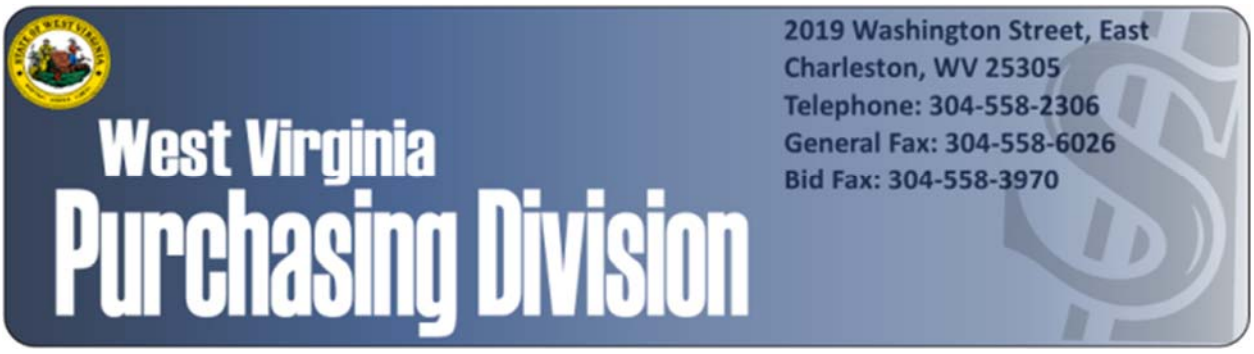


The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency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

**Solicitation Response(SR)** Dept: 0231 ID: ESR08252600000001333 Ver.: 1 Function: New Phase: Final

Modified by batch , 08/25/2026

## Header 4

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

**Procurement Folder:** 2028979

**Procurement Type:** Central Master Agreement

**Vendor ID:** VS0000015925

**Legal Name:** Software Information Resource Corp

**Alias/DBA:**

**Total Bid:** $1,321,320.00

**Response Date:** 08/25/2026

**Response Time:** 12:26

**Responded By User ID:** govt@sirc.net

**First Name:** Ajay

**Last Name:** Gandhi

**Email:** govt@sirc.net

**Phone:** 2025362800

**SO Doc Code:** CRFQ

**SO Dept:** 0231

**SO Doc ID:** OOT2700000005

**Published Date:** 8/18/26

**Close Date:** 8/25/26

**Close Time:** 13:30

**Status:** Closed

**Solicitation Description:** Addendum No 1-Advanced Email Security

**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:** | 2028979 |
| **Solicitation Description:** | Addendum No 1-Advanced Email Security |
| **Proc Type:** | Central Master Agreement |

| Solicitation Closes | Solicitation Response | Version |
|---|---|---|
| 2026-08-25 13:30 | SR 0231 ESR08252600000001333 | 1 |

**VENDOR**

VS0000015925
Software Information Resource Corp

**Solicitation Number:** CRFQ 0231 OOT2700000005

**Total Bid:** 1321320 **Response Date:** 2026-08-25 **Response Time:** 12:26:25

**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 | Core Detection | 22000.000 | EA | 13.320000 | 293040.00 |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Commodity Line Comments:** Pricing includes the following item listed below:
CORE-ATO - Core Account Takeover Protection Abnormal AI Inc - CORE-ATO (Quantity 22,000)
AISM - AI Security Mailbox Abnormal AI Inc - AISM - (Quantity 22,000)
PFF - Platform Fee Abnormal AI Inc - PFF (Quantity 1)

**Extended Description:**

Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|---|---|---|---|---|---|
| 2 | Core Detection - Year 2 (Optional Renewal) | 22000.000 | EA | 14.490000 | 318780.00 |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Commodity Line Comments:** Pricing includes the following item listed below:
CORE-ATO - Core Account Takeover Protection Abnormal AI Inc - CORE-ATO (Quantity 22,000)
AISM - AI Security Mailbox Abnormal AI Inc - AISM - (Quantity 22,000)
PFF - Platform Fee Abnormal AI Inc - PFF (Quantity 1)

**Extended Description:**

Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|---|---|---|---|---|---|
| 3 | Core Detection - Year 3 (Optional Renewal) | 22000.000 | EA | 15.520000 | 341440.00 |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Commodity Line Comments:** Pricing includes the following item listed below:
CORE-ATO - Core Account Takeover Protection Abnormal AI Inc - CORE-ATO (Quantity 22,000)
AISM - AI Security Mailbox Abnormal AI Inc - AISM - (Quantity 22,000)
PFF - Platform Fee Abnormal AI Inc - PFF (Quantity 1)

**Extended Description:**

Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|---|---|---|---|---|---|
| 4 | Core Detection - Year 4 (Optional Renewal) | 22000.000 | EA | 16.730000 | 368060.00 |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Commodity Line Comments:** Pricing includes the following item listed below:
CORE-ATO - Core Account Takeover Protection Abnormal AI Inc - CORE-ATO (Quantity 22,000)
AISM - AI Security Mailbox Abnormal AI Inc - AISM - (Quantity 22,000)
PFF - Platform Fee Abnormal AI Inc - PFF (Quantity 1)

**Extended Description:**

Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

*Last Updated November 3, 2021*

**ABNORMAL SECURITY MASTER SERVICE AGREEMENT**

*If you have a separate written agreement with Abnormal Security for use of the Service, then this Agreement and the following updates do not apply to you. Customers that entered into an Order Form with Abnormal Security, or an authorized Abnormal Security Partner, for a Subscription to the Service prior to April 5, 2022 shall have their use of the Service governed by the following Agreement. Upon the Customer's next renewal Subscription Term, the updated Agreement for the Subscription shall be the Cloud Terms of Service which will automatically apply as of the renewal Subscription Term unless Customer elects not to renew. In any event, continued use of the Service during the renewal Subscription Term will constitute Customer acceptance of the version of the Cloud Terms of Service in effect at the time the renewal Subscription Term begins.*

This Master Service Agreement ("**Agreement**") by and between Abnormal Security Corporation, having its principal place of business at 185 Clara Street, Suite 100, San Francisco, CA 94107 ("**Abnormal**"), and the customer stated in the Order Form (as defined in Section 1) ("**Customer**") is effective as of the date Abnormal accepts the Order Form. Abnormal and Customer may each be referred to separately as, a "**Party**," or together as, the "**Parties**."

**1. DEFINITIONS**

The definitions of certain capitalized terms used in this Agreement are set forth below. Others are defined in the body of this Agreement.

"**Affiliate**" means an entity that directly or indirectly controls, is controlled by, or is under common control with a Party; where "**control**" means the ownership of greater than fifty percent (51%) of (i) the voting power to elect directors of the company, or (ii) the ownership interests in the company.

"**Customer Data**" means information, including Personal Data (as defined in the DPA), processed by Abnormal via the Service and while providing Support.

"**Documentation**" means the printed or online materials Abnormal makes generally available that specify the Service's functionality and capabilities, and all modifications, updates, and upgrades thereto.

"**Order Form**" means an ordering document to purchase a Subscription to the Service, setting forth details regarding the Subscription, including start and end dates for the Subscription Term, agreed Service quantities, and pricing.

"**Partner**" means a third-party authorized by Abnormal to resell a Subscription to the Service to Customer.

