents of such notice, whether any

type of remediation may be offered to affected persons, and the nature and extent of any such remediation. The service provider retains the right to report activity to law enforcement.

6. Notification of Legal Requests: The service provider shall contact the public jurisdiction upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the public jurisdiction's data under this contract, or which in any way might reasonably require access to the data of the public jurisdiction. The service provider shall not respond to subpoenas, service of process and other legal requests related to the public jurisdiction without first notifying the public jurisdiction, unless prohibited by law from providing such notice.

7. Termination and Suspension of Service:

- a) In the event of a termination of the contract, the service provider shall implement an orderly return of public jurisdiction data within the time period and format specified in the contract (or in the absence of a specified time and format, a mutually agreeable time and format) and after the data has been successfully returned, securely and permanently dispose of public jurisdiction data.
- b) During any period of service suspension, the service provider shall not take any action to intentionally erase any public jurisdiction data.
- c) In the event the contract does not specify a time or format for return of the public jurisdiction's data and an agreement has not been reached, in the event of termination of any services or agreement in entirety, the service provider shall not take any action to intentionally erase any public jurisdiction data for a period of:
 - 10 days after the effective date of termination, if the termination is in accordance with the contract period
 - 30 days after the effective date of termination, if the termination is for convenience
 - 60 days after the effective date of termination, if the termination is for cause

After such period, the service provider shall have no obligation to maintain or provide any public jurisdiction data and shall thereafter, unless legally prohibited, delete all public jurisdiction data in its systems or otherwise in its possession or under its control.

- d) The public jurisdiction shall be entitled to any post-termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of the Contract.
- e) The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/ DVD, backup tape and paper, when requested by the public jurisdiction. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the public jurisdiction.

8. Background Checks: The service provider shall conduct criminal background checks in compliance with W.Va. Code §15-2D-3 and not utilize any staff to fulfill the obligations

of the contract, including subcontractors, who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The service provider shall promote and maintain an awareness of the importance of securing the public jurisdiction's information among the service provider's employees and agents.

9. Oversight of Authorized Persons: During the term of each authorized person's employment or engagement by service provider, service provider shall at all times cause such persons to abide strictly by service provider's obligations under this Agreement and service provider's standard policies and procedures. The service provider further agrees that it shall maintain a disciplinary process to address any unauthorized access, use or disclosure of personal data by any of service provider's officers, partners, principals, employees, agents or contractors.

10. Access to Security Logs and Reports: The service provider shall provide reports to the public jurisdiction in CSV format agreed to by both the service provider and the public jurisdiction. Reports shall include user access (successful and failed attempts), user access IP address, user access history and security logs for all public jurisdiction files and accounts related to this contract.

11. Data Protection Self-Assessment: The service provider shall perform a Cloud Security Alliance STAR Self-Assessment by completing and submitting the "Consensus Assessments Initiative Questionnaire" to the Public Jurisdiction Identified Contact. The service provider shall submit its self-assessment to the public jurisdiction prior to contract award and, upon request, annually thereafter, on the anniversary of the date of contract execution. Any deficiencies identified in the assessment will entitle the public jurisdiction to disqualify the bid or terminate the contract for cause.

12. Data Center Audit: The service provider shall perform an audit of its data center(s) at least annually at its expense and provide a redacted version of the audit report upon request. The service provider may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit. Any deficiencies identified in the report or approved equivalent will entitle the public jurisdiction to disqualify the bid or terminate the contract for cause.

13. Change Control and Advance Notice: The service provider shall give 30 days, advance notice (to the public jurisdiction of any upgrades (e.g., major upgrades, minor upgrades, system changes) that may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics.

14. Security:

- a) At a minimum, the service provider's safeguards for the protection of data shall include: (1) securing business facilities, data centers, paper files, servers, back-up

systems and computing equipment, including, but not limited to, all mobile devices and other equipment with information storage capability; (2) implementing network, device application, database and platform security; 3) securing information transmission, storage and disposal; (4) implementing authentication and access controls within media, applications, operating systems and equipment; (5) implementing appropriate personnel security and integrity procedures and practices, including, but not limited to, conducting background checks consistent with applicable law; and (6) providing appropriate privacy and information security training to service provider's employees.

