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

Request for Quotation

RFQ NUMBER	PAGE
DEV1142	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
FRANK WHITTAKER
304-558-2316

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
WV DEVELOPMENT OFFICE
ADMINISTRATION
BUILDING 6, ROOM 645
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/18/2011				

BID OPENING DATE: 04/26/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-20		

DATA PROCESSING SERVICES AND SOFTWARE

REQUEST FOR PROPOSAL
(RFP)

THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA DEVELOPMENT OFFICE IS SEEKING PROPOSALS FROM QUALIFIED VENDORS TO PROVIDE A SINGLE INTEGRATED WEB-BASED SOLUTION FOR THE DIFFERENT DATABASES USED BY WEST VIRGINIA DEVELOPMENT OFFICE PER THE ATTACHED SPECIFICATIONS.

MANDATORY PRE-BID

A MANDATORY PRE-BID WILL BE HELD 03/29/2011 AT 1:30 PM, AT THE WEST VIRGINIA DEVELOPMENT OFFICE, 1900 KANAWHA BLVD., EAST, CONFERENCE ROOM 6A, CHARLESTON, WV 25305. INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN DISQUALIFICATION OF THE BID. NO ONE PERSON MAY REPRESENT MORE THAN ONE BIDDER.

AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN		ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.

5. Payment may only be made after the delivery and acceptance of goods or services.

6. Interest may be paid for late payment in accordance with the ***West Virginia Code.***

7. Vendor preference will be granted upon written request in accordance with the ***West Virginia Code.***

8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

10. The laws of the State of West Virginia and the ***Legislative Rules*** of the Purchasing Division shall govern the purchasing process.

11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at **www.state.wv.us/admin/purchase/vrc/hipaa.htm** and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

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

15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.

2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

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COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.

ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN. BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE ATTENDANCE SHEET.

ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WV PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 04/05/2011 AT 4:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.

EXHIBIT 3

LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON .... AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE

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UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.

RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.

CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.

OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)

QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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Request for Quotation

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VENDOR

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BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.

THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.

REV. 05/26/2009

NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
BUILDING 15
2019 WASHINGTON STREET, EAST
CHARLESTON, WV 25305-0130

THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID

BUYER: 44

RFQ. NO.: DEV1142

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State of West Virginia
Department of Administration
Purchasing Division
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Request for Quotation

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DEV1142	5

ADDRESS CORRESPONDENCE TO ATTENTION OF:
FRANK WHITTAKER
304-558-2316

VENDOR:
RFQ COPY
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BID OPENING DATE: 04/26/2011

BID OPENING TIME: 1:30 PM

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:

CONTACT PERSON (PLEASE PRINT CLEARLY):

****** THIS IS THE END OF RFQ DEV1142 ****** TOTAL: ____________

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REQUEST FOR PROPOSAL
DEV1142
(West Virginia Development Office)

TABLE OF CONTENTS

SECTION ONE: GENERAL INFORMATION

1.1 Purpose: The Purchasing Division, hereinafter referred to as the "State," is soliciting proposals pursuant to **West Virginia Code** §5A-310b for the West Virginia Development Office (WVDO), hereinafter referred to as "WVDO", to provide a single, integrated, web accessible, COTS-based system and implementation services for this system.

1.2 By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this RFP.

A Request for Proposal (RFP) is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

1.2.1 Compliance with Laws and Regulations: The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

1.3 Schedule of Events:

Mandatory Pre-bid Conference 03/29/2011
Vendor's Written Questions Submission Deadline 04/05/2011
Addendum Issued .... TBD
Bid Opening Date 04/26/2011
Oral Presentation *(Agency Option)* .... TBD

1.4 Mandatory Pre-bid Conference: A mandatory pre-bid will be conducted on the date listed below:

Date:	03/29/2011
Time:	1:30 pm
Location:	1900 Kanawha Blvd., East Bldg 6, Room 6A Charleston, wv25305
Telephone Number:	304-558-2316

All interested Vendors are required to be represented at this meeting. **Failure to attend the mandatory pre-bid shall result in the disqualification of the bid.** No one person may represent more than one Vendor.

All potential Vendors are requested to arrive prior to the starting time for the pre-bid conference. Vendors who arrive late, but prior to the dismissal of the technical portions of the pre-bid conference will be permitted to sign in. Vendors who arrive after conclusion of the technical portion of the pre-bid, but during any subsequent part of the pre-bid will not be permitted to sign the attendance sheet.

An attendance sheet will be made available for all potential Vendors to complete. This will serve as the official document verifying attendance at the mandatory pre-bid. Failure to provide your company and representative name on the attendance sheet will result in the disqualification of your bid. The State will not accept any other documentation to verify attendance. The Vendor is responsible for ensuring they have completed the information required on the attendance sheet. The Purchasing Division and the State Agency will not assume any responsibility for a Vendor's failure to complete the pre-bid attendance sheet. In addition, all potential Vendors are asked to include their email address and fax number.

1.5 Inquiries: Inquiries regarding specifications of this RFP must be submitted in writing to the State Buyer with the exception of questions regarding the proposal submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.3. All inquiries of specification clarification must be addressed to:

Frank Whittaker, Senior Buyer
Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130
Fax: (304) 558-4115

No contact between the Vendor and the Agency is permitted without the express written consent of the State Buyer. Violation may result in rejection of the bid. The State Buyer named above is the sole contact for any and all inquiries after this RFP has been released.

1.6 Verbal Communication: Any verbal communication between the Vendor and any State personnel is **not** binding, including that made at the mandatory pre-bid conference. Only information issued in writing and added to the RFP specifications by an official written addendum by Purchasing is binding.

1.7 Addenda: If it becomes necessary to revise any part of this RFP, an official written addendum will be issued by the Purchasing Division.

SECTION TWO: PROJECT SPECIFICATIONS

2.1 **Location:** Agency is located at 1900 Kanawha Blvd. East, Capital Complex; Building 6 Room 504 Charleston WV 25305-0311.

2.2 **Background and Current Operating Environment:**

WVDO Mission
Improve the quality of life for all West Virginians by strengthening our communities and expanding the state's economy to create more and better jobs.

WVDO Organization

Business and Industrial Development Division: Actively promotes the growth of the state's economy through business startups, retention and expansion of existing industry, and the attraction of new industry.

Research and Strategic Planning Group: Provides research, analytic and information support to companies considering operations in the state as well as to existing West Virginia companies.

Community Development Division: Administers state and federal programs designed to make needed civic improvements and to attract private sector investments.

International Development Division: Identifies and develops international business opportunities that retain or create jobs in West Virginia.

Small Business Development Center: Provides assistance to existing small businesses, as well as entrepreneurs who desire to start their own business.

Also the Governor's Guaranteed Workforce Program's application from the Workforce/BID agency is in scope for this project.

WVDO Role

- Support existing businesses in the expansion and retention of their operations.
- Attract new businesses to locate in the state.
- Generate new leads and prospects of potential investors.
- Diversify West Virginia's economy by marketing to targeted industries.
- Provide comprehensive development assistance.
- Provide research, planning and technical support.
- Work with local governments and economic developers to improve the quality of life in communities.
- Market West Virginia at primary and secondary target industry trade shows.

WVDO Current Information Technology

Except for the PDDB database, all listed databases are on physical laptops and desktops. WVDO's typical client workstations currently include Dell, Lenovo/IBM, and Hewlett-Packard (HP) brands. The current statewide support contract is with HP. All workstations and laptops have at least one GB RAM and 80 GB or higher hard drives.

Unit	Database Name	Type
Business Development	Companies	MS Access 2003
Community Development	PDDB	SQL Server Front End ColdFusion
	GCPG	MS Access 2007
	Non LD	MS Access 2007
	Mayors-County Commissioner List	MS Excel
	NIP	MS Access 2007
	ARC	MS Access 2007
	Flex- E	MS Access 2007
	LED	MS Access 2007
International	Export	MS Access 2007
Small Business Development	WEBCATS	Third Party - WEBCATS
	GGWFP	MS Access 2007
	Linked Deposit	MS Excel
Research and Strategic Planning	Business/Manufacturing Lists	MS Excel
Workforce WV/BID	GGWFP	MS Access 2003

Specifics for the existing PDDB file server configuration are as follows:

FILE SERVER DETAILS	
SERVER ROLE	SQL Server Cluster (2 servers, same config)
SERVER LOCATION	1900 Kanawha Blvd, Building 6
HARDWARE CONFIGURATION	
SERVER BRAND	Hewlett-Packard

FILE SERVER DETAILS	
SERVER MODEL	DL580 G4 7140M (x2)
CPU TYPE	Intel Xeon 3.4 GHz
CPU NUMBER	4
DISK SPACE	OS is 136GB (4x72 GB, RAID 5)
MEMORY	48 GB
SOFTWARE CONFIGURATION	
OPERATING SYSTEM	Windows Server 2003, R2
PATCH LEVEL	Most current
SECONDARY APPLICATIONS	
None, dedicated SQL cluster node	

*Refer **EXHIBIT A** for Business Process Flows and Object Diagrams for all databases.*

*Refer **EXHIBIT B** for Definitions, Acronyms, and Abbreviations.*

2.2.1 WVDO Executive, State Executive, Legislature

1. These are the organizations involved in approving the various grants' project requests. These requests have been initially reviewed and approved by WVDO.
2. The WVDO Executive organization is currently involved in the manual consolidated reporting process, which consists of collecting and organizing the individual WVDO organization reports, many of the reports that are delivered to the State Executive are consolidated reports.
3. These are the organizations that are the recipients of the consolidated reports, which are prepared by WVDO.
4. Automation of the consolidated reporting process across WVDO.

2.2.2 Business and Industrial Development - BID

Database Name:	Companies (Approximately 6300 records/rows exist in the Companies database)

2.2.2.1 Data Input/Maintenance Responsibilities

The following 3 groups of Representatives and clerical person are responsible for entering all data. (Approximately 20 updates per week)

1. Existing Representatives (Generally Projects already exist in the Database hence updating the details of existing projects).
    a. Retention Forms are used by Existing Representatives to collect data.
2. Marketing Representatives. (New entries (company names) into the Database for good leads (E.g.: 40 jobs being created or Good Dollar amount of investment in the State).

3. Trade Show: Representatives go to trade shows, company visits and get new leads and information
4. Admin:– (Delete functionality only available to Admin)
    a. Admin can delete it by edit-> delete option from switchboard.
    b. Admin can delete by going into the Table and delete the row.

2.2.2.2 Statuses

The BID organizes and tracks projects by these statuses.

1. Inquiries: Request for general information.
2. Leads: Inquiry viewed as a potential prospect; future not yet identified.
3. Active: Specific information sent, e.g., site specs and/or proposal.
4. Priority: Determined by Rep., and in consultation with Director of Business & Industrial Development, to be a pending announcement. [Not being used presently].
5. Announced: Project status when the project goes live.
6. Existing: All existing instate companies.
7. Other: Failed to materialize.

2.2.2.3 Processing Requirements

1. Each rep is the solely responsible for all the data to be filled in for a company name/ lead they are assigned.(A secretary can also enter data if required)
2. Existing projects can have expansions hence duplicate records exist with same company name.
3. Once the project status is ANNOUNCED no records are to be deleted as its historic data of any investments indicating the work done in the State.
4. Required Fields need to be finalized; at present none of the tabs have any required fields for data entry.
5. The Governor's requests for reports are mostly interested in the investment numbers, hence the critical info (data fields) need to be identified.
6. Admin has to cleanup data especially when generating the weekly rep log reports.
7. Expansions (New projects) for an existing company can be tracked based on a Unique identifier (E.g. NAICS Code or any other code) thus duplication of a company with a different name can be prevented.
    a. Admin can receive a request to duplicate the record in case of an existing company expansion.
8. Automate the data cleanup process for weekly reports (Date Format, Spell Check, and Grammar Check).
9. Streamline the data entry process for Notes Tab, Issues Tab, Comments Tab , Last Result field (Contact Info) and Daily Rep log-(Weekly accomplishment) for reporting and discarding the re entering of the data by Representatives.
    a. Consolidate Issues Tab into one field ISSUES: Rep can enter any information if available.
10. Required Field Determination
    a. Project Status can be used to determine the required fields to be entered by Rep. Project Status (Active, Existing etc) field determines the required field's to be entered by the rep for a company - Rules to enter a status need to be discussed.

   b. If the Project is Announced then Announce month and year becomes a required field.
   c. If the Country Name is NOT United States then International is checked (VERIFY).
   d. NAICS and SIC code on Business Info (Not needed on Headquarters Tab).
11. Ability to add dollar amounts on Business Info Tab if the rep checks (Access Roads, Infrastructure etc).
    a. Rename/re-architecture the screen field names to make it easy to understand.
12. Field to differentiate projects which are no longer good leads or dead leads (So that reporting on projects: active, announced or lead statuses can be done easily).
    a. Track what businesses have CLOSED (new Status).
13. Ad Hoc reporting functionality need;
14. Process to help Representatives enter/update projects (companies) remotely during company visits.