"**Service**" means Abnormal's proprietary, software-as-a-service products, including the Documentation and all software applications, databases, modules, source code, development tools, libraries and utilities that Abnormal uses, creates, and/or maintains in order to provide the Service to Customer, including the modifications, updates, upgrades, and enhancements thereto that Abnormal makes generally available on a periodic basis.

"**Service Level Agreement**" means the Service Level Agreement attached hereto as Exhibit A.

"**Subscription**" has the meaning given to it in Section 2.1.

"**Subscription Term**" means the length of the Subscription set forth on the applicable Order Form.

"**Support**" means the technical support services set forth in Exhibit B.

"**Threat Intelligence Data**" means Customer de-identified information collected, generated, derived, and/or analyzed by the Service that

is related to malicious activities identified by the Service such as a third-party malicious actor's IP address, email address, name, and hashes of malware contained in a malicious email message.

"**Users**" means individuals or entities that are authorized by Customer to use the Service under its account and on its behalf.

**2. ACCESS TO AND USE OF SERVICE**

2.1 Right to Access and Use the Service. Subject to the terms of this Agreement, Abnormal grants Customer a royalty-free, nonexclusive, nontransferable, worldwide right and license during each Subscription Term to access and use the Service described in the applicable Order Form for the quantity and for the duration identified in the Order Form ("**Subscription**"). Any Customer Affiliate may use the Service purchased by Customer under this Agreement. Customer shall be responsible for its Users' and Customer Affiliates' use of the Service.

2.2 Restrictions. Customer will not (and will use commercially reasonable efforts not to allow any third party to): (i) access or use the Service for any competitive purposes (e.g., benchmarking); (ii) conduct penetration testing on the Service; (iii) market, sublicense, resell, lease, loan, transfer, or otherwise commercially exploit or make the Service available to any third party, except to a third party that manages Customer's computing environment; or (iii) modify, create derivative works of, decompile, reverse engineer, attempt to gain access to the source code of, or copy the Service, or any of their components (each, a "**Prohibited Use**").

3. ABNORMAL'S OBLIGATIONS

3.1 General. Abnormal will provide the Service in accordance with this Agreement, the Order Form(s), and applicable Documentation. Abnormal will host the Service on its cloud-based infrastructure.

3.2 Availability. Abnormal will make the Service available in accordance with the terms of the Service Level Agreement in Exhibit A, which sets forth Customer's exclusive remedies for any interruptions in the availability of the Service.

3.3 Support. If Customer experiences any errors, bugs, or other issues in its use of the Service, then Abnormal will provide Support in accordance with Exhibit B. The fee for Support is included in the fee Customer pays for the Subscription.

**4. TERM AND TERMINATION**

4.1 Term. The term of this Agreement will commence on the Effective Date and will continue for so long as there are active Subscriptions, unless otherwise terminated as permitted by this Agreement (the "**Term**").

4.2 Termination for Cause. Either Party may terminate this Agreement or any active Subscription for cause (i) upon 30 days written notice to the other Party of a material breach if such breach remains uncured at the expiration of the 30-day period, or (ii) if the other Party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

4.3 Effect of Termination. If Customer terminates this Agreement or any active Subscription as permitted by Section 4.2 or Section 9.2, or if Abnormal terminates this Agreement or any active Subscription Term as permitted by with Section 11.1, then Abnormal will provide a pro rata refund of any prepaid fees allocable to the remaining Subscription Term(s).

4.4 Survival. The following provisions will survive any termination of this Agreement: Sections 4; 5; 6; 8; 11; 12; and 13.

**5. FEES AND PAYMENT**

5.1 Fees. Customer will pay the fees for the Subscription set forth on the applicable Order Form. Following execution of the Order Form, Abnormal will submit an invoice to Customer for the Subscription, and payment will be due 30 days from the date of an undisputed invoice unless otherwise set forth on the Order Form ("**Due Date**"). Except as otherwise set out in this Agreement and any applicable Order Form(s), all fees are non-refundable and non-cancellable. If Customer purchases the Service from a Partner, then all payment terms will be agreed separately between Customer and such Partner.

5.2 Overdue Charges. If any undisputed, invoiced amount is not received by Abnormal by the Due Date, then (i) those charges may accrue late interest at the rate of 3.0% of the outstanding balance per month, or the maximum rate permitted by law, whichever is lower, and (ii) Abnormal may condition future Subscriptions on receipt of payment for previous Subscriptions and/or payment terms shorter

than those specified on the previous Order Form.

5.3 Taxes. The fees payable under this Agreement are exclusive of any sales taxes (unless included on the invoice), or similar governmental sales tax type assessments, excluding any income or franchise taxes on Abnormal (collectively, "**Taxes**") with respect to the Service provided to Customer. Unless Customer provides Abnormal with a valid exemption certificate, Customer is solely responsible for paying all Taxes associated with or arising from this Agreement and shall indemnify and/or reimburse Abnormal for all Taxes paid or payable by, demanded from, or assessed upon Abnormal.

**6. CONFIDENTIALITY**

6.1 Confidential Information. Except as explicitly excluded below, any information of a confidential or proprietary nature provided by a Party ("**Disclosing Party**") to the other Party ("**Receiving Party**") constitutes the Disclosing Party's confidential and proprietary information ("**Confidential Information**"). Abnormal's Confidential Information includes the Service and any information conveyed to Customer in connection with Support. Customer's Confidential Information includes Customer Data. Confidential Information does not include information which is (i) already known by the Receiving Party without an obligation of confidentiality other than pursuant to this Agreement; (ii) publicly known or becomes publicly known through no unauthorized act of the Receiving Party; (iii) rightfully received from a third party without a confidentiality obligation to the Disclosing Party; or (iv) independently developed by the Receiving Party without access to the Disclosing Party's Confidential Information.

6.2 Confidentiality Obligations. Each Party will use the other Party's Confidential Information only as necessary to perform its obligations under this Agreement, will not disclose the Confidential Information to any third party, and will protect the confidentiality of the Disclosing Party's Confidential Information with the same standard of care as the Receiving Party uses or would use to protect its own Confidential Information, but in no event will the Receiving Party use less than a reasonable standard of care. Notwithstanding the foregoing, the Receiving Party may share the other Party's Confidential Information with those of its employees, Affiliates, agents, subcontractors, and representatives who have a need to know such information and who are bound by confidentiality obligations at least as restrictive as those contained herein (each, a "**Representative**"). Each Party shall be responsible for any breach of confidentiality by any of its Representatives.

6.3 Additional Exclusions. A Receiving Party will not violate its confidentiality obligations if it discloses the Disclosing Party's Confidential Information if required by applicable laws, including by court subpoena or similar instrument so long as the Receiving Party provides the Disclosing Party with written notice of the required disclosure so as to allow the Disclosing Party to contest or seek to limit the disclosure or obtain a protective order, unless such notice is prohibited by law. If no protective order or other remedy is obtained, the Receiving Party will disclose only that portion of the Confidential Information that is legally required, and agrees to exercise reasonable efforts to ensure that confidential treatment will be accorded to such Confidential Information.

**7. DATA PROTECTION**

7.1 Customer Data. In connection with its use of the Service, Customer will transfer a limited amount of Customer Data to Abnormal. Customer grants Abnormal a license during each Subscription Term to use Customer Data to provide the Service to Customer, and to generate Threat Intelligence Data. Customer shall ensure that it has secured all necessary rights, consents, and permissions to transfer Customer Data to Abnormal for purposes of this Agreement.

