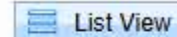




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency 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 2



General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2022194

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000042632 

Legal Name: accel bi corporation

Alias/DBA: accel bi

Total Bid: \$131,652.00

Response Date: 08/11/2026 

Response Time: 19:55

Responded By User ID: accelbi 

First Name: Sanjay

Last Name: Shirude

Email: bdm@accelbi.com

Phone: 2063722505

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: 2

Total of All Attachments: 2



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 ESR08112600000000961	1

VENDOR
VS0000042632
accel bi corporation

Solicitation Number: CRFQ 0231 OOT2700000004
Total Bid: 131652
Response Date: 2026-08-11
Response Time: 19:55:11
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	112200.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Commodity Line Comments: 15% discounted benchmark. If we receive additional promotional discounts from iVant, we will directly pass them to the agency.

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	159.000000	70596.00

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	159.000000	61056.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Commodity Line Comments:

Extended Description:

Professional Services and Implementation Year 2
384 Hours estimated
Specification 4.3

ACCEL BI CORPORATION

Technical Compliance Response Supplement

Ivanti Neurons for ITSM Implementation Professional Services

Solicitation	CRFQ 0231 OOT2700000004
Procurement Folder	2022194
Agency	West Virginia Office of Technology (WVOT)
Vendor	accel bi Corporation

This supplement provides Accel BI's line-by-line response to the qualification, mandatory implementation, contract administration, security, and compliance requirements identified in the solicitation. It is intended to accompany the State CRFQ form and signed certification pages.

1. Vendor Qualification and Authorization

RFP §3.1 - Ivanti authorization. Accel BI is an authorized Ivanti partner. The certificate will be submitted at the time of Purchase Order.

2. Mandatory Professional Services and Implementation Response

RFP §	Requirement	Status	Accel BI Response
4.1	TRM Enterprise Subscription	Comply	Accel BI will provide the TRM Enterprise Subscription with Implementation without Training, SKU SVCS-TSM-ENT-ASSURE.
4.1.1	Contract term	Comply	Accel BI accepts a two-year contract term beginning on the effective date of contract inception.
4.1.2	Engagement model	Comply	The engagement will be delivered as a pre-paid Time and Material consulting engagement billed under the TRM Subscription SKU.
4.2	Year 1 hours	Comply	Accel BI will provide a minimum of 444 professional services hours for Year 1.

RFP §	Requirement	Status	Accel BI Response
4.2.1	Dedicated TRM	Comply	A dedicated Technical Resource Manager will be assigned for Year 1.
4.2.2	Year 1 SOW	Comply	Accel BI will support execution of a signed SOW between WVOT and Ivanti to define measurable deliverables before project kickoff.
4.2.3	Year 1 resource allocation	Comply	Year 1 will include 253 Consultant hours, 128 TRM hours, and 63 Project Management hours, totaling 444 hours.
4.2.7	Advantage Learning	Comply	Three additional Advantage Learning subscriptions will be included as required.
4.3	Year 2 hours	Comply	Accel BI will provide a minimum of 384 professional services hours for Year 2.
4.3.1	Year 2 dedicated TRM	Comply	A dedicated Technical Resource Manager will be included in Year 2.
4.3.2	Year 2 SOW	Comply	The Year 2 breakdown of hours and deliverables will be determined and scoped in a SOW before renewal of the contract for Year 2.

3. Year 1 Scope and Hour Allocation

Accel BI will deliver the Year 1 scope in accordance with the RFP hour allocations below. The listed implementation activities total 381 hours; together with 63 Project Management hours, the Year 1 total is 444 hours.

RFP §	Activity	Hours
4.2.4	Enterprise Service Management Configuration and Core Setup	25

RFP §	Activity	Hours
4.2.4	Requirements and Design Activities	42
4.2.4	Solution Design Document creation	21
4.2.5	Incident Management	10
4.2.5	Service Request Management	46
4.2.5	Problem Management	4
4.2.5	Change Management	32
4.2.5	Knowledge Management	4
4.2.5	Self Service Portal	8
4.2.6	ITSM Integrations	8
4.2.6	System Testing	16
4.2.6	Knowledge Transfer and Functional Review	16
4.2.6	Go Live Activities and Post Go Live Support	21
4.2.6	TRM Post Implementation Support	128
4.2.3	Project Management	63
4.2	TOTAL YEAR 1	444

4. Year 2 Scope

Accel BI will provide a minimum of 384 professional services hours in Year 2, including a dedicated Technical Resource Manager. The detailed allocation of Year 2 hours and deliverables will be jointly scoped and documented in a SOW prior to renewal for Year 2, consistent with RFP §4.3.2.

