



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

Header 4

 List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2022194

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000037600 

Legal Name: VPRIME TECH INC

Alias/DBA:

Total Bid: \$296,275.92

Response Date: 08/10/2026 

Response Time: 18:51

Responded By User ID: Jan Ghalib 

First Name: Jan

Last Name: Ghalib

Email: vprime@vprimetech.com

Phone: 833-333-1314

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000004

Published Date: 8/6/26

Close Date: 8/12/26

Close Time: 13:30

Status: Closed

Solicitation Description: Ivanti Neurons for ITSM Implementation
Professional Services

Total of Header Attachments: 4

Total of All Attachments: 4



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

State of West Virginia
Solicitation Response

Proc Folder: 2022194
Solicitation Description: Ivanti Neurons for ITSM Implementation Professional Services
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2026-08-12 13:30	SR 0231 ESR08102600000000908	1

VENDOR
VS0000037600
VPRIME TECH INC

Solicitation Number: CRFQ 0231 OOT27000000004
Total Bid: 296275.9199999999837018549442 **Response Date:** 2026-08-10 **Response Time:** 18:51:55
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	TRM Enterprise Sub w/Implementation without Training	0.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Commodity Line Comments: The Quote is for a TRM Assure Enterprise.
2 year term so two lines .
The TRM Assure enterprise includes PS of 444 hours for year one and 384 hours for year two.

Extended Description:
TRM Enterprise Sub w/Implementation without Training (SKU: SVCS-TSM-ENT-ASSURE).
Specification 4.1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Professional Services and Implementation Year (1)	444.00000	EA	333.644000	148137.94

Comm Code	Manufacturer	Specification	Model #
81112201			

Commodity Line Comments:
Extended Description:
Professional Services and Implementation Year 1
444 Hours estimated
Specification 4.2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Professional Services and Implementation Year (2)	384.00000	EA	385.776000	148137.98

Comm Code	Manufacturer	Specification	Model #
81112201			

Commodity Line Comments:
Extended Description:
Professional Services and Implementation Year 2
384 Hours estimated
Specification 4.3



Shayan Asad
shayan.asad@vprimetech.com

vPrime Tech Inc
1400 Broadfield Blvd
Suite 200
Houston, Texas 77084-5162
(833) 333-1314
vprime@vprimetech.com
www.vprimetech.com

State of West Virginia
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov
2019 WASHINGTON ST E
CHARLESTON WV 25305
CRFQ-0231-OOT2700000004-1

QUOTE

Quote #	63222688063
Quote Sent Date	08/10/26
Payment Terms	Net 30
Certified	MBE

Item #	Part Number	Description	Qty	Unit Price	Ext. Price
0001	SVCS-TSM-ENT-ASSURE	TRM Enterprise Sub w/Implementation without TrainingIvanti, Inc - SVCS-TSM-ENT-ASSUREStart Date: 09/01/2026End Date: 08/31/2027	1	\$148,138.03	\$148,138.03
Subtotal					\$148,138.03
Total					\$148,138.03

Lead Time:
Purchase Terms:

**Request for Taxpayer
Identification Number and Certification**
Go to www.irs.gov/FormW9 for instructions and the latest information.

Give form to the
requester. Do not
send to the IRS.

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) vPrime Tech Inc	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☒ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) _____ Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions _____ ☐	
	5 Address (number, street, and apt. or suite no.). See instructions. 1400 Broadfield Boulevard, Suite 200 6 City, state, and ZIP code Houston, Texas 77084-5162 7 List account number(s) here (optional)	Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

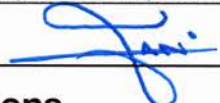
Social security number									
				-				-	
or									
Employer identification number									
8	6	-	1	7	4	4	9	1	9

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person 	Date 01/05/2026
------------------	---	---------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

WEST VIRGINIA
STATE TAX DEPARTMENT
BUSINESS REGISTRATION
CERTIFICATE

ISSUED TO:
VPRIME TECH INC
1400 BROADFIELD BLVD 200
HOUSTON, TX 77084-5162

BUSINESS REGISTRATION ACCOUNT NUMBER: **2430-6116**

This certificate is issued on: **07/01/2022**

*This certificate is issued by
the West Virginia State Tax Commissioner
in accordance with Chapter 11, Article 12, of the West Virginia Code.*

*The person or organization identified on this certificate is registered
to conduct business in the State of West Virginia at the location above.*

This certificate is not transferrable and must be displayed at the location for which issued.

This certificate shall be permanent until cessation of the business for which the certificate of registration was granted or until it is suspended, revoked or cancelled by the Tax Commissioner.