7.2 Security. Abnormal maintains industry-standard physical, technical, and administrative safeguards in order to protect Customer Data.

7.3 Data Processing Addendum. Abnormal will process Customer Data in accordance with and each Party will comply with the "**Data Processing Addendum**" (or "**DPA**") located at: www.abnormalsecurity.com/dpa.

7.4 No Access. Except for Customer Data or as otherwise permitted by this Agreement, Abnormal does not collect, process, store, or otherwise have access to any information or data, including data related to Customer's network, or users of Customer's products or services.

**8. PROPRIETARY RIGHTS**

8.1 Abnormal Property. Abnormal owns and retains all right, title, and interest in and to the Service, Threat Intelligence Data, and any

feedback or suggestions Customer provides to Abnormal with respect to the Service. Except for the limited license granted to Customer in Section 2.1, Abnormal does not by means of this Agreement or otherwise transfer any rights in the Service to Customer, and Customer will take no action inconsistent with Abnormal's intellectual property rights in the Service.

8.2 Customer Property. Customer owns and retains all right, title, and interest in and to the Customer Data and does not by means of this Agreement or otherwise transfer any rights in the Customer Data to Abnormal, except for the limited license set forth in Section 7.1.

**9. REPRESENTATIONS AND WARRANTIES**

9.1 Mutual Representations and Warranties. Each Party represents and warrants it has validly entered into this Agreement and has the legal power to do so.

9.2 Limited Warranty. Abnormal warrants that the Service will conform in all material respects with the Documentation. Abnormal shall, as Customer's sole and exclusive remedy for a breach of this warranty, repair or replace the Service to conform in all material respects to the Documentation, and if Abnormal is unable to restore such conformance within 30 days after the date of written notice of such breach, Customer may terminate the license to the affected Service upon written notice and Abnormal shall promptly provide a pro-rata refund of the fees for the terminated Service.

9.3 Disclaimer. With the exception of the limited warranties set forth in this Section 9, the Service is provided "as is" to the fullest extent permitted by law. Abnormal and its licensors expressly disclaim all other warranties, express or implied, including warranties of performance, merchantability, fitness for any particular purposes, and non-infringement. Abnormal does not warrant that the Service (i) is error-free, (ii) will perform uninterrupted, or (iii) will meet Customer's requirements.

**10. INSURANCE**

10.1 Abnormal will maintain in full force and effect during the term of this Agreement:

(a) Commercial general liability insurance on an occurrence basis for bodily injury, death, property damage, and personal injury, with coverage limits of not less than $1,000,000 per occurrence and $2,000,000 general aggregate for bodily injury and property damage;

(b) Worker's compensation insurance as required by applicable law, including employer's liability coverage for injury, disease and death, with coverage limits of not less than $1,000,000 per accident and employee;

(c) Umbrella liability insurance on an occurrence form, for limits of not less than $3,000,000 per occurrence and in the aggregate; and

(d) Technology Errors & Omissions and Cyber-risk insurance on a claims-made form, for limits of not less than $10,000,000 annual aggregate covering liabilities for financial loss resulting or arising from acts, errors or omissions in the rendering of the Service, or from data damage, destruction, or corruption, including without limitation, unauthorized access, unauthorized use, virus transmission, denial of service, and violation of privacy from network security failures in connection with the Service.

10.2 Insurance carriers will be rated A-VII or better by A.M. Best Provider. Abnormal's coverage will be considered primary without right of contribution of Customer's insurance policies. In no event will the foregoing coverage limits affect or limit Abnormal's contractual liability, including for indemnification obligations, under this Agreement.

**11. INDEMNIFICATION**

11.1 By Abnormal. Abnormal will indemnify, defend, and hold harmless Customer, its affiliates, and their respective owners, directors, officers, and employees (collectively, "**Customer Indemnitees**") from and against any claim, action, demand, suit or proceeding (each a "**Claim**") made or brought by a third party against any of the Customer Indemnitees alleging that Customer's use of the Service infringes or misappropriates any United States or European Union patent, trademark, copyright, or any other intellectual property of such third party. Abnormal will pay any settlement of such Claim, or any damages finally awarded against any Customer Indemnitees by a court of competent jurisdiction as a result of any such Claim. In connection with any Claim Customer will (i) give Abnormal prompt written notice of the Claim, (ii) give Abnormal sole control of the defense and settlement of the Claim (provided that Abnormal may not settle any Claim without the Customer Indemnitee's written consent, which will not be unreasonably withheld), and (iii) provide to Abnormal all reasonable assistance, at Abnormal's request and expense. If Customer's right to use the Service is, or in Abnormal's

opinion is likely to be, enjoined as the result of a Claim, then Abnormal may, at its sole option and expense, procure for Customer the right to continue using the Service under the terms of this Agreement, or replace or modify the Service so that it is non-infringing and substantially equivalent in functionality to the claimed infringing or enjoined Service. If Abnormal determines that neither of the foregoing is commercially reasonable, then Abnormal may terminate this Agreement and refund to Customer any prepaid fees allocable to the remainder of the Subscription Term. Abnormal will have no indemnification obligations under this Section 11.1 to the extent that a Claim is based on or arises from: (a) use of the Service in a manner other than as expressly permitted in this Agreement; (b) any alteration or modification of the Service except as expressly authorized by Abnormal; or (c) the combination of the Service with any other software, product, or services (to the extent that the alleged infringement arises from such combination). This Section 11.1 sets forth Abnormal's sole and exclusive liability, and Customer's exclusive remedies, for any Claim of infringement or misappropriation of intellectual property.

11.2 By Customer. Customer will indemnify, defend, and hold harmless Abnormal, its affiliates, and their respective owners, directors, officers, and employees (collectively, "Abnormal Indemnitees") from and against any Claim related to Customer or a User engaging in a Prohibited Use. Customer will pay any settlement of and any damages finally awarded against any Abnormal Indemnitee by a court of competent jurisdiction as a result of any such Claim. In connection with any Claim, Abnormal will (i) give Customer prompt written notice of the Claim, (ii) give Customer sole control of the defense and settlement of the Claim (provided that Customer may not settle any Claim without Abnormal's prior written consent which will not be unreasonably withheld), and (iii) provide to Customer all reasonable assistance, at Customer's request and expense.

**12. LIMITATIONS OF LIABILITY**

12.1 NEITHER PARTY NOR ITS AFFILIATES NOR THE OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AGENTS OR REPRESENTATIVES OF ANY OF THEM WILL BE LIABLE TO OTHER PARTY FOR ANY INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE, THAT MAY ARISE OUT OF OR IN CONNECTION WITH THIS AGREEMENT, EVEN IF THE OTHER PARTY HAS BEEN NOTIFIED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES OR COSTS OCCURRING AND WHETHER SUCH LIABILITY IS BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, PRODUCTS LIABILITY OR OTHERWISE.