- b) The service provider shall execute well-defined recurring action steps that identify and monitor vulnerabilities and provide remediation or corrective measures. Where the service provider's technology or the public jurisdiction's required dependence on a third-party application to interface with the technology creates a critical or high risk, the service provider shall remediate the vulnerability as soon as possible. The service provider must ensure that applications used to interface with the service provider's technology remain operationally compatible with software updates.
- c) Upon the public jurisdiction's written request, the service provider shall provide a high-level network diagram with respect to connectivity to the public jurisdiction's network that illustrates the service provider's information technology network infrastructure.

15. Non-disclosure and Separation of Duties: The service provider shall enforce separation of job duties, require commercially reasonable non-disclosure agreements, and limit staff knowledge of public jurisdiction data to that which is absolutely necessary to perform job duties.

16. Import and Export of Data: The public jurisdiction shall have the ability to securely import, export or dispose of data in standard format in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the public jurisdiction to import or export data to/from other service providers identified in the contract (or in the absence of an identified format, a mutually agreeable format).

17. Responsibilities: The service provider shall be responsible for the acquisition and operation of all hardware, software and network support related to the cloud services being provided. The technical and professional activities required for establishing, managing and maintaining the environments are the responsibilities of the service provider.

18. Subcontractor Compliance: The service provider shall ensure that any of its subcontractors to whom it provides any of the personal data or non-public data it receives hereunder, or to whom it provides any personal data or non-public data which the service provider creates or receives on behalf of the public jurisdiction, agree to the restrictions, terms and conditions which apply to the service provider hereunder.

19. Right to Remove Individuals: The public jurisdiction shall have the right at any time to require that the service provider remove from interaction with public jurisdiction any

service provider representative who the public jurisdiction believes is detrimental to its working relationship with the service provider. The public jurisdiction shall provide the service provider with notice of its determination, and the reasons it requests the removal. If the public jurisdiction signifies that a potential security violation exists with respect to the request, the service provider shall immediately remove such individual. The service provider shall not assign the person to any aspect of the contract without the public jurisdiction's consent.

20. Business Continuity and Disaster Recovery: The service provider shall provide a business continuity and disaster recovery plan executive summary upon request. Lack of a plan will entitle the public jurisdiction to terminate this contract for cause.

21. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

22. Web Services: The service provider shall use web services exclusively to interface with the public jurisdiction's data in near real time when possible.

23. Encryption of Data at Rest: The service provider shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data.

24. Subscription Terms: Service provider grants to a public jurisdiction a license to:

- a. Access and use the service for its business purposes;
- b. For SaaS, use underlying software as embodied or used in the service; and
- c. View, copy, upload, download (where applicable), and use service provider's documentation.

25. Equitable Relief: Service provider acknowledges that any breach of its covenants or obligations set forth in Addendum may cause the public jurisdiction irreparable harm for which monetary damages would not be adequate compensation and agrees that, in the event of such breach or threatened breach, the public jurisdiction is entitled to seek equitable relief, including a restraining order, injunctive relief, specific performance and any other relief that may be available from any court, in addition to any other remedy to which the public jurisdiction may be entitled at law or in equity. Such remedies shall not be deemed to be exclusive but shall be in addition to all other remedies available at law or in equity, subject to any express exclusions or limitations in this Addendum to the contrary.

AGREED:

Name of Agency: _____

Name of Vendor: _____

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. Required information not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Service Provider/Vendor: _____

Name of Agency: _____

Agency/public jurisdiction's required information:

1. Will restricted information be processed by the service provider?
Yes ☐
No ☐
2. If yes to #1, does the restricted information include personal data?
Yes ☐
No ☐
3. If yes to #1, does the restricted information include non-public data?
Yes ☐
No ☐
4. If yes to #1, may the service provider store public jurisdiction data in a data center in an acceptable alternative data center location, which is a country that is not the U.S.?
Yes ☐
No ☐

5. Provide name and email address for the Department privacy officer:

Name: _____

Email address: _____

Vendor/Service Provider's required information:

6. Provide name and contact information for vendor's employee who shall serve as the public jurisdiction's primary security contact:

Name: _____

Email address: _____

Phone Number: _____



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 4-Governance, Risk and Compliance Auto Platform

Reason for Modification:

addendum No 4 is issued to
clarify a response.