2.2.2.4 Roles & Security-User Profiles

1. Executive Level
2. Admin
3. Existing Rep
4. Marketing Rep
5. Trade Show Rep
6. International

2.2.2.5 Reports

1. Announced Report by Category
2. Announced Report by Company
3. High Priority Projects Report [Not being used – But would like to keep]
4. Weekly Rep Report

2.2.3 International Development Division

International Division Export	• Reviewed wvdo.mdb. • Approximately 800 records/rows exist in the Export database. • MS Access 2007.
International Division Investment	• There is no database presently storing this information. • Organized and shared through Emails and Spreadsheets.

2.2.3.1 Data Input/Maintenance Responsibilities

1. Present Database custodians are responsible for entering all data.
2. Present Database custodians -New entries (company names/contact information) into the Database.

3. Present Database custodians update the details of the companies in the Database.
4. Delete functionality is available to all users now.

2.2.3.2 Statuses

1. The Export companies do not have an identifier assigned.
2. The companies are referenced by a Company Name.
3. A company can be active or inactive.

2.2.3.3 Processing Requirements

INTERNATIONAL DIVISION – EXPORT

1. Database custodians are responsible for all the data to be filled in for a company name/ lead.
2. Database custodians receive new company names, contacts from various sources.
3. First contact is made with the company and Contact information is gathered by Email, Phone Calls, Business Contacts, Trade Shows, and Export shows etc.
4. More Contact fields are needed in Future.
5. Activity Tab is filled only when the company participates in a Trade event.
6. Profile Tab is filled in based on the industry type and their market interests.
7. Notes tab is filled when the company is contacted or any trade event participation.
8. Awards tab is filled when the company is awarded by Governor for new entry into the International market etc.
9. Trade Level tab is not used.
10. Trade Level 1, 2 or 3 - Ranks are allotted to companies based on their previous interest and participations.
11. Remote update of the DB is not possible hence Database custodians return from trade shows or visits and update/ input the notes or any other data into the system.
12. Reporting based on Industry.
13. Standard Queries have been written to pull data for each criteria (County, Industries etc) and then combined together or sorted in excel and presented.
14. Simultaneous updates or editing of data in the DB is sometimes an issue.

INTERNATIONAL DIVISION – INVESTMENT

1. There is no database presently storing this information but the information is organized and shared through Emails and Spreadsheets.
2. International Location (Japan and Europe) do have a system to store this information but not shared with Database custodians at Development Office in WV.
    a. International Division have researched for systems in market to meet their business needs and identified "CRM – Salesforce" which appears to effectively meet the business needs. (See - http://www.salesforce.com)
    b. Need to have a weekly Investment reporting facility.
3. Data points for Investment.
    a. Company Information: Name, address, website etc.
    b. Contact Information: Name, email address, telephone number of key contacts at the company. The ability to list multiple contacts is important (CEO, project rep, etc.)
    c. Categories of companies/projects. (Same as in BID)
        1. For companies we currently are meeting at trade shows, we list them as either "leads" or "contacts".

- Leads may be broken down by "short term" or "long term" or "priority 1" and "priority 2".
- Contacts are qualified companies that have no project at the time, but are companies we want to maintain contact with for the future.

d. Under "leads" (or Active projects)- Fields to be captured
    1. Number of jobs to be created.
    2. Estimated amount of investment.
    3. Building or site size, rail, etc.
    4. "Notes or comments".

e. Industry sectors (chemical, automotive, metalworking, aerospace, etc.)

4. Include both the company's sector or sectors and their customer's sectors. (For example, a metalworking company may supply the aerospace industry and the automotive industry).
5. Determine the required field's to be entered for any new company/lead.
    a. Identify and remove unused fields and Dropdown options.
6. Reporting Needs - Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
    a. Governor's award report-E.g. showing awards made for county.
7. Incorporate a more robust and user friendly search functionality.
8. Populate the region field based on BID regions.
9. New data fields requested on Contacts Tab.
    a. More Contact Fields.
    b. Personal Comment/Note.
    c. Notes: Displays the most recent notes entered for the company.
    d. Addition of more fields would be an ongoing need.
10. Process to enter/update projects (companies) remotely.
11. Access to Export information based on user roles.
12. Solution to the excessive web filtering done against international websites.
13. Resolve the access database contention issues.
14. Automate the data cleanup process -Date Format, Spell Check, and Grammar Check.

2.2.3.4 Roles & Security-User Profiles

1. Admin/Data Entry.

2.2.4 Small Business Development Center (SBDC) - Governor's Guaranteed Work Force/BID – GGWFP

Database Name:	MS Access 2007.Database Reviewed : Client 20-SBWF
Funding Information	• The Small Business Governor's Work Force Program encourages the growth and expansion of the companies in business for over a year. • Awards cannot exceed $5,000 per trainee.
Programs	Governor's Guaranteed Work Force – GGWFP.

2.2.4.1 Data Input/Maintenance Responsibilities

Database custodian is responsible for the initial data entry and maintenance/updates on data.

1. Database custodian enters the project information into the DB.
   a. Small Business receives the applications and supporting documents like Tax information, W9 etc from the applicants.
   b. The tax information is verified with Tax and Revenue and if satisfactory these applications are entered into the DB.
2. Database custodian is responsible for data maintenance and any updates further to the applicant information.

2.2.4.2 Statuses/Tracking of Projects

1. The GGWFP projects do not have a project identifier assigned.
2. The projects are referenced by Company Name.

2.2.4.3 Processing Requirements

1. A business or individual(s) interested in obtaining the service of the SBDC will apply for the grant.
2. This application is reviewed and the checklist is matched for all the documents listed.
3. Form Name: Review 2010 -The tax information is then verified with Tax and Revenue agency and once cleared the request is entered as described in the Data Input/Maintenance section.
4. This information is also entered into Client Counseling Information.
5. The requests are then sent for approval to WVDO Executive's Team.
6. Once approved the Notification of award is drafted and sent for signature to director.
7. Governor's letter is drafted for the client which is included into the Award package and sent to the client.
8. Award package contains Original's of Notification of awards, Governor Letter, Vendor registration forms, W9 and reimbursement checklist.
9. This information is also sent to accounting for them to setup an account for the company.
10. Form Name: Phone List - The accounting information is entered into this form and subsequent reimbursements requests are also entered as and when the requests for payment arrive.
11. Form Name: Survey – The survey is entered into the system based on the completed survey provided by the company.
12. Determine the required field's to be entered for any project.
    a. Ability to Differentiate Extended Projects.
    b. Identify and remove unused fields and Dropdown options.
    c. Date fields to be capture approval dates and correspondence with client.
13. Automate Calculation of amounts based on request amount, approved amount and amount reimbursed.
14. Reporting Needs -
    a. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.

b. Monthly Reports to Workforce/BID

15. Incorporate a more robust and user friendly search functionality.
16. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).

2.2.4.4 Roles & Security-User Profiles

1. Data Entry/Admin.

2.2.4.5 Reports

1. Monthly reports.

2.2.5 Community Development

Database Name:	PDDB - Project Development Database.
Program	SCBG, LWCF

2.2.5.1 Data Input/Maintenance Responsibilities

The following groups of personnel are responsible for entering all data. Max amount for grant is 1.5 million; LMI must be 51 % or greater to be considered for grant (Low Medium Income).

1. Admin
2. Representatives.
3. Internal Auditors review the paper documents related to the information in the PDDB.

2.2.5.2 Data Sources

Small Cities Block Grant (PDDB) information is obtained through forms filled by various groups (City, County, Board of Education, Non profits etc) for all categories of funding available based on their eligibility.

1. List of Forms available based on category of funding (Forms can be downloaded and filled-- http://www.wvcommerce.org/people/communityresources/applicationsanddownloads/default.aspx).
2. Financial Entry Log – Wire Transfer- Check – From Accounting.
3. Project List for LD and Non LD.

2.2.5.3 Statuses/Tracking of Projects

Small Cities organizes and tracks projects by Project Number and Grant ID.

1. Project #: Based on acronym [10SCBG0007] (Community Development maintains a cheat sheet to remember the last number entered.
2. Grant ID: Based on the year for each grant type.
3. Every year grant ID changes E.g. for 2010---B10DC54001).

Statuses

ID	Code	Status	
1	P	Pending	
2	A	Active	
3	AC	Int. Closeout	
4	C	Final Closeout	
5	CA	Cond. Approval	Not Used
6	IN	Incomplete	Not Used
7	T	Terminated	
8	WA	WD by App	
9	WS	WD by State	
10	CAC	Cond. Int. Close	
12	AA	All Approved	

2.2.5.4 Processing Requirements

1. WVDO receives applications requesting grants from various counties, cities, public service districts and non- government organizations (Forms for different programs/grants are available to be downloaded).
2. Each application is date stamped when received.
3. Database custodian enters the information of the request received into the database if they are eligible.
4. After information is entered the applications are sent for review and based on various parameters.
5. WVDO receives the letter from HUD with the total amount of funding available for a fiscal year. (Appropriation funds - Around August).
6. The fund is entered into the Master View – Amount of Appropriation and any other set-aside amounts (Shows how much is available for distribution).
7. Applications are received before the funds for that fiscal year have been appropriated. (But applications are not sent to governor for approval).
8. Excel sheet maintained of all the applications received. Before sending the applications to the Governor there is review to see which projects meet the criteria recommended based on funds available.
9. Once the applications are sent to the governor's office they can be approved or disapproved.
10. Approved applications can be granted the requested amount.
11. The grant amount can be made available to the grantee over a couple of years (Split Year projects).
    a. For e.g. Grantee requested 1500,000.00 then they are approved for (1st year = 300,000 2nd year = 1200, 000).
    b. Split Projects have an" X" at the end of the project Number.

12. Representatives monitor all the details for the applicant if they have passed the environmental clearance etc.
    a. They also check for various financial and wage related requirements the applicant has to meet.
13. Financial transactions are monitored (Grantee has to provide the receipts for the amount spent to WVDO and then WVDO pays the amount from the grant approved).
14. Various codes are used based on the financial transactions.
    a. 220 – Purchase Order
    b. 221 – Adjustment to Purchase Order
    c. 230 – Payment (Not Final)
    d. 231 – Adjustment to Payment
    e. 360 – Re-deposit
    f. 361 – Adjustment to Redeposit
    g. 240 – Final Payment
    h. 241 – Adjustment to Final Payment
15. All the financial details/transactions are stored in the system.
    a. (Check# is entered into PDDB system as she receives the details from accounting through Entry Log- Wire Transfer Check Sheet.
    b. The fields on this form include: Grantee, Project #, FIMS No., FIMS Date, Amount, TFCS No., TFCS date, Deposit date, Check Date, Check Number, T-O#.
16. Review for all the transactions is done multiple times to check for any discrepancies (Very rare).
    a. Representatives, Admin.
    b. Access reports are sent to State Auditor.
17. Change of Scope is not captured - if any during the construction is captured (Money spent differently as compared to what was decided has to be documented).
18. Close- Out --Once the project is closed – finished construction etc. the project has to be closed out by selecting the project number and Final Closeout from the drop down.
19. Determine the required field's to be entered for any project.
    a. Rules to enter project information into the field need to be discussed.
    b. Program Name: can be used to determine the required fields to be entered for a project.
20. Ability to add new entities to the project types (GRANTS) (Presently only current project types /GRANTS can be selected).
21. Finalize the present Draft – Application form which would capture all the major data points required for a new entry into the system.
    a. In Future this form can be used to populate data fields in the system (Grantee, Project Name, Dollar amounts etc).
    b. Fields to enter Duns#, rate, and households served etc.
    c. Populate the Project Description on Application Link with DUNS# and other details.
    d. Capture of Water and Sewer data if possible (NOT CAPTURED in any system) (VERIFY).
22. Rename/re-architecture the screen and database field (8 Character's) names.
    a. Identify and remove unused fields and Dropdown options.
    b. Authorize Official: Presently One Field for Full Name (First, Last would be good) - Application link.
    c. Title field will help when sending letters- Honorable Commissioner, Mayor.