12.2 EACH PARTY HERETO AGREES THAT WITH THE EXCEPTION OF: (I) THE CONFIDENTIALITY OBLIGATIONS UNDER SECTION 6, (II) COMPANY'S BREACH OF ITS SECURITY AND PRIVACY OBLIGATIONS UNDER SECTION 7, AND (III) THE INDEMNIFICATION OBLIGATIONS UNDER SECTION 11 (SECTION 12.2(I) THROUGH 12.2(III), THE "**EXCLUDED CLAIMS**"), AND ABSENT GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT OF THE OTHER PARTY, IN NO EVENT WILL THE AGGREGATE LIABILITY OF EITHER PARTY, OR THEIR RESPECTIVE AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AGENTS AND REPRESENTATIVES, TO THE OTHER PARTY FOR ANY AND ALL DAMAGES, INJURIES, AND LOSSES ARISING OUT OF, BASED ON, RESULTING FROM, OR IN ANY WAY RELATED TO THIS AGREEMENT EXCEED THE TOTAL AMOUNT PAID (PLUS ANY AMOUNT PAYABLE) BY CUSTOMER FOR USE OF THE SERVICE UNDER THIS AGREEMENT IN THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE CLAIM GIVING RISE TO SUCH DAMAGES. THE EXISTENCE OF MULTIPLE CLAIMS OR SUITS UNDER OR RELATED TO THIS AGREEMENT WILL NOT ENLARGE OR EXTEND THE LIMITATION OF MONEY DAMAGES WHICH WILL BE THE CLAIMANT'S SOLE AND EXCLUSIVE REMEDY. WITH RESPECT TO EXCLUDED CLAIMS, THE AMOUNT OF SUCH LIMIT WILL NOT EXCEED THREE TIMES THE TOTAL AMOUNT PAID (PLUS ANY AMOUNT PAYABLE) BY CUSTOMER FOR USE OF THE SERVICE UNDER THIS AGREEMENT.

**13. MISCELLANEOUS**

This Agreement, including all applicable Order Forms, is the entire agreement between Customer and Abnormal and supersedes all prior agreements and understandings concerning the subject matter hereof and may not be amended or modified except by a writing signed by both Parties. Customer and Abnormal are independent contractors, and this Agreement will not establish any relationship of partnership, joint venture, or agency between Customer and Abnormal. Failure to exercise any right under this Agreement will not constitute a waiver. There are no third-party beneficiaries to this Agreement. This Agreement is governed by the laws of the State of California without reference to conflicts of law rules. For any dispute relating to this Agreement, the Parties consent to personal jurisdiction and the exclusive venue of the courts in San Francisco County, California. Any notice provided by one Party to the other under this Agreement will be in writing and sent by electronic mail to the email address listed on the signature page below. If any provision of this Agreement is found unenforceable, this Agreement will be construed as if it had not been included. Neither Party may

assign this Agreement without the prior, written consent of the other Party, except that either Party may assign this Agreement without such consent to an affiliate, or in connection with an acquisition of the assigning Party or a sale of all or substantially all of its assets. Each Party represents that its signatory whose signature appears on the Order Form(s) is duly authorized by all necessary corporate or other appropriate action to execute this Agreement.

**EXHIBIT A**
**SERVICE LEVEL AGREEMENT**

**1. Definitions.** For purposes of this Service Level Agreement, the following terms have the meaning given to each term below:

"**Downtime**" means if Customer is unable to access the Service by means of a web browser and/or API as a result of failure(s) in the Service, as confirmed by Abnormal.

"**Maintenance Downtime**" means routine maintenance that occurs outside of normal working hours (Pacific Time) and continues for no more than four hours in any one instance, so long as Abnormal provides Customer at least 48 hours prior written notice (including by email) to Customer's main technical contact on file with Abnormal.

"**Monthly Uptime Percentage**" means the total number of minutes in a calendar month minus the number of minutes of Downtime suffered in a calendar month, divided by the total number of minutes in a calendar month.

"**Service Credit**" means the number of days by which Abnormal will extend the length of the Subscription Term, at no charge to Customer, according to the table in Section 2, below.

2. Service Level Warranty. During the Term, the Service will be operational and available to Customer at least 99.9% of the time in any calendar month (the "**Service Level Warranty**"). If the Monthly Uptime Percentage does not meet the Service Level Warranty in any calendar month, and if Customer meets its obligations under this Agreement, then Customer will be eligible to receive Service Credit as follows:

| Uptime | Days Credited |
|---|---|
| < 99.9% - ≥ 98.0% | 3 |
| < 98.0% - ≥ 95.0% | 7 |
| < 95.0% | 15 |

3. Customer Must Request Service Credit. To receive Service Credit, Customer must notify Abnormal in writing within 30 days from the time Customer becomes eligible to receive a Service Credit under the terms of this Agreement. Failure to comply with this requirement will forfeit Customer's right to receive Service Credit.

4. Maximum Service Credit. The aggregate maximum amount of Service Credit for all Downtime that occurs in a single calendar month will not exceed 15 days. Service Credit may not be exchanged for or converted into monetary amounts.

5. Exclusions. The Service Level Warranty does not apply to Service unavailability due to Maintenance Downtime or any performance issues that (i) are caused by riots, insurrection, fires, flood, storm, explosions, acts of God, war, terrorism, earthquakes, or any other causes that are beyond Abnormal's reasonable control so long as Abnormal uses commercially reasonable efforts to mitigate the effects of such force majeure, (ii) resulted from Customer's equipment or third party equipment or service (e.g. Customer's internet connection), or (iii) resulted from Customer's violation of this Agreement.

**EXHIBIT B**
**SUPPORT TERMS**

This exhibit sets forth the terms on which Abnormal provides technical support ("**Support**") to Customer (the "**Support Terms**").

**1. Definitions.** For purposes of this Service Level Agreement, the following terms have the meaning given to each term below:

"**Error**" means a failure of the Service to conform to the published Documentation, resulting in the inability to use, or material restriction in the use of, the Service.

"**Escalation**" means the process by which Abnormal will work continuously, and at multiple levels of its organization, to address an Error if not addressed within the specified Response Time set forth in Section 4, below.

"**Start Time**" means the time at which Abnormal first becomes aware of an Error during Abnormal's regular business hours, following Customer's initiation of a Support case in accordance with Section 3, below.

**2. General.** During a Subscription Term, Abnormal will provide the Support described in these Support Terms for Severity 1 Errors, 24 hours a day 7 days a week; and for Severity 2, Severity 3, and Severity 4 Errors, Abnormal will provide Support described in these Support Terms 8 hours a day, 5 days a week (9am – 5pm, Pacific Time, or in Customer's local time zone if not Pacific Time).

**3. Contacts.** The Customer Support Contacts may initiate a Support case by emailing support@abnormalsecurity.com or calling 866-466-9321 or 415-326-1372.