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:

Vendor Name : ZenAtikin LLC

Address :

Street : 7115 Leesburg Pike Ste 213,

City : Falls Church

State : VA

Country : USA

Zip : 22043

Principal Contact : Jimmy Nguyen

Vendor Contact Phone: 571-243-3074

Extension:

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

Jimmy Nguyen

FEIN# 41-4572306

DATE 08/11/2026

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.

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

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

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:

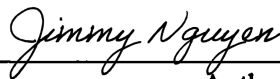
(Check the box next to each addendum received)

☐ 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.

ZenAtikin LLC

Company



Authorized Signature

08/11/2026

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

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:

Vendor Name : ZenAtikin LLC

Address :

Street : 7115 Leesburg Pike Ste 213

City : Falls Church

State : VA

Country : USA

Zip : 22043

Principal Contact : jimmy@zenatikin.com

Vendor Contact Phone: 571-243-3074

Extension:

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

Jimmy Nguyen

FEIN# 41-4572306

DATE 08/11/2026

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:

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

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.

ZenAtikin LLC

Company



Authorized Signature

08/11/2026

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

Doc Description: Addendum No 3-Governance, Risk and Compliance Auto Platform

Reason for Modification:

Addendum No 3 is issued to correct an error and to attach the 2026 WVCSF spreadsheet

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:

Vendor Name : ZenAtikin LLC

Address :

Street : 7115 Leesburg Pike Ste 213

City : Falls Church

State : VA

Country : USA

Zip : 22043

Principal Contact : Jimmy Nguyen

Vendor Contact Phone: 571-243-3074

Extension:

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

Jimmy Nguyen

FEIN# 41-4572306

DATE 08/11/2026

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 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		

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

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
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

	Document Phase	Document Description	Page 4
OOT2700000002	Final	Addendum No 3-Governance, Risk and Compliance Auto Platform	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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 3-Governance, Risk and Compliance Auto Platform

Reason for Modification:

Addendum No 3 is issued to correct an error and to attach the 2026 WVCSF spreadsheet

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:

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 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

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.

ZenAtikin LLC

Company

Jimmy Nguyen

Authorized Signature

08/11/2026

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			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 : ZenAtikin LLC
Address :
Street : 7115 Leesburg Pike Ste 213
City : Falls Church
State : VA **Country :** VA **Zip :** 22043
Principal Contact : jimmy@zenatikin.com
Vendor Contact Phone: 571-243-3074 **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---

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

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

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

	Document Phase	Document Description	Page 4
OOT2700000002	Final	Addendum No 1-Governance, Risk and Compliance Auto Platform	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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:
Vendor Name : ZenAtikin LLC
Address :
Street : 7115 Leesburg Pike Ste 213
City : Falls Church
State : VA **Country :** USA **Zip :** 22043
Principal Contact : jimmy@zenatikin.com
Vendor Contact Phone: 571-243-3074 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X *Jimmy Nguyen* **FEIN#** 41-4572306 **DATE** 08/11/2026

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

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		

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

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
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

	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



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 4-Governance, Risk and Compliance Auto Platform

Reason for Modification:

addendum No 4 is issued to
clarify a response.

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:

Vendor Name : ZenAtikin LLC

Address :

Street : 7115 Leesburg Pike Ste 213

City : Falls Church

State : VA

Country : USA

Zip : 22043

Principal Contact : Jimmy Nguyen

Vendor Contact Phone: 571-243-3074

Extension:

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X** *Jimmy Nguyen*

FEIN# 41-4572306

DATE 08/11/2026

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

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

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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		

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

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
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: 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)	\$829,600.00
GRC Software Maintenance and Support Year 2 renewal	\$566,202.00
GRC Software Maintenance and Support Year 3 renewal	\$594,512.10
GRC Software Maintenance and Support Year 4 renewal	\$624,237.71
Total	\$2,614,551.81

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.

ZenAtikin LLC

Company

Jimmy Nguyen

Authorized Signature

08/11/2026

Date

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