23. Field to differentiate projects which are terminated (So that reporting on active projects can be done easily).
    a. Track what projects that have Terminated/Closed.
    b. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
24. Only 3 Reports are presently being generated of the system (Checks Date, One Liner, Report Five).
    a. More fields to be included in reporting (Presently the data is captured but not reported on as it's not known which Database field stores them (Reason - Mainframe to SQL conversion).
25. Duplication of Projects for Split Year.
26. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).
27. Add a process for integrating and maintaining the State's mayors and county commissioners.
28. Upgrade the PDDB to include the data and business rules that exist in other group's Access databases, but are not currently in the PDDB.
29. Build a test environment, which includes the PDDB SQL Server database, the Cold Fusion application and the Access report process.
30. Tie the Closeout link to the Final Closeout Status with a warning or denial, if the Closeout link is not completed.
31. Ability to maintain /generate Jeana's reporting process within the system.
32. Limit the update capability for links based on security roles on future.
33. Ability to change field names/headers for ADMIN - (Verify if needed).
34. Process to help enter/update projects remotely (Verify if needed).
35. Design a process to determine whether the existing system functionality can be utilized.

2.2.5.5 Roles & Security-User Profiles

Currently all Login ID's have a write access to all the links.

2.2.5.6 Reports

The following 3 reports were identified.

1. All Programs
2. Checks Date
3. One-liner

2.2.6 Governor's Community Participation Grant - GCPG

Database Name:	Governor's Community Participation Grant - GCPG (for LD projects).
Grant Funding Information	1. State appropriations for non-discretionary projects with any remaining non-appropriated money used for discretionary projects. 2. Supplemental Appropriations-Supplemental appropriations are indicated by a specific Senate or House Bill number (HB 417, HB 212, SB 1006, etc.). These can also include funding for tourism and 4-H.
Programs	1. Community Participation Grant Programs (CPGP) 2. Local Economic Development Assistance (LEDA) 3. Industrial Park Assistance Program (IPAP)

2.2.6.1 Data Input/Maintenance Responsibilities

Database custodian/Admin is responsible for entering the initial data. WVDO personnel help admin with further maintenance/updates on data.

1. Database custodian/Admin enters the project information into the DB.
   a. Database custodian/Admin receives the list of projects from House/ Senate.
   b. Database custodian/Admin enters approximately 900 LD project applications per year. These 900 are divided between House projects and Senate projects.
   c. Approximately takes 3 weeks to enter information into the system (3 weeks because other job responsibilities) after initial review.
2. A WVDO personnel updates the information on LD projects as and when the contracts are sent out.
3. WVDO personnel helps with updating the project information- Dates.
4. A WVDO personnel helps in generating the Grant ID /Number and following up with accounting to set up the account.
5. The following figures were provided.

Initial Appropriation FY 2006 LEDA	$4,775,000
Initially Designated Projects	$4,383,000 (LD Projects)
Discretionary Balance	$ 391,200 (Non-LD Projects)

2.2.6.2 Statuses/Tracking of Projects

1. Project #: Based on the acronym for the Program [10CPGP0007].
2. Grant ID: Based on the FIMS account.
3. Project Progress related dates: (Refer Project Process steps below): These dates are used to indicate the progress of an individual project, within the project's life cycle. The available dates are as follows:

Order of Events (Dates) for Database

1. Received (Application has been returned to the WVDO from unit of local government).
2. Date to Rep (the date we review and process the application).
3. Merit Drafted (Reviewed it and given it to WVDO personnel for merits).
4. Merit to Gov (WVDO personnel has prepared merit package and it's ready to go to Gov for approval).
5. Governor's Letter/1st Letter (Means the Gov has signed off on it and it's the **actual date of letter**).
6. Approved/2nd Letter (Admin actually received the Gov's letter, and this is the date entered for approval info).
7. Contract Drafted (means Admin entered approval information and sent it on for WVDO personnel to type contract).
8. Contract Out (means the initial contract has been mailed to unit of government requesting signature).
9. Contract In (means the unit of government has signed contract and returned it for our signature and account to be set up).

10. Executed (means all parties have signed contract and account is now set up for them to draw funds).
11. Contract Expiration (this is the date the contract is set to expire-even though grant may be eligible for extension).
12. First Time Extension (This is the first extension I give the grant after contract is executed and they did not spend the money).
13. Second Time Extension (Second extension given if grant has not been spent).
14. Certificate of Completion (means all grant funds have been drawn down and grant is considered closed).

First Payments can take place any time before the grant expires. Sometimes they are working on their last extension, so there is no specific time frame as to when this occurs. Change of scopes also can take place any time before the grant expires. Sometimes they, too, are working on their last extension, so there is no specific time frame as to when this occurs either.

2.2.6.3 Processing Requirements

1. The House and Senate will submit lists of the requests projects.
2. Individuals within the state can submit a project request at any time. If money is granted the requesting entity has 3 years to spend the money.
3. The State Grants and Infrastructure unit will prepare the Community Participation Program Reports:
   a. Industrial Park Assistance Program Report.
   b. CPGP, LEDA, IPAP Report.
   c. Weekly reports on LD and Non LD projects.
4. Project Process Steps (see the Project Dates above):
   a. Admin enters the project information into the DB after the initial review.
      - Required Fields for each GCPG project – CD Rep, County ID and Project ID.
   b. The Community Participation Program Reports are sent to the legislature.
   c. For each project; secretary sent out application forms to grant recipient.
      - (Mailed)Correspondence letters contains information entered by Admin which can be potentially used for population of the letter.
      - Presently secretary retypes this information.
   d. The grant recipient will complete provide the information requested by the letter and return to the State Grants and Infrastructure unit.
      - Date Received Field. – The returned letter is date stamped.
   e. If the received package has all the information correct then the Merit Package is drafted to be sent to Governor.
      - Merit Drafted Field. – Date when Merit Package is drafted by secretary.
      - Contains Cover Letter, Dollar amounts, Delegates Approx 3 Pages.
   f. If there is a missing piece of information the project assigned County WV and reported back to Senate or House.
   g. The Merit Package will be sent to the Governor then to the House/Senate, and then the Project will be announced.
   h. Merit to Gov - Date when the package is sent.
   i. Second Letter is the date when WVDO personnel receive the approval notice with approval date.

j. Upon receipt of the Second Letter, secretary drafts the Contract and sends it out to the grantee.
   - Contract drafted– Date when contract is drafted.
   - Contract Out-Date when the contract is mailed to the grantee.

k. The Contract is signed and returned by the grantee to the State Grants and Infrastructure unit.
   - Contract In Date – WVDO personnel inputs the date the signed package is received.

l. Contract Executed – Secretary sets up the Grant# and sends the specific information to accounting for FIMS setup.
   - Contract Executed -Date that Accounting sets up the Contract in FIMS.

5. Admin receives the payment receipts and a check copy from Grantee.
   a. The draw down form is sent for entry to WVDO personnel (20% of the time this is a "first & final" draw down).
   b. The draw down form (both LD and non-LD) can be:
      - Request of Payment.
      - Certificate of Grant Completion -Final Drawdown.
      - WVDO review.
6. Upon receipt of the draw down form WVDO will do the following:
   a. Checks FIMS for any previous payments or draw down's.
   b. Enter the new drawdown in FIMS.
   c. Sent the form to Accounting.
   d. Sent the Executed Contract to the Auditor's Office.
   e. Check FIMS for balance information.
7. FIMS requires account information with a specific Grant # for the project.
   a. Custodian provides Admin/secretary with this, A financial audit maintained separately in Excel.
8. Projects are eligible for two (2) contract extensions. 70% - 80% of all projects are extended.
9. All of the Governor's letters are scanned. There are no application links to the scanned letters.
10. Certificate of Grant Completion -DATE is put in when the last payment is made.
11. Project status requests usually require querying FIMS. WVDO provide this customer service.
12. Database custodian provides the list of LD & Non LD projects to Community Development to be entered into PDDB.
    a. Database custodian provides Community Development with the Entry Log and any contract extensions, for entry into the PDDB database.
13. Determine the required field's to be entered for any project (LD & Non LD).
    a. Rules to enter project information into the field need to be discussed.
    b. Required Fields for each GCPG project presently are CD Rep, County ID and Project ID.
    c. Identify and remove unused fields and Dropdown options.
14. Determine whether the FIMS Warehouse can provide the required and useful financial reporting project monitoring support.
15. Combine the GCPG and GCPG-non LD databases and retain the capability to separate the data for accounting purposes.
    a. Field to differentiate type of project LD or Non LD.

16. Provide an electronic feed from the House and Senate's Access databases. These feeds will be input into the GCPG and GCPG-non databases.
17. Ability to automate the generation of Merit Package and Correspondence Letter's sent to each grant recipient.
    a. Project description and Notes Fields can be utilized.
18. Add a process for integrating and maintaining the State's mayors and county commissioners contact information.
19. Provide an applicant entry process, in order to avoid re-entering the applicant's submitted request.
20. Capture any Supplemental Appropriations approved for Fiscal Year.
    a. Indicated by a specific senate or house bill number (HB 417, HB 212, SB 1006, etc).
    b. This amount is divided equally between the Senate and House for special or discretionary projects.
        - Example: Supplemental Appropriation HB 417 $2,000,000 (Non-LD Projects).
        - Provide an alert when supplemental appropriation is available.
21. Provide an Accounting Functionality within the system.
    a. Ability to properly account for financial information for each fiscal year.
        - Presently Access does not capture information such as: initial appropriation, added funding through special appropriations, discretionary funds, approved grants, and remaining funds.
        - This information is currently maintained in Excel spreadsheets.
        - Pain points: While Excel provides a double check, it also requires double entry of data.
        - Use of Activity Numbers & Extended Org numbers to enhance Access for accounting capabilities. (For Initial and Special Appropriations).
            - All state grants are funded through Fund Number 0256.
            - Extended Organizational Numbers and Activity Number are assigned for CPGP, LEDA and IPAP for accounting purposes in FIMS.
            - Special appropriations may have different activity numbers in FIMS.
            - Not captured in Access presently, but are indicated on Excel funding sheets maintained.
22. Ability to track or Indicate which have projects have to be extended and not based on Approval Dates or Fund Balance (Verify) [MAX time for Project = 3 Years].
23. Automate generation of Project Numbers while data entry.
    a. Presently have to go to the table and manually see what was the last number used.
24. New data fields requested.
    a. Fiscal Year: Fiscal year of funds.
    b. LD/Non LD: indicates origin of project – initial listing or add-on special project.
    c. Fund Number.
    d. Activity Number.
    e. Extended Org Number.
    f. State Grant Code.
    g. Nonprofit Organization (if applicable): Name.
    h. Nonprofit State Certification: Yes – No.
    i. Nonprofit Federal Certification: Yes – No.
    j. Change of Scope/Project Amendment: Information.

k. Change of Scope/ Project Amendment: Date Request received.
l. Change of Scope/ Project Amendment: Date Submitted for Approval.
m. Change of Scope/ Project Amendment: Date Approved.
n. Recovery of Funds: Date and $ field.
o. Archives Date:
p. Archives Box #
q. Date:
r. Recovery of Funds (yes – no).
   - Recover Letter (date).
   - Recover Amount ($).
   - Recovery Certified (date).
s. Unexpended Funds (should pull from Financial Transaction data).
t. Local Contact: Populates the Grantee info.
u. Commitment Number
v. Site Visit Date

25. Reporting Needs –
    a. Need an enhanced funding requests report. Currently this information is re-keyed into Excel.
       - Pull financial data per fiscal year, program, senate/house/governor, committed balances, unencumbered balances, pending, approved, etc.
       - Need to set up financial sheets pulling from Financial Transaction log that will show current daily balances similar to what is now running in excel.
    b. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
    c. Reporting of projects which exceed a set time period
       - For example (Compare Application Sent – Application Received Date etc)
26. Close Out – Ability to trigger an automatic move to Close Out file-- If field is not null.
27. Incorporate a more robust and user friendly search functionality.
28. Ability to change field names/headers for ADMIN – Verify.
29. Ability to partially save the data during data entry and come back to complete the data entry before Final submit.
30. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).