**4. Priority Levels and Timeframes.** Abnormal will establish the Priority Level of an Error and the corresponding Support case in its sole discretion and will use its best efforts to adhere to the Response Times set forth below. If an Error is not addressed within the Response Time set forth below, Abnormal will commence an Escalation.

| Severity Level | Description | Response Time |
|---|---|---|
| 1 | **Major Impact**: Service is inoperable or the performance of the Service is so severely reduced that Customer cannot reasonably continue to use the Service because of the Error, the Error cannot be circumvented with a workaround, and it affects Customer's ability to perform its business. | 2 hours |
| 2 | **Moderate Impact**: Performance is significantly degraded such that Customer's use of the Service is materially impaired, but the Error can be circumvented with a workaround. | 8 hours |
| 3 | **Minor Impact**: Customer is experiencing a performance, operational, or functional issue in its use of the Service that can be circumvented with a workaround, and the Error causes only minimal impact to the Customer's ability to use the Service. | 24 hours |
| 4 | **General Questions**: No issue with performance or operation of the Service. These include standard questions on the API configuration, dashboard functionality, enhancement requests, or documentation clarification. | 3 business days |

**5. Conditions, Exclusions, and Termination.**

a. Conditions. Abnormal's obligation to provide Support is conditioned upon the following: (i) Customer makes reasonable efforts to solve the Error after consulting with Abnormal; (ii) Customer provides Abnormal with sufficient information and resources to correct the Error, as well as any and all assistance reasonably requested by Abnormal; and (iii) Customer procures, installs, and maintains all

equipment, telephone lines, communication interfaces and other hardware necessary to access and operate the Service.

b. Exclusions. Abnormal is not obligated to provide Support in the following situations: (i) the problem is caused by Customer's gross negligence, hardware malfunction, or other causes beyond the reasonable control of Abnormal; or (ii) the problem is with third party software not licensed through or provided by Abnormal (e.g., Customer's email system).

c. Termination. Abnormal reserves the right to conclude its performance of a particular Support case when, in its reasonable discretion, Abnormal determines that it has provided a satisfactory resolution or workaround to the Error.

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:** 2028979<br>**Doc Description:** Addendum No 1-Advanced Email Security<br>**Proc Type:** Central Master Agreement | | | **Reason for Modification:**<br>Addendum No 1 is issued to publish vendor questions with agency responses and to modify the bid opening date. |
| **Date Issued** | **Solicitation Closes** | **Solicitation No** | **Version** |
| 2026-08-18 | 2026-08-25 13:30 | CRFQ 0231 OOT2700000005 | 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 :** Software Information Resource Corp.

**Address :** 730 24th St. NW, Suite 3

**Street :**

**City :** Washington

**State :** DC **Country :** USA **Zip :** 20037

**Principal Contact :** Aries Kothari

**Vendor Contact Phone:** (202) 536-2800 **Extension:** 299

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

Kothari

**Vendor Signature X** **FEIN#** 54-1727076 **DATE** 08/25/2026

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

| ADDITIONAL INFORMATION |
|---|
| Addendum No 1 is issued for the following reasons:<br><br>1) To publish vendor questions with the agency's responses.<br><br>2) To modify the bid opening date from 8/19/26 to 8/25/26<br><br>---no other changes--- |

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

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 1 | Core Detection | 22000.00000 | EA | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Extended Description:**
Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

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

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 2 | Core Detection - Year 2 (Optional Renewal) | 22000.00000 | EA | | |

| Comm Code | Manufacturer | Specification | Model # |
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| DEPARTMENT OF ADMINISTRATION | | WV OFFICE OF TECHNOLOGY | |
| OFFICE OF TECHNOLOGY | | BLDG 5, 10TH FLOOR | |
| 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR | | 1900 KANAWHA BLVD E | |
| CHARLESTON | WV | CHARLESTON | WV |
| US | | US | |

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 3 | Core Detection - Year 3 (Optional Renewal) | 22000.00000 | EA | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

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| CHARLESTON | WV | CHARLESTON | WV |
| US | | US | |

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 4 | Core Detection - Year 4 (Optional Renewal) | 22000.00000 | EA | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Extended Description:**
Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

**SCHEDULE OF EVENTS**

| Line | Event | Event Date |
|---|---|---|
| 1 | Questions are due by 3:00 p.m. | 2026-08-11 |

# SOLICITATION NUMBER: CRFQ OOT2700000005
# 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 vendor questions with the agency's responses.

2) To modify the bid opening date from 8/19/26 to 8/25/26

---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.

# ATTACHMENT A

# CRFQ OOT2700000005

## Advanced Email Security

**Q.1** : May a single vendor submit more than one quote representing different manufacturer solutions (e.g., two separate bid responses, each featuring a different technology platform)?

***Yes.*** *A single vendor may submit more than one quote as long as each quote independently meets all specifications and is evaluated on its own merits. Each submission must be fully responsive, standalone bid representing one complete solution. The State will evaluate each quote separately and will award to the lowest responsive and responsible bid meeting all requirements, regardless of manufacturer or platform.*

**Q.2** Are vendor references or case studies required as part of the bid submission? If so, how many and in what format?

*References may be required prior to award, but not mandatory to submit with bids.*

**Q.3 Inbound threat detection only, or inbound + outbound? IE,** Business Email Compromise (BEC) detection User-reported phishing triage/response

*The solution must be a complete email security platform that will detect malicious emails in either direction.*

**Q.4** How does the proposed solution maintain protection and avoid becoming a single point of failure during a Microsoft, Google, or other email platform API outage?

*If the email security platform monitors mailboxes via API, it should not become a single point of failure. Mail should still flow even when the API scanning is down. Vendors solution should provide these services.*

**Q.5** Does WV consider it acceptable for threats to be delivered and remediated after delivery rather than blocked before reaching the recipient or downstream system?

*We expect threats to be discovered in near-real-time, within moments of delivery. Messages that are determined to be malicious even several minutes after delivery, should be quarantined.*

**Q.6** How does the proposed solution prevent zero-click exploits from executing when malicious email content is received, rendered, previewed, or processed, without requiring WV to reroute mail?

*The proposed solution should integrate directly with our cloud email provider via API, analyzing and neutralizing hidden payloads at the cloud level in near-real-time or before they can sync to the endpoint. This ensures that zero-click exploits are quarantined before the user's email client ever has a chance to process, render, or preview the malicious content, all without the need to modify MX records or reroute mail.*

# CRFQ OOT2700000005

## Advanced Email Security

**Q.7** How does the proposed solution protect collaborative and automated destinations, such as groups, CRM platforms, ticketing systems, and forwarded recipients, without requiring WV to reroute mail?

*By connecting directly to our cloud email provider via API, the solution should inspect and neutralize malicious content at the mailbox level before it can be automatically forwarded or ingested by downstream systems like CRMs, ticketing platforms, or group lists. This protects all automated workflows natively from within the cloud environment, completely eliminating the need to alter MX records or reroute mail traffic.*

**Q.8** How does the proposed solution prevent prompt injection attacks delivered through email without requiring WV to reroute mail?

*Using the same direct API integration, the solution should scan incoming emails for malicious instructions, hidden text, and adversarial payloads designed to manipulate AI systems before the content is ever exposed to AI assistants or copilots. This neutralizes prompt injection attacks directly at the cloud inbox layer, keeping downstream AI tools safe without requiring any mail rerouting.*

**Q.9** Can you provide details on the following dates for this RFQ, after submissions are received?

- Notification of down selection
- Vendor technical demos with the WVOT email security team
- Proof of Concept (POC) start date and preferred trial length
- Date of final contract award
- Implementation kick-off
- Onboarding complete deadline

*No dates are available at this time. A post-submission timeline will be developed after bid opening and initial evaluation. All vendors will receive the same schedule once it is finalized. All dates needed by vendor will be posted in Oasis*

**Q.10** Can we evaluate the ability to learn about your environment based on the 2-4 weeks of POC data rather than adding the prior 90 days of email data?