5. Professional Services Pricing

Accel BI proposes a fixed professional services rate of \$159.00 per hour and a proposed TRM Enterprise Subscription price of \$112,200.00. The TRM price reflects a 15% discount from a publicly listed U.S. MSRP benchmark of \$132,000.00 for an Ivanti Enterprise Technical Relationship Manager annual subscription. Applying these prices to the RFP-required quantities results in the pricing below.

Line	Description	Hours	Hourly Rate	Extended Price
1	TRM Enterprise Subscription with Implementation without Training (SKU: SVCS-TSM-ENT-ASSURE)	1	15% discounted benchmark	\$112,200.00
2	Professional Services and Implementation - Year 1	444	\$159.00	\$70,596.00
3	Professional Services and Implementation - Year 2	384	\$159.00	\$61,056.00
	TOTAL PROFESSIONAL SERVICES	828		\$131,652.00
	TOTAL PROPOSED CONTRACT PRICING			\$243,852.00

Pricing basis note: The public \$132,000.00 MSRP benchmark is for Ivanti FedRAMP Enterprise Technical Relationship Manager (SVCS-FR-TRM-ENT), an Enterprise TRM subscription with up to 384 hours annually. The solicitation identifies Line 1 as SKU SVCS-TSM-ENT-ASSURE. Because a public price for that exact SKU was not located, the \$112,200.00 proposed Line 1 price is based on the published Enterprise TRM benchmark and should be validated against the final Ivanti authorized quote before bid submission.

6. Contract Administration, Security, and Compliance

Requirement	Accel BI Response
Pricing / §5.2	Accel BI pricing: Line 1 TRM Enterprise Subscription = \$112,200.00 (15% discount from a \$132,000.00 public Enterprise TRM MSRP benchmark); Line 2 Year 1 professional services: 444 hours at \$159.00/hour = \$70,596.00; Line 3 Year 2 professional services: 384 hours at \$159.00/hour = \$61,056.00. Total

Requirement	Accel BI Response
	proposed contract pricing = \$243,852.00. The Line 1 benchmark should be validated against the final Ivanti authorized quote for SKU SVCS-TSM-ENT-ASSURE before submission.
Payment / §6	Accel BI accepts the State payment procedures and the annual payment structure for Software Maintenance and Support stated in the solicitation.
Facilities access / §§7.1-7.5	Accel BI will identify principal service personnel requiring facility access; control any issued cards/keys; promptly report lost or missing access credentials; and ensure assigned personnel comply with WVOT security protocols and procedures.
Insurance / General Terms §8	Accel BI will furnish evidence of Commercial General Liability insurance of at least \$1,000,000 per occurrence prior to contract award as required.
WV registration / Instructions §12	Accel BI will maintain required registration with the West Virginia Purchasing Division prior to contract award.
Addenda / Instructions §8	Accel BI will acknowledge all solicitation addenda issued by the Purchasing Division using the required acknowledgment process.
Interested Party Disclosure / General Terms §43	If the actual or estimated contract value meets the statutory threshold and no stated exception applies, Accel BI will submit the required Interested Party Disclosure and any required supplemental disclosure.
Exceptions / Instructions §22	Accel BI takes no exceptions, clarifications, or proposed modifications to the solicitation requirements or terms and conditions unless expressly identified in the final submitted bid.

7. Contract Manager and Designated Contact

Contract Manager	Sanjay Shirude
Title	Vice President
Telephone	206-372-2505
Fax	800-651-7142 x507
Email	bdm@accelbi.com

Accel BI will maintain the contract manager as the primary point of contact for contract administration and customer service matters during normal business hours, consistent with RFP §9.1.

8. Bid Package Completion Items

Package Item	Required Action / Status
State CRFQ form and vendor signature	Included in the existing bid package
Designated Contact / Certification and Signature	Included in the existing signed forms
Technical Compliance Response	Included in this supplement
Ivanti authorization / partner evidence	Accel BI is an authorized Ivanti partner. The certificate will be submitted at the time of Purchase Order.
Pricing Page / wvOASIS pricing	Pricing completed for response: Line 1 TRM Enterprise Subscription \$112,200.00; Year 1 \$70,596.00; Year 2 \$61,056.00; total proposed contract pricing \$243,852.00. Line 1 is based on a 15% discount from a \$132,000.00 public Enterprise TRM MSRP benchmark and should be validated against the final Ivanti authorized quote before submission.
Addendum acknowledgment	Include for every addendum issued, if applicable
Certificate of Insurance	Maintain and furnish as required prior to award



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.

accel bi corporation

Company

Authorized Signature

8/11/26

Date

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

Revised 6/8/2012