2.2.6.4 Roles & Security-User Profiles

1. Executive Level.
2. Admin.
3. Representatives/Data Entry.

2.2.6.5 Reports

1. Governor's Community Partnership Program.
2. Community Participation Program.
3. Weekly Excel reports to the House and Senate.
4. Quarterly Report by Project – indirectly sourced from FIMS.
5. Balance of Funds.
   a. Weekly to the Governor.
   b. This Excel spreadsheet's links quit working after the migration to Office 2007.

2.2.7 Non- LD projects

Database Name:	Non- LD projects
Grant Funding Information	1. Track regular applications and special or discretionary projects that are requested on an as needed basis throughout the year. 2. Special or discretionary projects are requested throughout the year by the Governor's Office, Senate and House in the form of a letter from the Governor, Senate Finance Committee or House Finance Committee to the WVDO. Letters are submitted on an as needed basis.
Programs	1. Community Participation Grant Programs (CPGP)-Non LD 2. Local Economic Development Assistance (LEDA)- Non LD 3. Industrial Park Assistance Program (IPAP)- Non LD

2.2.7.1 Data Input/Maintenance Responsibilities

Admin is responsible for entering the initial data. WVDO personnel help admin with further maintenance/updates on data.

1. Admin enters the project information into the Non LD DB.
   a. Admin receives information about the application through letters from House/ Senate.
   b. This list of applications is entered into the database and the letters are kept in a binder for future reference.
   c. Admin also receives application directly from applicants at the Development Office which is entered into the database.
2. WVDO personnel helps with updating the project information- Dates.
3. A WVDO personnel helps in generating the Grant ID /Number and following up with accounting to set up the account.

2.2.7.2 Statuses/Tracking of Projects

1. Project #: Based on the acronym for the Program [10CPGP0007].
2. Grant ID: Based on the FIMS account.
3. Project Progress related dates: (Refer Project Process steps below): These dates are used to indicate the progress of an individual project, within the project's life cycle. The available dates are as follows:

Order of Events (Dates) for Database

1. Letter to Gov. (this isn't a current practice, but could again become our responsibility here-based on administration's needs/wants).
2. Application sent (after we've received approval from Gov's Office to send an application).

3. Received (Application has been returned to the WVDO from unit of local government).
4. Date to Rep (the date I review and process the application).
5. Merit Drafted (Admin reviewed it and given it to secretary for merits).
6. Merit to Gov. (Means Secretary has prepared merit package and it's ready to go to Gov for approval).
7. Governor's Letter (Means the Gov has signed off on it and it's the actual date of letter).
8. Approved (Date Admin actually received the Gov's letter, and this is the date I enter approval info).
9. Contract Drafted (means admin entered approval information and sent it on for secretary to type contract).
10. Contract Out (means the initial contract has been mailed to unit of government requesting signature).
11. Contract In (means the unit of government has signed contract and returned it for our signature and account to be set up).
12. Executed (means all parties have signed contract and account is now set up for them to draw funds).
13. Contract Expiration (this is the date the contract is set to expire-even though grant may be eligible for extension).
14. First Time Extension (This is the first extension admin gives the grant after contract is executed and they did not spend the money).
15. Second Time Extension (Second extension given if grant has not been spent).
16. Certificate of Completion (means all grant funds have been drawn down and grant is considered closed).

****This is all the information with dates pertaining to NON-LD projects and the order in which they occur.

2.2.7.3 Processing Requirements

1. Applications from cities, counties are submitted to the Legislature delegate (House/Senate) submit lists of the requests projects in form of letter to State Grants and Infrastructure Projects unit.
2. These projects are entered into the database and the letters from House/Senate are stored in a binder for future reference.
3. Governor, Senate Finance Committee or House Finance Committee discuss the various applicants and sent an email with list of approved project to State Grants and Infrastructure Projects unit- WVDO.
4. Based on the list the applications are sent to the applicants.
5. Application sent – Date captured.
6. Applications received directly at State Grants and Infrastructure Projects unit are entered into the system and weekly report is sent to the Governor's Office.
7. Individuals within the State can submit a project request at any time. If money is granted the requesting entity has 3 years to spend the money.
8. Project Process Steps (see the Project Dates above):
   a. Admin enters the project information into the DB as and when she receives the letter from House/Senate.
      - Required Fields for each NON LD project – CD Rep, County ID and Project ID.
   b. Based on email with list of approved project from Governors office the applications are sent out.

- Application Send Date captured.

c. The grant recipient will complete and provide the information requested by the letter and return to the State Grants and Infrastructure unit.
   - Date Received Field. – The returned letter is date stamped.

d. If the received package has all the information correct then the Merit Package is drafted to be sent to Governor.
   - Merit Drafted Field. – Date when Merit Package is drafted by secretary.
   - Contains Cover Letter, Dollar amounts, Delegates. Approx 3 Pages.

e. If there is a missing piece of information the project assigned County WV and reported back to Senate or House.

f. The Merit Package will be sent to the Governor then to the House/Senate, and then the Project will be announced.
   - Merit to Gov - Date when the package is sent.

g. Second Letter is the date when Admin receives the approval notice with approval date.

h. Upon receipt of the Second Letter, Secretary drafts the Contract and sends it out to the grantee.
   - Contract drafted– Date when contract is drafted.
   - Contract Out-Date when the contract is mailed to the grantee.

i. The Contract is signed and returned by the grantee to the State Grants and Infrastructure unit.
   - Contract In Date – Admin inputs the date the signed package is received.

j. Contract Executed – Secretary sets up the Grant# and sends the specific information to accounting for FIMS setup.
   - Contract Executed -Date that Accounting sets up the Contract in FIMS.
   - Would be Nice to Capture COMMITMENT # - Enhancement.

9. Admin receives the payment receipts and a check copy from Grantee.
   a. The draw down form is sent for entry to Admin. (20% of the time this is a "first & final" draw down).
   b. The draw down form (both LD and non-LD) can be:
      - Request of Payment.
      - Certificate of Grant Completion -Final Drawdown (payments).
      - WVDO review.
10. Upon receipt of the draw down form Admin will do the following:
    a. Checks FIMS for any previous payments or draw down's (payments)..
    b. Enter the new drawdown in FIMS.
    c. Sent the form to Accounting.
    d. Sent the Executed Contract to the Auditor's Office.
    e. Check FIMS for balance information.
11. FIMS requires account information with a specific Grant # for the project.
    a. Admin provides; A financial audit is maintained separately in Excel.
12. Projects are eligible for two (2) contract extensions. 70% - 80% of all projects are extended.
13. All of the Governor's letters are scanned. There are no application links to the scanned letters.
14. Certificate of Grant Completion -DATE is put in when the last payment is made.
15. Project status requests usually require querying FIMS. WVDO provide this customer service.
16. Admin provides the list of LD & Non LD projects to Community Development to be entered into PDDB.

   a. Admin provides Community Development with the Entry Log and any contract extensions, for entry into the PDDB database.
17. Determine the required field's to be entered for any project (Non LD).
   a. Rules to enter project information into the field need to be discussed.
   b. Required Fields for each NON LD project presently are CD Rep, County ID and Project ID.
   c. Identify and remove unused fields and Dropdown options.
18. Determine whether the FIMS Warehouse can provide the required and useful financial reporting project monitoring support.
19. Combine the GCPG and GCPG-non LD databases and retain the capability to separate the data for accounting purposes.
   a. Field to differentiate type of project LD or Non LD.
20. Provide an electronic feed from the House and Senate's Access databases. These feeds will be input into the GCPG and GCPG-non databases.
21. Ability to automate the generation of Merit Package and Correspondence Letter's sent to each grant recipient.
   a. Project description and Notes Fields can be utilized.
22. Add a process for integrating and maintaining the State's mayors and county commissioners contact information.
23. Provide an applicant entry process, in order to avoid re-entering the applicant's submitted request.
24. Capture any Supplemental Appropriations approved for Fiscal Year.
   a. Indicated by a specific senate or house bill number (HB 417, HB 212, SB 1006, etc).
   b. This amount is divided between the Senate and House for special or discretionary projects.
      - Example: Supplemental Appropriation HB 417 $2,000,000 (Non-LD Projects).
      - Provide an alert process when the appropriation is available.
25. Provide an Accounting Functionality within the system.
   a. Ability to properly account for financial information for each fiscal year.
      - Presently Access does not capture information such as: initial appropriation, added funding through special appropriations, discretionary funds, approved grants, and remaining funds.
      - This information is currently maintained in Excel spreadsheets.
      - Pain points: While Excel provides a double check, it also requires double entry of data.
   b. Use of Activity Numbers & Extended Org numbers to enhance Access for accounting capabilities. (For Initial and Special Appropriations).
      - All state grants are funded through Fund Number 0256.
      - Extended Organizational Numbers and Activity Number are assigned for CPGP, LEDA and IPAP for accounting purposes in FIMS.
      - Special appropriations may have different activity numbers in FIMS.
      - Not captured in Access presently, but are indicated on Excel funding sheets maintained.
26. Ability to track or Indicate which have projects have to be extended [MAX time for Project = 3 Years].
   a. Contract In/Out dates could be used.

27. Automate generation of Project Numbers while data entry.
    a. Presently have to go to the table and manually see what was the last number used.
28. New data fields requested
    a. Fiscal Year: Fiscal year of funds.
    b. LD/Non LD: indicates origin of project – initial listing or add-on special project.
    c. Fund Number.
    d. Activity Number.
    e. Extended Org Number.
    f. State Grant Code.
    g. Nonprofit Organization (if applicable): Name.
    h. Nonprofit State Certification: Yes – No.
    i. Nonprofit Federal Certification: Yes – No.
    j. Change of Scope/Project Amendment: Information.
    k. Change of Scope/ Project Amendment: Date Request received.
    l. Change of Scope/ Project Amendment: Date Submitted for Approval.
    m. Change of Scope/ Project Amendment: Date Approved.
    n. Recovery of Funds: Date and $ field.
    o. Archives Date:
    p. Archives Box #
    q. Date:
    r. Recovery of Funds (yes – no).
    s. Recover Letter (date).
    t. Recover Amount ($).
    u. Recovery Certified (date).
    v. Unexpended Funds (should pull from Financial Transaction data).
    w. Local Contact: Populates the Grantee info.
    x. Commitment Number.
    y. Site Visit Date.
29. Reporting Needs - Need an enhanced funding requests report. Currently this information is re-keyed into Excel.
    a. Pull financial data per fiscal year, program, senate/house/governor, committed balances, unencumbered balances, pending, approved, etc.
    b. Need to set up financial sheets pulling from Financial Transaction log that will show current daily balances similar to what is now running in excel.
30. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
31. Reporting of projects which exceed a set time period
    a. For example (Compare Application Sent – Application Received Date etc).
32. Close Out – Ability to trigger an automatic move to Close Out file-- If field is not null.
33. Incorporate a process to help WVDO do the extension process easily.
    b. Executed, Expiration, First Extension, Second Extension, Commitment #, Grant #
34. Incorporate a more robust and user friendly search functionality.
35. Ability to change field names/headers for ADMIN – Verify.
    a. Ability to partially save the data during data entry and come back to complete the data entry before Final submit.
36. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).

2.2.7.4 Roles & Security-User Profiles

1. Executive Level.
2. Admin.
3. Representatives/Data Entry.

2.2.7.5 Reports

1. Weekly Excel reports to the House and Senate.
2. Quarterly Report by Project – indirectly sourced from FIMS.
3. Balance of Funds.
   a. Prepared by Admin
   b. Weekly to the Governor.
   c. This Excel spreadsheet's links quit working after the migration to Office 2007.

2.2.8 Local Capacity Development Unit - Neighborhood Investment Program (NIP)

Database Name:	Neighborhood Investment Program- NIP. Reviewed Database: FY **2010** Database.mdb.
Funding Information	1. The West Virginia Legislature sets aside $2.5 million annually in state tax credits for the NIP. 2. To participate, an IRS 501(c) 3 charitable organization must apply to the West Virginia Development Office. 3. Upon meeting program requirements and obtaining approval from the NIP Advisory Board, organizations are awarded tax credit vouchers. 4. Businesses and individuals that contribute to NIP-approved organizations are eligible to receive up to 50 percent of the contributed amount in the form of state tax credits.
Programs	Neighborhood Investment Program (NIP).