Change in name or change of location shall be considered a cessation of the business and a new certificate shall be required.

TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them.
CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of this certificate displayed at every job site within West Virginia.



April 28, 2022

Ivanti, Inc.
10377 South Jordan Gateway
South Jordan, UT 84095

Re: Partner Authorization Letter

Letter of Authority

This is a confirmation that vPrime Tech Inc. ("Partner"), is an authorized reseller partner within the Ivanti Partner Program. Partner holds a current agreement with Ivanti and is authorized to resell all Ivanti products and services within the region of the United States.

DocuSigned by:
Cyrus Hatfield
3C9AE718FDE8412...

Cyrus Hatfield
EVP, International Sales

DS DS
KB *BE*

vPrime Tech Inc
1400 Broadfield Blvd
Suite 200
Houston, Texas 77084-5162
(833) 333-1314
vprime@vprimetech.com
www.vprimetech.com

State of West Virginia
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov
2019 WASHINGTON ST E
CHARLESTON WV 25305
CRFQ-0231-OOT2700000004-1

QUOTE

Quote #	63222688063
Quote Sent Date	08/10/26
Payment Terms	Net 30
Certified	MBE

Item #	Part Number	Description	Qty	Unit Price	Ext. Price
0001	SVCS-TSM-ENT-ASSURE	TRM Enterprise Sub w/Implementation without TrainingIvanti, Inc - SVCS-TSM-ENT-ASSUREStart Date: 09/01/2027End Date: 08/31/2028	1	\$148,138.03	\$148,138.03
Subtotal					\$148,138.03
Total					\$148,138.03

Lead Time:
Purchase Terms:

**Request for Taxpayer
Identification Number and Certification**
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Give form to the
requester. Do not
send to the IRS.

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Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) vPrime Tech Inc	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☒ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) _____ Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions. ☐	
	5 Address (number, street, and apt. or suite no.). See instructions. 1400 Broadfield Boulevard, Suite 200 6 City, state, and ZIP code Houston, Texas 77084-5162 7 List account number(s) here (optional)	Requester's name and address (optional)

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Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

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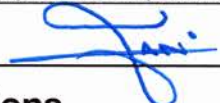
Social security number											
				-				-			
or											
Employer identification number											
8	6	-	1	7	4	4	9	1	9		

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
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Sign Here	Signature of U.S. person 	Date 01/05/2026
------------------	---	---------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

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Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

WEST VIRGINIA
STATE TAX DEPARTMENT
BUSINESS REGISTRATION
CERTIFICATE

ISSUED TO:
VPRIME TECH INC
1400 BROADFIELD BLVD 200
HOUSTON, TX 77084-5162

BUSINESS REGISTRATION ACCOUNT NUMBER: **2430-6116**

This certificate is issued on: **07/01/2022**

*This certificate is issued by
the West Virginia State Tax Commissioner
in accordance with Chapter 11, Article 12, of the West Virginia Code.*

*The person or organization identified on this certificate is registered
to conduct business in the State of West Virginia at the location above.*

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Change in name or change of location shall be considered a cessation of the business and a new certificate shall be required.

TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them.
CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of this certificate displayed at every job site within West Virginia.



April 28, 2022

Ivanti, Inc.
10377 South Jordan Gateway
South Jordan, UT 84095

Re: Partner Authorization Letter

Letter of Authority

This is a confirmation that vPrime Tech Inc. ("Partner"), is an authorized reseller partner within the Ivanti Partner Program. Partner holds a current agreement with Ivanti and is authorized to resell all Ivanti products and services within the region of the United States.

DocuSigned by:
Cyrus Hatfield
3C9AE718FDE8412...

Cyrus Hatfield
EVP, International Sales

DS DS
KB BE



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: 2022194

Doc Description: Ivanti Neurons for ITSM Implementation Professional Services

Reason for Modification:

Addendum No 1 is issued to publish vendor questions with the agency's responses.

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-06	2026-08-12 13:30	CRFQ 0231 OOT2700000004	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000037600

Vendor Name : vPrime Tech Inc

Address : 1400 Broadfield Boulevard Suite 200

Street :

City : Houston

State : Texas

Country : USA

Zip : 77084-5162

Principal Contact : Jan Ghalib

Vendor Contact Phone: (833)333-1314

Extension: 1

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

Jan Ghalib

FEIN# 861744919

DATE 8/10/2026

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To publish a copy of the vendor questions with the Agency's responses.