*No. The State will not modify the data requirements outlined in the RFQ. Vendors must provide the prior 90 days of email data as specified. The POC period (2–4 weeks) is intended to validate performance in a live environment, but it does not replace the requirement for historical data.*
*The State will evaluate both:*

- *The vendor's ability to learn from the required 90-day historical dataset, and*
- *The vendor's performance during the POC window.*

*Both components are necessary for a complete and responsive evaluation.*

# CRFQ OOT2700000005

## Advanced Email Security

**Q.11** Can your organization move forward without this account takeover protection, assuming our solution exceeds expectations in all other categories?

*No. Account takeover protection is a required capability under the specifications. The State cannot move forward with a solution that lacks ATO detection, even if the vendor exceeds expectations in other areas. All required capabilities must be met for a bid to be considered responsive. The selected solution should meet all mandatory requirements.*

**Q.12** Can you please explain the current usage/workflows you have based on the MITRE attack framework?

*Our current email security controls are not mapped to the MITRE attack framework.*

**Q.13** Section 4.1.3.2 requires time-of-click URL inspection. Section 4.1.1.1 prohibits routing mail through any gateway, relay, or proxy, and click-time link rewriting requires modifying the message body before delivery. Would the State confirm whether an API-native approach - extracting and scoring URLs at delivery, continuously re-evaluating them after delivery against updated threat intelligence, and automatically removing a message from all mailboxes when a URL is later determined malicious - satisfies 4.1.3.2, given the non-gateway architecture the solicitation mandates?

*The State cannot confirm that the described approach satisfies Section 4.1.3.2. Section 4.1.3.2 requires time-of-click URL inspection, meaning the solution must evaluate URLs at the moment a user clicks them, using real-time analysis.*
*Section 4.1.1.1 prohibits routing mail through any gateway, relay, or proxy, and prohibits modifying message content (including link rewriting). These architectural constraints remain in effect.*
*Solutions may use an API-native, non-gateway architecture, but they must still provide true time-of-click inspection as defined in the specifications. Extracting and scoring URLs at delivery, periodically re-evaluating them, and removing messages after delivery does not replace the requirement for real-time, click-moment inspection.*
*All vendors must meet both the architectural requirements in 4.1.1.1 and the functional requirements in 4.1.3.2 to be considered responsive.*

# CRFQ OOT2700000005

## Advanced Email Security

**Q.14** Section 4.1.3.3 requires deep file inspection and cloud-based sandboxing. Would the State clarify whether "sandboxing" requires dynamic detonation of attachments in an isolated execution environment, or whether static structural analysis (macro, embedded-script, archive and container inspection), signature-based scanning, and file-hash threat intelligence together satisfy the requirement?

*Section 4.1.3.3 requires deep file inspection and cloud-based sandboxing. For the purposes of this solicitation, sandboxing refers to dynamic detonation of attachments in an isolated execution environment.*
*Static structural analysis (macro inspection, embedded-script analysis, archive/container inspection), signature-based scanning, and file-hash intelligence are valuable components of a broader detection capability, but they do not replace the requirement for dynamic sandbox detonation as specified in 4.1.3.3.*
*Solutions may use static analysis in addition to sandboxing, but a solution that relies solely on static methods would not meet the sandboxing requirement.*
*All vendors must provide both:*

- *Deep file inspection, and*
- *Cloud-based sandboxing with dynamic detonation,*

*to be considered responsive to Section 4.1.3.3.*

**Q.15** Definition 3.11 lists JSON, syslog, STIX/TAXII, or API-based delivery as acceptable formats for threat event export. Would the State confirm which formats its SIEM currently ingests, and whether structured JSON event records delivered to State-controlled object storage on a one-minute interval qualify as near-real-time API-based delivery?

*Our SentinelOne AI SIEM can ingest data in structured or unstructured data. A one-minute cycle would be acceptable.*

**Q.16** SaaS Addendum Section 11 requires a CSA STAR Self-Assessment prior to contract award. Would the State clarify whether the questionnaire must accompany the bid or may be submitted after notice of apparent award and prior to execution? Where a prime vendor holds a current CAIQ, does it extend to subcontracted software components?

*The CSA STAR Self-Assessment required under SaaS Addendum Section 11 does not need to accompany the bid submission. It must be provided prior to award, if applicable, consistent with the timing of other pre-award security and compliance documents.*
*Regarding applicability: A prime vendor's existing CSA STAR CAIQ does not automatically extend to subcontracted software components. Each subcontracted component that processes, stores, or transmits State data must be covered by its own CSA STAR Self-Assessment or must be explicitly included within the scope of the prime vendor's assessment. The State will require documentation demonstrating that all components of the proposed solution meet the SaaS Addendum's security and compliance requirements.*

# CRFQ OOT2700000005

## Advanced Email Security

**Q.17** SaaS Addendum Section 21 requires compliance with Section 508 accessibility standards. Would the State clarify whether a VPAT or accessibility conformance report must be submitted with the bid, or provided on request following award?

*A VPAT or accessibility conformance report is not required at bid submission. Under SaaS Addendum Section 21, the State requires Section 508/WCAG accessibility compliance prior to contract award, which means the VPAT may be submitted after notice of apparent award and before contract execution, along with other pre-award compliance artifacts.*
*If the State needs additional clarification or documentation during evaluation, it may request it, but it is not a mandatory component of the bid package.*
*All vendors must ultimately provide a VPAT or equivalent accessibility conformance report covering the entire proposed solution, including any components or modules that process or present content to end users.*

**Q.18** Section 4.1.2.3 requires retrospective scanning of all existing mailbox contents for the full retention period available within Google Workspace. Would the State confirm the retention period currently configured, the approximate mail volume in scope, and whether "mailbox rules" in this context refers to the current rule state on each mailbox or to the history of rule changes? This refers to the current active state of mailbox rules (e.g., malicious auto-forwarding setups), not a forensic history of rule changes. The current retention period is indefinite, however the retroactive scanning upon implementation may be one year or less. We cannot estimate mail volume.

*Section 4.1.2.3 requires retrospective scanning of all existing mailbox contents for the full retention period available within Google Workspace. The State provides the following clarifications:*

- *Retention Period: The State's current Google Workspace retention period is indefinite. However, the initial retroactive scanning performed upon implementation may be scoped to approximately one year or less, depending on operational considerations.*
- *Mailbox Rules: In this context, "mailbox rules" refers to the current active state of mailbox rules (e.g., malicious auto-forwarding configurations). It does not refer to a historical or forensic record of rule changes over time.*
- *Mail Volume: The State cannot provide an estimate of total mail volume in scope for retrospective scanning.*

**Q.19** Section 4.1.5.1 requires that automated remediation execute without manual administrator approval. Would the State clarify whether fully autonomous action is required at award, or whether remediation executed by a pre-approved SOAR playbook - without a per-message human approval step - satisfies the requirement?

*The solution should offer automatic remediation without relying on any external XSOAR*

*playbooks.*

**Q.20** The pricing lines reference approximately 22,000 mailboxes. Would the State confirm whether this figure includes shared, delegated, resource, and service-account mailboxes, or reflects licensed human users only?