2.2.8.1 Data Input/Maintenance Responsibilities

A WVDO personnel is responsible for entering the initial data, maintenance/updates on data.

1. Admin enters the project information into the DB.
   a. Admin receives the applications and supporting documents from the applicants.
   b. Approximately 196 project applications were entered last year.
   c. WVDO personnel generally help with data entry for applicant.
   d. Each project is given a unique NIPA #.
2. WVDO personnel are responsible for data maintenance and any updates further to the applicant information.

2.2.8.2 Statuses/Tracking of Projects

NIP organizes and tracks projects by NIPA#.

1. NIPA #: Based on the fiscal year of the application [10-XXX].
2. Credit Awarded: Dollar Amount: Project is funded or Not.
3. Amount of Credit Issued: Ensuring the $2.5 million cap is not exceeded

2.2.8.3 Processing Requirements

1. A new database is created each fiscal year for NIP applications.
2. Form Name: Workshops
   a. Prospective applicants are invited to participate in NIP Application Workshops. This is done through a mailing generated from the previous year's database (prior applicants and a list of interested organizations).
   b. Organizations register on-line and by contacting staff. WVDO personnel enters the registration information into the database (on-line registration should automatically populate the database and interface with Meeting Place for webinars in the future).
   c. Workshop sign-in sheets are generated from the database (In the future, it would be ideal if the registration information would be linked to the applicant information. This would cut down on double-entry).
   d. This process is repeated after tax credits are awarded during the Participant Workshops.
3. Form Name : Applicant Information
   a. The applicants submit /mails the applications to Local Capacity Development Unit with all the necessary documents as specified in the NIP guidelines available on the community development site.
      - The received applications are date stamped and entered into the database.
      - Unique NIPA# is assigned to each application.
      - Required Field: None of the fields are required fields.
4. Application acknowledgement letters are generated and sent to all applicants.
5. The Local Capacity Development Unit assigns a specific score and ranks each application based on various parameters and calculated in an excel spreadsheet.
6. Evaluation Report is prepared based on the Rank awarded to each application and sent to NIP Advisory Board.
   a. NIP Advisory Board comprises of four members each from Private, Non Profit and Low Income groups and the Executive Director of Local Capacity Development Unit.
   b. Around (July) this report is sent to the advisory board with recommended credit to be awarded for the applicants.
   c. Presently Admin copy pastes the details from the Table into an Excel spreadsheet.
7. NIP Advisory board then approves the credit to be awarded for each applicant based on the Evaluation report submitted.
   a. Credit awarded information and restrictions are entered into the database.
8. Based on the Credit Awarded field the Tax Credit Voucher is mailed to the applicant.
   a. The letters and the voucher are generated through the system.
   b. Marketing materials (i.e. Participant Directory and Press Releases) are generated through the system.
9. Form Name : Project Donation
   a. Admin and others update the project donation form in NIP database with the details of the donors received from the applicant.

- Updates are done almost on daily basis.

b. Calculation of fees owed to Local Capacity Development Unit is also calculated and entered for each applicant.
c. Fee error letters are generated on an as needed basis.
d. The applicant pays the entire fee owed amount in one check which is entered into the system and provided to accounting to be updated to FIMS.

10. Form Name: Quarterly Reports (QR1, QR2, Final Report)
    a. The applicant organization has to provide quarterly reports to the Local Capacity Development Unit which is entered into the database.
    b. The final report information is used to complete the Annual Report to the WV Legislature. Ideally, this should be automated.
11. Form Name: Reallocation Form.
    a. This serves as the third quarterly report.
    b. The applicant has to spend at least 70% of the Tax credit awarded by March 15th; if not then the left over amount is reallocated to other prospective applicants.
    c. A report for actual spent amount is generated for calculation recapture amount.
    d. When appropriate, a new tax credit voucher is generated from the database.
12. Community Development personnel has access to NIP database hence gets the required data to be entered into PDDB.
13. Determine the required field's to be entered for any project.
    a. Rules to enter project information into the field need to be discussed.
    b. Program Name: can be used to determine the required fields to be entered for a project.
    c. Identify and remove unused fields and Dropdown options.
14. Delete Functionality- Limit the update capability based on security roles in future.
15. Application acknowledgement letters are generated and sent to all applicants. Ideally, this could happen automatically and via e-mail in the future.
16. The Local Capacity Development Unit assigns a specific score and ranks each application based on various parameters and calculated in an excel spreadsheet - would like this to be automated within the database).
17. WVDO and the intern update the project donation form in NIP database with the details of the donors received from the applicant.
    a. Updates are done almost on daily basis (would like to have participants automatically receive an e-mail sharing the updates on an on-going basis).
18. Fee error letters are generated on an as needed basis (this is currently done outside the database and should be automated in the future).
19. The applicant pays the entire fee owed amount in one check which is entered into the system and provided to accounting to be updated to FIMS (providing the deposit register to accounting is currently done outside the database in Excel. This should be generated from the database in the future).
20. The final report information is used to complete the Annual Report to the WV Legislature- this should be automated.
21. Reporting Needs -
    a. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
    b. Automation of Evaluation Report for Advisory Board.
        - Presently it is copy pasted from the Table into an Excel spreadsheet - would like this to be automated within the database).

c. Quarterly Reports - It would be ideal for participants to be able to fill out reports on-line (pin number/project id) and submit them to automatically populate the database in the future.

22. Ability to change or add new field names/headers for ADMIN – Verify.
23. Incorporate a more robust and user friendly search functionality.
24. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).

2.2.8.4 Roles & Security-User Profiles

1. Data Entry.

2.2.8.5 Reports

1. Evaluation Report for Advisory Board.
2. Report to determine who spend 90% by March 15th and total amount spent till date.
3. Quarterly Report.
4. Yearend Report.
5. Tax Department Reporting.
6. West Virginia Legislature Reporting.
7. Quarterly Report Forms (QR 1 and QR2).
8. Quarterly Report Forms (Final Report).
9. Privacy- The nature of the data collection for this program requires us to maintain personal information with regard to donors.

2.2.9 Local Capacity Development Unit - Appalachian Regional Commission (ARC)

Database Name:	ARC- Reviewed Database: ARC FY **2010**.mdb.
Grant Funding Information	1. The Appalachian Regional Commission provides federal grant funds for the support of economic and community development in West Virginia and twelve (12) other states in the Appalachian Region.
Programs	Appalachian Regional Commission -ARC

2.2.9.1 Data Input/Maintenance Responsibilities

WVDO personnel is responsible for entering the initial data; and further maintenance/updates on data.

1. WVDO personnel enter the project information into the DB.
   a. WVDO personnel receive applications from the applicants.
   b. Applications are received during September to late November.
   c. Approximately 20 project applications last year- (10 Funded)—the average is around 30-40 applications.

2. WVDO personnel are responsible for data maintenance and any updates further to the applicant information.
3. Admin responsible for reviewing applications, contacting pending applicants as needed for clarification of project, and monitoring funded projects.

2.2.9.2 Statuses/Tracking of Projects

1. The ARC projects do not have a project identifier assigned.
2. The projects are referenced by a Project Name or by the applicant organization

2.2.9.3 Processing Requirements

1. A new database is created each year for ARC applicants.
2. Table Name: Workshop Registrations
    a. Prospective applicants are invited to participate in ARC application workshop. This is done through a mailing generated from the previous year database of applicants, those who attended last year's application workshop, interested parties who contacted the office, and relevant state agencies.
    b. Organizations register online or through fax. Admin enters the registration information into a database.
    c. Workshop sign-in sheets are generated from the database
    d. After workshop, application and technical assistance guide are posted online on the WV Development Office website
3. The applicants submit /mail the applications to Local Capacity Development Unit with all the necessary documents as specified in the ARC guidelines available on the community development site or as described in the ARC application workshop.
4. The received applications are date stamped and entered into the database.
5. Table Name: Applicants
    a. Application acknowledgement letters are generated and sent to all applicants.
6. Admin reviews each application based on various parameters.
    a. Data capture: scores are entered into table.
7. A report is prepared based on the various parameters indicating recommended projects and sent to Governor's Office. A report is prepared recommending certain projects and a meeting is arranged with the Governor to review the recommendations.
8. Governor approves recommended projects
    a. Date Received- Approval letter.
    b. Data capture: amount awarded information is entered into the database. Recommended is entered into the database and a query is generated of recommended projects. An approval letter is sent to the recommended projects generated from a mail merge with the query.
    c. Future – The projects should be tracked by Congressional Districts.
9. There are no updates in the system when the project is completed.
10. Admin requests information from ARC for all open projects, he maintains an excel spreadsheet for monitoring.
11. Determine the required field's to be entered for any project.
    a. Project Identifier – Unique number to each project.
12. Tracking projects by Congressional District in future.

13. Application acknowledgement letters are generated and sent to all applicants
    b. Automatically send via email upon entry of applicant information into the database.
14. Organizations register online or through fax - Online registrations should automatically populate the database in the future.
15. Workshop sign-in sheets are generated from the database - In the future, it would be ideal if the registration information can be linked to the applicant information.
16. Reporting Needs -
    a. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
17. Ability to change or add new field names/headers for ADMIN – Verify.
18. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).

2.2.9.4 Roles & Security-User Profiles

1. Data Entry.

2.2.10 Local Capacity Development Unit – FLEX-E Grants

Database Name:	Flex-E Grants - Reviewed Database: Flex FY**2009**.mdb.
Grant Funding Information	1. A Flex-E-Grant is a small grant, up to $10,000 total project cost, that may be used to support local leadership, civic engagement and capacity building. 2. Flex-E-Grant is a joint effort of the West Virginia Development Office, the Appalachian Regional Commission (ARC) and the Claude W. Benedum Foundation.
Programs	Flex-E-Grant project (Federal Grant)

2.2.10.1 Data Input/Maintenance Responsibilities

Admin is responsible for entering the initial data; Admin is responsible for further maintenance/updates on data.

1. Admin enters the project information into the DB.
    a. Admin receives the list of applications from the applicants.
    b. Applications are received during a 6 week window per year
    c. Approximately 78 project applications last year- (50 Funded).
2. Admin is responsible for data maintenance and any updates further to the applicant information.
3. Admin is responsible for any updates to applicant information, reviewing applications, contacting pending applicants as needed for further clarification of project, and reporting and monitoring on projects.

2.2.10.2 Statuses/Tracking of Projects

Flex-E grant organizes and tracks projects by:

1. Project Number #: Based on the fiscal year of the application [10-ARC-P0001].
2. Funded: Checked if funded.
3. Contract Received: Checked if received with signature of project certifying official.
4. Amount Awarded: If different from amount requested.
5. Time Extension: If project is granted time extension.
6. 80% drawdown: Date entered when applicant submits drawdown request on their award.
7. Mid-Point Report: Date entered when applicant submits required mid-point report on their project.
8. Final Report: Date entered when applicant submits final report on their project.