---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	TRM Enterprise Sub w/Implementation without Training	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112201	Ivanti		

Extended Description:

TRM Enterprise Sub w/Implementation without Training (SKU: SVCS-TSM-ENT-ASSURE).
Specification 4.1

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	Professional Services and Implementation Year (1)	444.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112201	Ivanti	TRM Enterprise Sub w/Implementation without TrainingIvanti, Inc - SVCS-TSM-ENT-ASSUREStart Date: 09/01/2026End Date: 08/31/2027	

Extended Description:

Professional Services and Implementation Year 1
444 Hours estimated
Specification 4.2

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	Professional Services and Implementation Year (2)	384.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112201	Ivanti	TRM Enterprise Sub w/Implementation without TrainingIvanti, Inc - SVCS-TSM-ENT-ASSUREStart Date: 09/01/2027End Date: 08/31/2028	

Extended Description:
Professional Services and Implementation Year 2
384 Hours estimated
Specification 4.3

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2026-08-04

	Document Phase	Document Description	Page 4
OOT2700000004	Final	Ivanti Neurons for ITSM Implementation Professional Services	

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: 2022194

Doc Description: Ivanti Neurons for ITSM Implementation Professional Services

Reason for Modification:

Addendum No 1 is issued to publish vendor questions with the agency's responses.

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-06	2026-08-12 13:30	CRFQ 0231 OOT2700000004	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State :

Country :

Zip :

Principal Contact :

Vendor Contact Phone:

Extension:

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

FEIN#

DATE

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To publish a copy of the vendor questions with the Agency's responses.

---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	TRM Enterprise Sub w/Implementation without Training	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description:

TRM Enterprise Sub w/Implementation without Training (SKU: SVCS-TSM-ENT-ASSURE).
Specification 4.1

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	Professional Services and Implementation Year 1 (1)	444.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description:

Professional Services and Implementation Year 1
444 Hours estimated
Specification 4.2

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	Professional Services and Implementation Year 2 (2)	384.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description:

Professional Services and Implementation Year 2
384 Hours estimated
Specification 4.3

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2026-08-04

SOLICITATION NUMBER: CRFQ OOT2700000004

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 vendor questions with the agency's response.

---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

Ivanti Nuurons for ITSM Implementation Professional Services

1. Based on the inclusion of TRM services, is this invitation for Ivanti only or Ivanti partners as well?
 - a. Ivanti Partners should be able to work with Ivanti to provide the TRM services. So long as they are Authorized.
2. The quantity of 0.00 hrs for TRM, does that indicate you already have a TRM subscription service?
 - a. We do not currently have a TRM Service
3. Are the year 1 and year 2 hours estimates for support of the Ivanti hosted environment, additional implementation of capabilities or for development and modifications to the implementation?
 - a. Maintenance and Support of the Neurons platform is covered under our Maintenance and Support agreement already in place. This contract is for the development and migration to the hosted environment as well as additional development hours and TRM assistance.
4. Due to the 8/12/26 due date, when are the answers to the questions to be provided and will they be sent back via email or posted in the WVOasis portal?
 - a. Answers will be published in an Addendum to RFQ and posted to Oasis
5. Section 3.1 states that the Vendor must be authorized by Ivanti. Please confirm whether proposals may be submitted by an authorized Ivanti partner/reseller, or if the State intends to procure these services directly from Ivanti only.
 - a. Authorized by Ivanti = Ivanti Partner/Reseller
6. If the Prime Vendor is not the implementation provider, may implementation services be delivered through an Ivanti-authorized subcontractor?
 - a. As long as they are an authorized Ivanti Partner

Ivanti Nuurons for ITSM Implementation Professional Services

7. Please confirm that WVOT already owns all required Ivanti Neurons for ITSM licenses and that this procurement is solely for implementation and professional services support.
 - a. WVOT already owns Ivanti HEAT Service Desk - however we also own Neurons Licensing through our other agreement. This is for implementation, Development and the TRM Service
8. Please clarify whether the project is expected to be delivered remotely, onsite, or through a hybrid delivery model. If onsite work is anticipated, please provide the expected level of onsite presence.
 - a. This should be delivered remotely
9. Is there an existing ITSM platform currently being used by WVOT that will be replaced or integrated with Ivanti Neurons? If so, please identify the current platform.
 - a. HEAT Service Desk - the existing service requests shall be moved to Neurons during the implementation, as well DAA tables and other features - the intent is to use Neurons 90% Out of the Box with minimal changes to align with best practices and create a save point to cut off the use of the old system and archive the data.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*004

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.

vPrime Tech Inc

Company



Authorized Signature

8/10/2026

Date

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

Revised 6/8/2012