*The estimated 22,000 mailboxes referenced in the pricing lines reflects all potential mailboxes within scope, including licensed user mailboxes as well as shared, delegated, resource, and service-account mailboxes. This figure is provided for pricing purposes to ensure vendors account for the full potential mailbox population that may require protection or scanning under the specifications.*

**Q.21** Would the State confirm the Google Workspace edition in use, whether all mailboxes reside within a single Workspace tenant, and how many domains are in scope? Would the State also confirm whether Google's own security tooling (for example Security Center and the investigation tool under Enterprise Plus) is currently deployed? Finally, would the State identify the SIEM and SOAR platforms currently in use, and confirm the expected SOAR integration model - specifically, whether the solution should expose an API that the State's SOAR invokes, or accept webhook triggers issued by the SOAR?

*The State provides the following clarifications related to Section 4.1.2 and the current Google Workspace environment:*

- *Google Workspace Edition & Tenant Structure The State confirms that all mailboxes reside within a single Google Workspace tenant. The specific edition in use will be disclosed after award as part of the onboarding and technical integration process.*
- *Domains in Scope The State will provide the full list of domains after award. Multiple domains exist within the tenant, but the State is not releasing domain counts or names during the solicitation period.*
- *Google Native Security Tooling The State confirms that Google's native security capabilities (e.g., Security Center, Investigation Tool, etc.) are available within the environment. The extent to which these tools are currently deployed or configured will be addressed post-award during technical onboarding.*
- *SIEM and SOAR Platforms The State will identify the specific SIEM and SOAR platforms after award. Vendors should assume integration with a modern enterprise SIEM/SOAR environment capable of consuming standard security event formats.*
- *Expected SOAR Integration Model The State requires that the proposed solution support API-based integration. Solutions may expose an API that the State's SOAR can invoke, and/or accept webhook triggers issued by the State's SOAR. The final integration pattern will be determined collaboratively during implementation.*

*All vendors must ensure their proposed solution can support the integration and architectural requirements described in the specifications.*

# CRFQ OOT2700000005

## Advanced Email Security

**Q.22** Section 5.0 requires vendors submitting an alternate product to demonstrate compatibility with the State-owned Palo Alto Next-Generation Firewall platform. Would WVTO clarify how this requirement applies to an API-integrated SaaS solution that does not sit in the network data path and does not process network traffic?

*Section 5.0 requires vendors submitting an alternate product to demonstrate compatibility with the State-owned Palo Alto Next-Generation Firewall platform. This requirement applies to solutions that interact with or rely on the State's existing Palo Alto security infrastructure.*
*For an API-integrated SaaS solution that does not sit in the network data path and does not process network traffic, the State clarifies that the requirement is limited to ensuring the proposed solution does not conflict with, interfere with, or require changes to the State's Palo Alto NGFW environment. Because the solution does not route, proxy, or inspect network traffic, traditional NGFW compatibility testing is not applicable.*
*Vendors submitting an alternate product must still demonstrate that their solution can operate within the State's environment without requiring modifications to the Palo Alto NGFW platform and without introducing architectural conflicts.*

**Q.23** Would the State consider award of complementary components to more than one vendor - for example an API-integrated inbound detection capability and a separate outbound data-protection capability - or must a single vendor satisfy the entirety of Section 4.1 to be considered responsive?

*Section 4.1 defines the required capabilities of the solution. To be considered responsive, a vendor must provide a solution that satisfies all requirements in Section 4.1 within a single, cohesive offering.*
*The State is not considering a multi-vendor award for complementary components (e.g., one vendor for inbound detection and another for outbound data-protection). Award will be made to the vendor whose single solution meets all mandatory specifications and provides the best overall value to the State.*

**Q.24** The stated primary objective references "detection and prevention" of phishing and BEC. In a non-gateway, API-integrated architecture, analysis and action occur post-delivery. Would the State clarify whether post-delivery detection combined with automated remediation satisfies the "prevention" objective, or whether "prevention" requires blocking a message before delivery?

*The sub-second post-delivery quarantine (detecting and removing the threat via API before the user interacts with it) effectively satisfies the "prevention" requirement.*

**Q.25** Our solution is hosted in Amazon Web Services (AWS) East/West, with FedRAMP Package ID AGENCYAMAZONEW. Will this suffice for you compliance pathways requirement?

*Yes*

# CRFQ OOT2700000005

## Advanced Email Security

**Q.26** Would WVOT please define the expectations around tier 3 support (i.e. managed email security, SOC, response, monitoring, incident response, etc.) in further detail?

*We require direct access to advanced support team, rather than basic helpdesk support. We expect Tier 3 to assist with complex issues that may arise in the implementation and use of the platform.*

**ADDENDUM ACKNOWLEDGEMENT FORM**
**SOLICITATION NO.:** CRFQ OOT27*005

**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)

| | | | |
|---|---|---|---|
| [ X ] | 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.

Software Information Resource Corp.

Company

Authorized Signature

08/25/2026

Date

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

**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:** | 2028979 |
| **Doc Description:** | Addendum No 1-Advanced Email Security |
| **Proc Type:** | Central Master Agreement |
| **Reason for Modification:** | Addendum No 1 is issued to publish vendor questions with agency responses and to modify the bid opening date. |

| Date Issued | Solicitation Closes | Solicitation No | Version |
|---|---|---|---|
| 2026-08-18 | 2026-08-25 13:30 | CRFQ 0231 OOT2700000005 | 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 :** Software Information Resource Corp.

**Address :** 730 24th St. NW, Suite 3,

**Street :**

**City :** Washington

**State :** DC **Country :** USA **Zip :** 20037

**Principal Contact :** Aries Kothari

**Vendor Contact Phone:** (202) 536-2800 **Extension:** 299

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

**Vendor Signature X** **FEIN#** 54-1727076 **DATE** 08/25/2026

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

| ADDITIONAL INFORMATION |
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Please see SIRC quote D26-L5171 for full price and details.

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| OFFICE OF TECHNOLOGY | | BLDG 5, 10TH FLOOR | |
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| CHARLESTON WV | CHARLESTON WV |
| US | US |

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 4 | Core Detection - Year 4 (Optional Renewal) | 22000.00000 | EA | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43230000 | | | |

**Extended Description:**

Core Detection per Mailbox estimated 22,000 Mailboxes
The usage amount provided is an estimate only. Actual usage may be higher or lower, and the figure is not guaranteed.

**SCHEDULE OF EVENTS**

| Line | Event | Event Date |
|---|---|---|
| 1 | Questions are due by 3:00 p.m. | 2026-08-11 |

| | Document Phase | Document Description | Page<br>4 |
|---|---|---|---|
| OOT2700000005 | Final | Addendum No 1-Advanced Email Security | |

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

730 24th ST NW, STE 3, Washington DC 20037-2500
SIRC is a Women Owned Small Business

# Price Quotation
# Non-Cancellable / Non-Refundable

| | |
|---|---|
| Date: | 08/25/2026 |
| Quote No: | D26-L5171 |
| Quote Expires: | 09/24/2026 |
| Shipping Point: | FOB DEST |
| Terms: | Net 30 |
| Shipping Method: | ESD |
| Pricing: | OPEN MARKET |
| Lead Time: | 1-2 weeks ARO |
| Payment Method: | EFT |
| Discount Terms: | NONE |
| RFQ Number: | CRFQ-0231-OOT2700000005-1 |

| SIRC POC | POC Email | POC TEL | Cage Code | FEIN | DUNS | UEI | URL |
|---|---|---|---|---|---|---|---|
| Aries Kothari | aries.kothari@sirc.net | 202-536-2800 | 1PQ53 | 54-1727076 | 93-826-5865 | EJJMMJHYDFH6 | www.sirc.net |