2.2.10.3 Processing Requirements

1. A new database is created each year for Flex-E grant applicants.
2. Table Name: Workshop Registration
   a. Prospective applicants are invited to participate in Flex-E-Grant Application Workshop. This is done through a mailing generated from the previous year database of applicants, those who attended last year's application workshop, interested parties who contacted the office, and relevant state and nonprofit agencies.
   b. Organizations register online or through fax. Admin enters the registration information into a database (online registration should automatically populate the database in the future).
   c. Workshop sign-in sheets are generated from the database (in the future, it would be ideal if the registration information can be linked to the applicant information. This would cut down on double entry of the same information).
   d. After workshop, application and technical assistance guide are posted online on the WV Development Office website.
3. The applicants submit /mails the applications to Local Capacity Development Unit with all supporting documents as specified in the Flex-E grant guidelines available on the community development site. Or as described in the Flex-E-Grant application workshop.
4. The received applications are date stamped and entered into the database by Admin.
5. Table Name: Applicants
   a. Unique Project# is assigned to each application.
   b. Application acknowledgement letters are generated and sent out to all applicants.
6. Admin reviews each application based on various parameters.
   a. Data capture: grade of each application is entered into the database
   b. Data capture: if necessary, Admin enters amount awarded if different from amount requested
7. Admin and Manager of Local Capacity Development Unit compile list of recommended projects; projects are reviewed and approved by Director of Community Development Division.
8. Query Name: Awarded
   a. An approval letter is sent to the approved projects generated from a mail merge with a query of all approved projects. The query has the exact same fields as the Table: Applicants
9. Based on the award; the applicants are asked to match the amount (10, 15 or 20 percent of Total project cost).
   a. Max Total project cost is 10,000 dollars.

   b. Amount requested and Match amount is captured into the database.
10. Contracts are sent to Accounting for the drawdown- FIMS updated.
11. Admin makes a new list of all applicants that were approved and tracks them in an excel spreadsheet. All tracking of approved projects is done in the query of approved projects by Admin. The query has the exact same fields as the table: Applicants. Items tracked are:
    a. Contract Received: Checked if received with signature of project certifying official
    b. Time Extension: If project is granted time extension
    c. 80% drawdown: Date entered when applicant submits drawdown request on their award
    d. Mid-Point Report: Date entered when applicant submits required mid-point report on their project.
    e. Final Report: Date entered when applicant submits final report on their project.
12. Each year end the projects are closed out as they are generally 1 year projects.
13. To close out the year, Admin creates report in Excel, entering financial information from the applicant final reports.
14. Determine the required field's to be entered for any project.
15. Tracking Projects by Congressional Districts in Future.
16. Application acknowledgement letters are generated and sent out to all applicants
    a. (Automatically via email upon entry of applicant information into the database).
17. Organizations register online or through fax. WVDO enters the registration information into a database (online registration should automatically populate the database in the future).
18. Workshop sign-in sheets are generated from the database (in the future, it would be ideal if the registration information can be linked to the applicant information.
19. WVDO makes a new list of all applicants that were approved and tracks them in an excel spreadsheet.
20. Mid-Point Report: Date entered when applicant submits required mid-point report on their project
    a. (It would be very ideal if an automatic reminder was generated by the database and sent an email to applicants reminding them of the deadline for the mid-term report; also, automatic generation of email to WVDO specifying who failed to submits reports after the deadline, and automatic email to delinquent applicants saying they are overdue)
21. Final Report: Date entered when applicant submits final report on their project.
    a. (It would be very ideal if an automatic reminder was generated by the database and sent an email to applicants reminding them of the deadline for the final report; also, automatic generation of email to WVDO specifying who failed to submits reports after the deadline, and automatic email to delinquent applicants saying they are overdue)
22. Each year end the projects are closed out as they are generally 1 year projects.
23. To close out the year, WVDO creates report in Excel, entering financial information from the applicant final reports
    a. (It would be ideal if applicants could enter their financial information from their final reports online into a spreadsheet that could then make necessary calculations)
24. Reporting Needs -
    a. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
    b. Automation of Report for funded projects.
25. Ability to change or add new field names/headers for ADMIN – Verify.
26. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).

2.2.10.4 Roles & Security-User Profiles

1. Data Entry.

2.2.11 Local Capacity Development Unit– LED/CDC

Database Name:	LED - Reviewed Database: FY **2010** LED.mdb.
Grant Funding Information	1. To enhance the capacity of local economic development organizations to undertake economic development activities and to complete Certified Development Community (CDC) program requirements. 2. Matching grants, up to $32,640 per county (for the 2009-2010 fiscal year – the amount can change), are made available to county or regional economic development organizations that commit to the guidelines established in the Local Economic Development (LED) grant packet. 3. Eligible applicants must be designated by the county commission as the county's lead economic development entity. 4. Applicants may receive up to $32,640 (depending on the fiscal year's cap) per county in grant funds, single county participant funds must be matched with an equal amount of local funds , in the case of multi-county collaborations, the match must equal half the amount of the grant.
Programs	1. Local Economic Development Grant Program –LED. 2. Certified Development Community Program – CDC.

2.2.11.1 Data Input/Maintenance Responsibilities

Admin is responsible for entering the initial data; and further maintenance/updates on data.

1. Admin enters the project information into the DB.
    a. Admin receive applications from the applicants.
    b. Applications are received all year long until April 30th.
    c. Approximately 45 to 47 project applications last year.
2. Admin are responsible for data maintenance and any updates further to the applicant information.

2.2.11.2 Statuses/Tracking of Projects

1. LED/CDC projects MAY be tracked by the Organization.

2.2.11.3 Processing Requirements

1. Applications can be downloaded at www.wvdo.org/downloads
2. Applicants applying for a Local Economic Development grant should be CDC certified (3 year certification) or provide an update showing that they are making progress toward certification.
   a. A new database is created each fiscal year for LED/CDC applications.
   b. The applicants submit /mail the applications to Local Capacity Development Unit with all the supporting documents as specified in the LED guidelines available on the community development site.
   c. Once received, budgetary and contact information from the application are entered into the database by Admin.
   d. After information is entered, a receipt letter is generated by mail merge and mailed. (It would be nice to have an email sent automatically).
   e. Admin reviews each application based on various parameters.
   f. As part of the application review, any areas needing additional information will be recorded into the database, which will be used to create a letter, through mail merge, requesting the additional information from the grantees.
   g. As part of the grant application, each applicant has to complete 30 hours of Professional Development. If the organization exceeds 30 hours, they can carry over up to 10 hours from the following year. The hours carried over are recorded in the database.
   h. A memo to WVDO Executive is created by mail merge and segments of the grant are photocopied, attached to the memo, and taken to his office.
   i. Any new information about the industrial parks in each county, which is covered in section 11 of the grant proposal, is copied and sent to WVDO Executive.
   j. Once the grant is completed satisfactorily, a memo from WVDO Executive (on green paper) and a letter for the Governor's signature (on the Governor's letterhead) are generated via mail merge.
   k. After WVDO Executive approves the memo, the Governor's letter and the signed memo are sent to the Governor's office for his signature. Once it is signed, it is returned to Admin office.
      - Date: Letter to Governor Captured.
   l. The Governor's letter is dated and scanned with a copy being sent to WVDO Executive.
   m. A packet containing a letter, which is generated by mail merge and may contain stipulations, a contract, which is also mail merged, and a resolution template are sent to the Grantee the same day as the Governor's letter is mailed.
      - Date: Contract Mailed Captured.
   n. The signed contract, original resolution, any required additional information, and a letter from the grantee requesting funds are sent back to Local Capacity Development Unit.
   o. The documents received from the grantee are sent to Secretary for her signature on the contract.

p. After receiving Secretary signature, a copy of the Governor's letter is pulled from the file and added to the grantee's documents. A memo to Accounting is generated via mail merge and attached to the grantee's documents, a copy is made of everything for the file, and the originals are sent to Accounting by internal mail then handles payment.

q. A form is completed by mail merge for Community Development to enter into her database.

3. Determine the required field's to be entered for any project.
4. Reporting Needs -
   a. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
5. Ability to enter unlimited description information.
   a. Access limits entry up to 200 characters.
6. Ability to change or add new field names/headers for ADMIN – Verify.
7. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).
8. Ability to automatically create and send information by email instead of using mail.

2.2.11.4 Roles & Security-User Profiles

1. Admin/Data Entry.

2.2.12 Research & Strategic Planning

Database Name:	Research Data

2.2.12.1 Data Input/Maintenance Responsibilities

Research & Strategic planning personnel – Admin responsible for researching data and maintaining it.

2.2.12.2 Statuses/Tracking of Projects

1. Open – When Research receives a call for information.
2. Close – End of Project – When report or data is conveyed back to the caller.

2.2.12.3 Processing Requirements

1. Research & Strategic Planning receives a call requesting information.
2. For each call/ Project a new folder is created based on the department of individual calling.
3. Based on the request's made research unit use various data source's to collect their data and present them back in form of Reports, Excel sheets, PDF or Maps.
4. List of Data Maintained by Research & Strategic Planning:
   a. Research Request Tracking Database
      - Database is use to provide a list of research requests to WVDO Executive.
      - Any research project that takes 30 minutes or more to complete is entered.
      - Provide WVDO Executive with progress reports generated by the database on a monthly basis.
      - This data is confidential and may not be publically released.

b. 2010 West Virginia Manufacturing and Business Directory
- Includes all West Virginia manufacturing businesses plus select other businesses.
- Data Source: Harris Info source
- Used for getting detailed data on the states manufacturing sector, which we can release to the public.
- Purchase this data new every year.
- The manufacturing businesses from this database are used in the "2010 West Virginia Business Directory" which includes all manufacturers and all non-manufacturing companies with three (3) or more employees.

c. West Virginia Business List
- List of manufacturing and non manufacturing business with three (3) or more employees.
- Data source: Purchased this data from Harris Info source and its parent company Dunn & Bradstreet.
- Currently contains data from 2008, 2009 and 2010.
- This database is assembled from multiple other databases.
- Dun's # Captured --Unique Code.
- Data is based upon an estimate.
- Sales Data is the major point for this list.

d. All Manufacturing Businesses in West Virginia
- List of every business in state which has an unemployment insurance account.
- Data Source: Workforce/BID – Updated once a Year.
- Occupational Code for each occupation. (11-xxxx).
- Data is more accurate as it is not based on estimates.
- Wage info is the major point for this list.

e. Insight 2 – Thomas Research
- List contains all the Business news for last 7 years.

f. WEA Data – Excel Sheet by WEA
- List contains all the data from downloaded from internet on WEA
- The list contains all 7 WEA in WV and WEA for surrounding states.
- Majorly captures Occupation and Number of workers for that occupation.

g. Reports Final – Demographic Data for E.g.
- County wise list of 10 major manufacturing companies.
- Population for each county from 1969 – 2007.

5. Industry Standard code's to tie all units using Company data.
6. Data sharing with other units with appropriate access security levels.

2.2.12.4 Roles & Security-User Profiles

1. Admin /Data Entry

2.2.12.5 Reports

1. Ad hoc reports based on Information requested by clients.

2.2.13 Workforce /BID - Governor's Guaranteed Work Force Program (GGWFP)

Database Name:	GGWFP – MS Access 2003.
Funding Information	• The Governor's Guaranteed Work Force Program attracts new enterprises to West Virginia and encourages the growth and expansion of the state's existing companies. • Governor's Guaranteed Work Force Program provides training awards for eligible new and expanding companies that create at least 10 net new jobs within a 12-month period. • Overall funding levels are based on wages and benefits, location of the facility, number of employees and number of individuals to be trained. • Awards cannot exceed $2,000 per trainee. • Reimbursement Program using the State dollars.
Programs	Governor's Guaranteed Work Force Program – GGWFP. Appalachian Regional Commission -ARC.
Procedures Guide	Refer "Entry Instructions" for additional information on the business process and instruction on how to enter information into the access database's forms.

2.2.13.1 Data Input/Maintenance Responsibilities

Admin is responsible for the initial data entry and maintenance/updates on data.

1. Admin enters the project information into the DB.
   a. Supporting documents will include tax information, unemployment information and workers compensation information.
   b. The tax information is verified with Tax and revenue and if satisfactory these applications are entered into the DB.
2. Admin is responsible for data maintenance and any updates further to the applicant information.

2.2.13.2 Statuses/Tracking of Projects

1. The GGWFP projects do not have a project identifier assigned.

2. The projects are referenced by Company Name and Fund Name (GGWFP or ARC).
3. The Federal Employment ID number is available for entry.

2.2.13.3 Processing Requirements

1. The BID Representatives during their routine company visits, calls identify the prospective companies in state who request training assistance and convey the same to Workforce/BID Unit.
2. Workforce/BID personnel follow up on these potential companies and provide them the information on GGWFP.
   a. The companies then can submit the application at any point in time of the year.
   b. The companies can apply for GGWFP or ARC programs.
      - Governor's Guaranteed Work Force Program- provides training awards for eligible new and expanding companies that create at least 10 net new jobs within a 12-month period.
      - ARC – For existing companies for technical or new process training help retaining the employees but there is NO new hiring.
      - ARC is generally 50-50 match.
      - Tracked as ARC – In System (Enter Project – Budget Tab).
   c. If money is granted the requesting entity has 3 years to spend the allotted training reimbursement.
   d. The workforce/BID receives the completed application and Tax summary of the applicant and the training information.
      - Training information summary and Economic impact statement would be nice to be captured.
   e. Based on the Tax summary the applicant information is entered into the database.
   f. A recommendation report is generated based on this entered information.
   g. Presently some part of the recommendation letter is populated and rest is entered manually.
   h. The applications and recommendation report is presented to WVDO executive.
      - WVDO executives approve these applications upon which the Workforce/BID unit prepares the
         - Award Package/ Contract.
         - Governor's Letter.
         - Letter To Company -NOT TRACKED in system (Maintained in Tracking Spread sheet).
   i. (Mailed) Award Package/ Contract, Governor's Letter contain information entered from the applications received which is used for population of the letter.
   j. The grant recipient will provide the information requested by the letter, sign and return it to the Workforce/BID unit.
      - Date Received Field. – The returned letter is date stamped - NOT TRACKED.
      - If the received package has all the information then the Contract is sent to Executive Director- Workforce/BID.
         - Contract to Russ. – Date when Contract is sent t0 Executive Director- Workforce/BID.
         - Contract to Russ -NOT TRACKED in system (Maintained in Tracking Spread sheet).

k. Workforce/BID receives the payment receipts, invoice from Grantee.
  - Invoices Received- NOT TRACKED in system (Maintained in Tracking Spread sheet).
  - Upon receipt of the invoice it is then sent to Accounting.

3. Invoices to accounting- NOT TRACKED in system (Maintained in Tracking Spread sheet).
   a. Projects are eligible for contract extensions for max up to 3 Years.
4. Determine the required field's to be entered for any project.
   b. Program Name (ARC, GWFP): can be used to determine the required fields to be entered for a project.
   c. Ability to Differentiate Extended Projects.
   d. Identify and remove unused fields and Dropdown options.
5. Delete Functionality- Limit this capability based on security roles.
6. Enhancements for Forms.
   a. GGWFP Opening Page – Tracking Information.
      - Ability to track all project/company activities.
      - Presently maintained in an Excel Spreadsheet.
      - Refer Appendix for the data fields tracked.
   b. Enter Information – Applicant Information – Contact Information.
      - Ability to add multiple contacts for a company.
   c. Enter Information – Applicant Information – Company Descriptive Information.
      - Primary SIC – Replace this field with NAICS code.
      - Business Type is required field – Dropdown Options needs to be discussed.
      - Targeted Industries – Dropdown options needs to be discussed.
      - WV Comp Number & Unemployment Comp Number – Can be Removed - VERIFY
      - Notes – Notes and Date Updated Needs to be captured.
   d. Enter Information – Project Information – Original Project Information.
      - Governors Date & Approval Date- should be populated from tracking information.
      - Types of Training - Options needs to be discussed.
      - Project Narrative – Replace by Economic Impact from Application.
   e. Enter Information – Project Information – Training Provider Information.
      - Capture Training Information Summary.
      - Course Title and corresponding dollar amount for each course.
      - Based out of application from applicant.
   f. Update Information – Reflect the same changes to "Update Forms" in the system.
   g. Update Information- Update Project Information – Project Team – NOT USED can be eliminated.
   h. Update Information- Update Project Information – Outcomes and Measures.
      - Outcomes – To be chosen from options like on – Proposed Outcomes and Measures in Application Form for GGWFP.
      - Economic Impact to be included from the application.
   i. Update Information- Update GWP Information – Update GWP Information.
      - Ability to add any supplemental awards for a given project.
      - Invoice and Amount Expended.
      - Update the Verbiage if needed "This is not completed until EXECUTIVE DIRECTOR signs the notification of Award"

j. View Project History – Tracking History Tab for the company.
k. View Project Recommendation- Project Recommendation – Form Letter for Project Recommendation.
   - Recommendation Letter – Fields can be discussed.

7. Reporting Needs -
   a. Ad Hoc reporting functionality need; So that Parameters can be changed for reporting.
   b. Automation of Recommendation Report for Executive Board.
   c. Monthly Reports to FIMS.
   d. Demographic Reports – The access report does not work and consequently the report is presently maintained in an Excel spread sheet.
   e. Reports generated monthly and yearly.
      - Companies listed have update projects.
      - Carryover projects – Extended Projects – Max up to 3 years.
      - ARC Details.
8. Incorporate a more robust and user friendly search functionality.
9. Automate the data cleanup process (Date Format, Spell Check, and Grammar Check).
10. Obtain desktop machines with the processing needed to run the access reports and forms.

2.2.13.4 Roles & Security-User Profiles

1. Data Entry/Admin.

2.2.13.5 Reports

1. Recommendation report.
2. Monthly report to FIMS.
3. Demographic report.

2.2.14 Organization: External Organizations (external to WVDO)

Mayors List	• Mayors for the cities and contact information • Maintained in MS Excel
County Commissioners List	• Commissioner Name's for Counties and contact information • Maintained in MS Excel
Regional Planning and Development Councils Staff List	• Staff names for County /Municipality and Region • Maintained in MS Excel

1. These are the organizations that submit applications for grant money to WVDO and/or submit requests for WV Development Information to WVDO.
2. These are the organizations that provide financial transaction processing for WVDO and the organizations that provide reporting on the financial processing.
3. These are the organizations that provide information to WVDO, which is used by the various WVDO organizations in their business processes.
4. Process to include this data into the consolidated WVDO database.

2.2.14.1 Data Input/Maintenance Responsibilities

1. WVDO personnel are responsible for entering and updating all data.

2.3 **Qualifications and Experience:** Vendors will provide in **Attachment A: Vendor Response Sheet** information regarding their firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

2.4 Project Goals

2.4.1. Purchasing and implementing of a software solution that replaces the Agency's current fifteen (15) databases with a single, integrated, web accessible, COTS-based system (Desired to be Microsoft CRM (Customer Relationship Management) Windows based.

2.4.2. Providing an integrated business process, standardized data entry processes, data usage and implementation of standardized codes across all the WVDO business units/databases. (Refer Section 2.2.2).

2.4.3. Provide for data conversion and migration of existing West Virginia Development (WVDO) information, including, at a minimum, the conversion of the WVDO databases.

2.4.4. Provide mechanisms that help to ensure the collection and maintenance of synchronized data; improve data accuracy, increase efficiency and provide better reporting and tracking functionality to the WVDO Executives; State Executives; Legislature and other entities in WVDO.

2.4.5. Provide the methodology and lead the WEBCATS associated conversion, integration and/or interfacing efforts. (WVDO has converted the SB Assist system to WEBCATS)

2.4.6. Provide the capability to track, maintain and report on information for all the programs, funds, grants, projects, grantee's, domestic/international companies business development activities and opportunities.

2.4.7. Provide an Ad - hoc reporting environment.

2.4.8. Provide the ability to generate reports weekly, monthly and annually for all reports including, but not limited to the documented reports.

2.4.9. Provide for a web based automated application process with the ability to limit the access by time and user.(For example some grant applications are only available at certain time of the year)

2.4.10. Provide ability to produce automated emails (including mass emails), letters, forms, cover letters, and award letters based on the information in the system.

2.4.11. Providing for an expanded functionality and scalability based on future needs and growth while addressing the current technology needs.

2.4.12. **Enterprise Resource Planning System (ERP)**

The State of WV is in the process of implementing an Enterprise Resource Planning (ERP) system. Demonstrate the ability to integrate and/or interface with complex, modular systems, such as those commonly found in Enterprise Resource Planning Systems (ERPs).

2.4.13. **Providing Security and Controls for the proposed solution.**

2.4.13.1 Provide for confidentially of customer data.

2.4.13.2 Ensure compliance with the established State enterprise security processes, including overall system access, violation reports, audit trails (Grants Awarded, amounts paid, balances), and system logs.

2.4.13.3 Provide for and maintain an "audit trail" that tracks user access regardless of any changes made to the information housed within the system. For compliance purposes, the audit trail should be keyed to the user ID. The audit trail should detail the date and time of access, change, the user making the change, the office where change occurred, the nature and impact of the change that has been made.

2.4.13.4 Providing control and limit access via logins and/or other security mechanisms. Access control and integrated security in general, should be managed by role rather than by authorizing a specific individual. The principle of least privilege should be in effect. Critical functions should be divided among different roles so that no one individual has all of the necessary authority or information that could result in fraudulent activity. The solution should provide the capability for the system administrator to generate a status report detailing the values of all configurable security parameters. Throughout the system, the system administrator should be able to provide access and restrictions based on individual user roles. At a minimum, the solution should provide the following controls:

- Transaction access
- Process access
- Transaction approval process
- Workstation location access
- Workstation time restriction
- Restriction of user access to operating system, system files and utilities
- Restriction of user access to security files and resources
- Prevention of users from elevating their privileges or managing their own access to resources
- Restriction of access by job function
- Restriction of access by organizational unit.

2.4.13.5 Provide the access/authentication specifications. The authentication should comply with all current and future security policies and procedures of WV Office of Technology which can be found at http://www.technology.wv.gov/about-wvot/Pages/policies-issued-by-the-cto.aspx

2.4.13.6 Providing the types of access that may be granted, at a minimum, create, read, update, execute, and/or delete access should be available, but WVDO should also be able to restrict user access to the minimum necessary to perform job duties.

2.4.13.7 Provide a function where one or more individual (Administrative) would have full access to enter, edit and post data.

2.4.13.8 Providing a solution where the vendor should populate security repositories and associate them and their roles into the system using an appropriate security administration tool, and the vendor should provide written affirmation certifying that it has done so prior to any User Testing or production activities. The vendor should work closely with WVDO staff to define the roles necessary to perform all required business functions.

2.4.13.9 Provide support of LDAP or SSO authentication. The vendor should provide a description of the method(s) of authentication provided and how that authentication appears to the user.

2.4.13.10 Providing an advisory warning message on the login screen regarding authorized and unauthorized use of WVDO'S business information and the possible consequences of such violations.

2.4.13.11 Providing a display of the user name, the date and time either of the last successful login or the number of unsuccessful attempts to access the system since the last successful system access upon authorization of the login user name and password.

- The solution should not allow simultaneous logins with the same user credentials.
- The West Virginia Office of Technology reference for Active Directory password requirements and criteria that can be found http://www.technology.wv.gov/support/Pages/PasswordCriteria.aspx
- In general, the system should not allow simultaneous logins with the same user name and password. Should a user try to log in more than once, the system shall ask him/her if he/she wishes to terminate the active session. If the answer is yes, then the system should terminate the active session and establish a new session. If the response is no, the login should not be allowed. However, WVDO notes that in the current environment, IT support personnel, called to a user's desktop to diagnose a problem, are permitted to log in on that desktop with their own user-id even while maintaining the session they may already have open (but locked) on their own desktop. The vendor is required to describe how WVDO can continue to provide this level of support while adhering to the single login policy stated above.
- The user should either logoff the system or be automatically logged out of the system after a user administrator defined period of idle time (the maximum idle time value should be a parameter modifiable by the system administrator). The system should provide a notification one minute prior to a time out. Whether the user logs off or the system logs the user off after the idle time threshold has been exceeded, the system should then ensure that all objects created for the user at the back-end are destroyed and that the system exits cleanly.
- After multiple unsuccessful login attempts, the system should:
  - Disable the user account for a period of time previously defined by the security administrator
  - Record the event for audit
  - Inform the user of a contact who will unlock the account – or provide another means of authenticating the user password.
- Passwords should be a minimum of eight characters in length, include both letters and numbers, and not be case sensitive. Passwords should not be displayed in the application at any time. The system should have the ability for passwords to

automatically expire after a specified period of time and should prompt users to change their password several days before they are due to expire. When changing a password, the user should enter the old password once and the new password twice. If the password change fails, the user should be informed that the request to change the password has failed and the reason for the failure, in plain English. Then the user should be advised to try again by logging out and logging back in. Passwords should be stored in an encrypted manner so that they cannot be obtained by WVDO systems maintenance personnel or any unauthorized intruder who gains access to the system.

- If the user forgets his password, the system should supply a password Q&A to assist in remembering – and if that fails as well, the system administrator should be able to reset the password to a temporary value. The system should disable any account with a temporary password that is more than 8 days old.

2.4.13.12 Provide tools for the system administrator to manage user accounts. This should include such tasks as resetting a password and activating, suspending, or deleting a user account. These functions should be limited to only the system administrator or other well-defined privileged users.

2.4.13.13 Provide the capability to suspend or activate a user account. This may occur for the following reasons:

- Account is locked out after password is entered incorrectly more than three times
- If the user temporarily is not entitled to access
- The account is suspended by a systems administrator, for example if a security breach is suspected
- The account has been inactive for an extended period of time.