**Customer Name**

WV-OFFICE OF TECHNOLOGY
ATTN: Toby Welch
1900 KANAWHA BLVD E,
BLDG 5 10TH FLOOR
CHARLESTON WV US
Email: toby.l.welch@wv.gov
Tel: (304) 558-8802

**Ship To Customer**

WV-OFFICE OF TECHNOLOGY
ATTN: Toby Welch
BLDG 5 10TH FLOOR
1900 KANAWHA BLVD E
CHARLESTON WV US
Email: toby.l.welch@wv.gov
Tel: (304) 558-8802

| # | Item | Item Desc | OM GSA | Qty | U/M | Cost USD | Total USD |
|---|---|---|---|---|---|---|---|
| | | **BASE YEAR** | | | | | |
| 1 | IES | Harness advanced behavioral AI to block socially- engineered attacks and other malicious emails.<br>(1 Year Subscription) Abnormal AI Inc - IES (TAA) | OM | 22,000.00 | EA | $9.46 | $208,120.00 |
| 2 | CORE-ATO | Core Account Takeover Protection<br>Abnormal AI Inc - CORE-ATO (TAA) | OM | 22,000.00 | EA | $1.81 | $39,820.00 |
| 3 | AISM | AI Security Mailbox<br>Abnormal AI Inc - AISM (TAA) | OM | 22,000.00 | EA | $2.05 | $45,100.00 |
| 4 | PFF | Platform Fee<br>Abnormal AI Inc - PFF (TAA) | OM | 1.00 | EA | $.00 | $.00 |
| | **POP-TOTAL** | **BASE YEAR TOTAL** | | | | | **$293,040.00** |
| | | **OPTION YEAR 1** | | | | | |
| 5 | IES | Harness advanced behavioral AI to block socially- engineered attacks and other malicious emails.<br>(1 Year Subscription) Abnormal AI Inc - IES (TAA) | OM | 22,000.00 | EA | $10.29 | $226,380.00 |
| 6 | CORE-ATO | Core Account Takeover Protection<br>Abnormal AI Inc - CORE-ATO (TAA) | OM | 22,000.00 | EA | $1.97 | $43,340.00 |
| 7 | AISM | AI Security Mailbox<br>Abnormal AI Inc - AISM (TAA) | OM | 22,000.00 | EA | $2.23 | $49,060.00 |
| 8 | PFF | Platform Fee<br>Abnormal AI Inc - PFF (TAA) | OM | 1.00 | EA | $.00 | $.00 |
| | **POP-TOTAL** | **OPTION YEAR 1 TOTAL** | | | | | **$318,780.00** |
| | | **OPTION YEAR 2** | | | | | |
| 9 | IES | Harness advanced behavioral AI to block socially- engineered attacks and other malicious emails.<br>(1 Year Subscription) Abnormal AI Inc - IES (TAA) | OM | 22,000.00 | EA | $11.02 | $242,440.00 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 10 | CORE-ATO | Core Account Takeover Protection<br>Abnormal AI Inc - CORE-ATO (TAA) | OM | 22,000.00 | EA | $2.11 | $46,420.00 |
| 11 | AISM | AI Security Mailbox<br>Abnormal AI Inc - AISM (TAA) | OM | 22,000.00 | EA | $2.39 | $52,580.00 |
| 12 | PFF | Platform Fee<br>Abnormal AI Inc - PFF (TAA) | OM | 1.00 | EA | $.00 | $.00 |
| | **POP-TOTAL** | **OPTION YEAR 2 TOTAL** | | | | | **$341,440.00** |
| | | **OPTION YEAR 3** | | | | | |
| 13 | IES | Harness advanced behavioral AI to block socially- engineered attacks and other malicious emails.<br>(1 Year Subscription) Abnormal AI Inc - IES (TAA) | OM | 22,000.00 | EA | $11.87 | $261,140.00 |
| 14 | CORE-ATO | Core Account Takeover Protection<br>Abnormal AI Inc - CORE-ATO (TAA) | OM | 22,000.00 | EA | $2.28 | $50,160.00 |
| 15 | AISM | AI Security Mailbox<br>Abnormal AI Inc - AISM (TAA) | OM | 22,000.00 | EA | $2.58 | $56,760.00 |
| 16 | PFF | Platform Fee<br>Abnormal AI Inc - PFF (TAA) | OM | 1.00 | EA | $.00 | $.00 |
| | **POP-TOTAL** | **OPTION YEAR 3 TOTAL** | | | | | **$368,060.00** |
| | **GRAND-TOTAL** | **Grand Total:** | | | | | **$1,321,320.00** |

### Breakdown by POP

| LINE# | ITEM# | ITEM_DESC | TOTAL_AMT |
|---|---|---|---|
| 4.4 | POP-TOTAL | BASE YEAR TOTAL | $293,040.00 |
| 8.4 | POP-TOTAL | OPTION YEAR 1 TOTAL | $318,780.00 |
| 12.4 | POP-TOTAL | OPTION YEAR 2 TOTAL | $341,440.00 |
| 16.4 | POP-TOTAL | OPTION YEAR 3 TOTAL | $368,060.00 |
| **Report Total:** | | | **$1,321,320.00** |

*** For better order processing, please reference D26-L5171 when issuing an Order to SIRC ***
*** We cannot use your shipment account. Third-party shipment account will not be allowed ***
If it is requested that payment be made with a credit card, then the above pricing is subject to change and a processing fee will be added. Payment via Purchase Order and WAWF will incur no additional fee.
** NOTE **
No discounts will be provided for early payments.
SIRC does not have an active Facility Clearance

Please note, any software provided in this quote is identified as Commercial Computer Software.

The pricing and discounts being provided in this quote is based off of a complete bill of materials. Any changes to the configuration may cause an overall adjustment to the discount structure. Please contact your sales rep listed on the quote if any configuration changes are needed.
All items are subject to availability. We will make our best efforts to inform you as soon as possible if the goods you have ordered are not available or if shipment may be delayed.

SIRC cannot honor the pricing if quoted item becomes End of Life (EOL)

SIRC CONFIDENTIAL. SIRC is a SBA certified Women-Owned Small Business (WOSB).This is Confidential Pricing.

All maintenance and support services on this quote are quoted as prepaid annual maintenance unless otherwise explicitly specified.

Manufacturer Terms and conditions apply except where specifically contradicted by the FAR Clauses.

If you are a commercial entity, applicable sales tax will be added to the Invoice, unless you provide a Sales Tax Exemption Certificate.
Tariff may be added depending on the policies issued by Federal Government. Please reach out to SIRC before awarding to verify

the Tariff cost

Option Years pricing are subject to change, but we will try our best to keep you informed
If the order comes in after PoP expiration, option year pricing may not be honored and reinstatement fees may apply. Option Year pricing is also contingent on a complete bill of materials. Any changes to the configuration may cause an overall adjustment to the discount structure.
Manufacturer has the right to do an End-of-Life (EOL) on their products and in such situations, SIRC will not be able to honor the contract and pricing going forward."

This quotation, and any order placed in reference to this quotation, is governed by the ABNORMAL SECURITY MASTER SERVICE AGREEMENT **attached via separate document**