2.4.13.14 Provide the capability to ensure that relevant information about actions performed by users can be linked to the user in question in sufficient detail so that the user can be held accountable. The system should maintain information sufficient for after-the-fact investigation of loss or impropriety and should provide individual user accountability for all security-relevant events. The system should protect this information from unauthorized access or modification.

2.4.13.15 Provide tools for the system administrator to monitor the activities of specific terminals or network addresses in real time. The system level log should allow review of key security events, including:

- Logon and logoff of users, including failed logins
- Change or reset of passwords
- Creation or deletion of users
- Amendment of user rights
- Suspension or activation of user accounts
- Archiving procedures.

2.4.13.16 Provide the system administrator with the capability to independently and selectively review the actions of any one or more users, including privileged users, based on individual user identity.

2.4.13.17 Provide a real-time capability to monitor and log the occurrence or accumulation of security-relevant events that may indicate an imminent security violation and immediately notify the system administrator when events exceed established thresholds. If the occurrence or accumulation of these security relevant events continues, the system should take the least disruptive action necessary to terminate the event involved.

2.4.13.18 Provide an interface for the Security Administrator to manage user accounts. The interface should include such tasks as resetting a password and activating, suspending or deleting a user account. These functions should be limited to only the Security Administrator or other well-defined privileged users.

2.4.13.19 Provide a reporting mechanism that allows security administrator(s) the ability to report the current security access for any individual or group of individuals by role for an on-going (annual) security review or on demand. One should be able to select an individual or a group of individuals, by name, role, organizational unit, or privilege to generate such a report.

2.4.13.20 Provide methods to encrypt, redact or otherwise secure such information with respect to its level of confidentiality/importance and not only prevent unauthorized access but alert authorities of access attempts, as the proposed system is to be browser-based for both internal and external users, the vendor should discuss its solution's approach to safeguarding personal and private information from fraudulent efforts to gain access to such information. That discussion should consider WVDO categorization of data in the following levels:

- **Public** - Public information that may be made freely available, unrestricted, and has been approved for release to the public. However protecting the integrity of the information on the Web site is important (e.g., protection against hackers who seek to deface the Web page or change data). Examples of public data include information in the public domain, published annual reports, and press statements.
- **Internal use only** – Information that is accessible to and used by WVDO personnel only, without restriction, in the performance of their job duties. Examples include internal memos, minutes of meetings, internal project reports, non audit work papers, audit plan, procedures.
- **Confidential** – Confidential data that is sensitive information such as: human resource data, audit findings and conclusions that is not ready for distribution as well as internal audit working documents, accounting, and sensitive customer information. Examples include:
    - Private in nature, e.g., Social Security number, driver license or non-driver ID, account number, credit or debit card number with a security code (PIN) or account password
    - Personal in nature, e.g., payroll information (individual), retirement system information (beneficiaries) Medical data, healthcare information, client reports
- **Restricted Confidential** – This is highly sensitive internal information such as: Investment strategy; legislative proposals; investigations; information protection review and penetration test findings; certain audit findings and conclusions that are not ready for any distribution; certain personnel/labor management actions. Access to this information is highly restricted and distribution is controlled to a very select few.

2.4.14. **Provide hosting services for the proposed solution.**

2.4.14.1 All the specifications of this RFP should be met by this solution in addition to the following

2.4.14.1.1 Ensure it meets the following Service Description

- The solution should provide hosting services enabling scalable, redundant, dynamic web hosting services.
- Web hosting should allow users to securely load applications and data onto the provider's service remotely from the Internet.
- Configuration of Web Hosting should be enabled via a Web browser over the Internet.

2.4.14.1.2 Ensure it meets the following Service Options:

CPU (Central Processor Unit) - CPU options should be provided as follows:

- A minimum equivalent CPU processor speed of 1.1GHz should be provided. Additional options for CPU Processor Speed may be provided, however it is not required.
- The CPU environment should support 32-bit and 64-bit operations

Operating System (OS) – Service should support Windows and LINUX OS's at a minimum. Additional OS options may be provide or supported; however, this is not required.

Website softwares: Service should support the following

- Database instances
- Web Server software (e.g. Apache, IIS)
- DNS (Domain Name System)
- DNS Sec (Domain Name System Security Extensions)

2.4.14.1.3 Ensure it meets the following Service Attributes:

Disk Space - Disk Space allocated should be a minimum of 10GB.

Data Transfer Bandwidth

- Bandwidth utilized to transfer data in/out of the provider's infrastructure should support a minimum of 300GB of data transferred via the Internet.
- The Vendor should support Content Delivery Network (CDN) capabilities

2.4.14.2 Ensure the solution has the most aggressive intrusion-detection and firewall protection.

2.4.15. **Provide training for up to hundred (100) WVDO employees.**

2.4.15.1 Provide a train-the-trainer program and training materials provided in electronic format. Provide system training during installation as performed at each site.

2.4.15.2 Provide hands-on Administrator Level Training to users with a detailed understanding of how to utilize the system.

2.4.15.3 Provide technical training for maintenance of the solution and interfaces; clearly delineating the methodology and timeframe of this type of training, as well as the types of training forums available.

2.4.16. **Provide system documentation that provides in depth detail for each function/component of the solution.**

2.4.16.1 Documentation provided to the State should cover several areas of usage of the proposed system. These should include, but should not be limited to User Manuals, System Design Documents, Database Diagrams, Program Documentation, and Status Reports.

2.4.16.2 Provide WVDO with the permission to reproduce this documentation which is written and electronic format as necessary.

2.4.16.3 Update system documentation accordingly in the event that system changes are made.

2.4.17. **Providing Project Management and Implementation Schedule for the proposed solution.**

2.4.17.1 Provide an implementation schedule for the assessment, business process consolidation, data conversion and migration of the WVDO's data, the development of required modifications to their solution, the development of any necessary interfaces, and the technical and end-user training. This Project Management Methodology should be provided in a detailed, descriptive fashion, offering, at a minimum, the following information:

2.4.17.1.1 A schedule of project phases.

2.4.17.1.2 The deliverables to be accomplished in each phase.

2.4.17.1.3 The anticipated timeframes within which each phase should be completed; Vendor should complete the entire effort as expeditiously as possible after the contract is awarded but no later than June 30 2012.

2.4.17.1.4 Provide the specifications for a test bed environment, affording the State the opportunity to test the proposed solution, and its modifications, without causing any impact to the State's infrastructure, until such time as the State's Project Lead has analyzed and approved the necessary, phased interface for the conversion of the WVDO's current systems.

2.4.17.1.5 Provide the capability of adequately handling stress testing for times of heavy usage, recovery and security testing, and any other areas of system fault-tolerance which the Vendor feels is an asset to their proposed application.

2.4.17.1.6 As part of the Project Management Methodology, the vendor will work with the Project Team (WVDO, EPMO and other OT staff), to facilitate knowledge transfer throughout the implementation and testing phases.

2.4.17.1.6.1 Pursuant to West Virginia Code §5A-6-4b, the State's Technology Enterprise Project Management Office (EPMO) has the responsibility for managing information technology projects and providing oversight for state agency information technology projects. EPMO uses a project management methodology based on the Project Management Institute, Project Management Body of Knowledge (PMBOK).

2.4.17.1.6.2 Vendor should use a formalized approach to project management, which is compliant with the PMBOK.

2.4.17.1.7 **VENDORS SHOULD UNDERSTAND THAT SIGNED ACCEPTANCE, BY THE AUTHORIZED PROJECT LEAD REPRESENTING THE WVDO, IS A REQUIREMENT FOR PHASE COMPLETION ACCEPTANCE.**

2.4.18. **Providing System Warranty, Maintenance & Support for the proposed solution.**

2.4.18.1 Provide statewide support, delivery, installation and maintenance of the system resulting from this RFP.

2.4.18.2 Ensure that the primary point of a contact for all calls concerning the system is the Help Desk. The maximum acceptable downtime should not exceed the time agreed upon in the service level agreement (SLA) after the award of this contract.

The following procedure should be followed for all problems being reported concerning the system:

2.4.18.2.1 Provide online/telephone system support to the WVDO offices beginning at 8:00 am through 5:00 pm Eastern Standard Time Monday through Friday.

2.4.18.2.2 The WVDO will contact the vendor and a telephone response should be provided within two (2) hours.

2.4.18.2.3 A qualified technician should respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. The vendor should provide on-site technical support for problems that cannot be resolved via telephone or remote access.

2.4.18.2.4 No issues should remain unresolved for more than four hours.

2.4.18.2.5 Issues that are not resolved should be directed to the vendor's contract administrator for immediate resolution.

2.4.18.2.6 Each request for service should be assigned a tracking number and include specific information related to the call. The successful vendor should provide a weekly log of trouble calls and the status of the resolution of each issue.

2.4.18.2.7 Provide WVDO with a reporting mechanism to track the status of all open service calls. Calls should not be closed until the WVDO Help Desk approves the resolution of the call.

2.4.18.3 Provide a (one (1) year) maintenance period after final acceptance and the system is in production with no additional cost to the State. During this time the vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require two (2), one (1) year maintenance renewal options.

2.4.18.4 Ensure that the original software, source code, object code and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination and/or completion of said agreement. It is further understood that the State will retain a perpetual license to the object code.

2.4.18.5 Any upgrades or system modifications should be installed from the central server to all of the workstations (Up to hundred (100) work stations) to insure that all machines are functioning on the same version of the software.

2.4.18.6 The vendor is responsible for distributing modifications to all workstations (Up to hundred (100) work stations) once modifications have been tested and approved by WVDO management.

2.4.19. **Providing Backup & Disaster Recovery services**

2.4.19.1 Providing backup and disaster recovery components for the proposed solution. Extreme measures should include but are not limited to a backup server that is a mirror image of the primary server. The backup server should ensure that no information is lost and that the proposed solution is capable of restarting in-progress processes.

2.4.19.2 Provide for daily, operational backup of the proposed system.

2.4.19.3 In the event of a disaster, ensure that the WVDO business operations are not suspended for more than twenty-four hours.

2.4.19.4 In the event of a power outage and/or network disruption, provide capabilities of recovering data from processes that are in-progress.

2.4.19.5 Provide recovery mechanisms, including, but not limited to: fail-over capabilities, and time to recovery of system.

2.4.20. Provide a system response time of approximately three (3) seconds for a round trip transaction (from the client to the web server to the database and back). The vendor should also describe how they will remedy situations where the response time is not adequate.

2.4.21. Provide an interface for mobile devices including but not limited to Smartphone's, I pads, Laptops and Net books.

2.5 Mandatory Requirements

2.5.1 The database technology used must be Microsoft SQL Server or equal (the state has standardized on Microsoft Products).

2.5.2 System must be able to retrieve detail and summary data by specific items, with the ability to filter and modify the data within the reports.

2.5.3 The solution must have the ability to block some data points on reports and prevent printing to hard copy.

2.5.4 The solution must provide a certified interface with Federal Government's Small Business

Assistance process (http://www.sba.gov/private/edmis2/private/).

2.5.5 The solution must provide access and ability to update information from international locations.

2.5.6 Solution shall provide the capability to report by United States Congressional District and West Virginia County.

2.5.7 The successful vendor understands that a Confidentiality Agreement must be signed to access information found within the WVDO's records. These WVDO records include any information that can identify a person/company including, but not limited to the name, address, telephone number or employment information of any person or organization data.

2.5.7.1 The successful vendor and its employees, agents, contractors, subcontractors, agree to comply with the Confidentiality Agreement and all personnel who will have access to the WVDO's records must sign a Confidentiality Agreement prior to access within the WVDO's records. Failure to comply with this provision may affect deadlines required by the Vendor. The Vendor agrees that failure to submit Confidentiality Agreements from all Vendor users of the WVDO's records constitutes a breach of the Agreement and the WVDO may terminate the Agreement without consequence to the WVDO on that basis.

2.5.7.2 The successful vendor hereby agrees that it will only access information as required to perform its duties under the Agreement. The Vendor understands that it is required to secure the information that it accesses as part of this Agreement and to ensure that it is not accessed by unauthorized individuals, released to any other persons, companies or entities.

2.5.7.3 The successful vendor agrees to keep all personal and non-personal information accessed from WVDO is confidential and protected from intentional and unintentional disclosure.

2.5.7.4 The successful vendor must take all reasonable precautions to protect against unauthorized access or release of WVDO's data records, confidential records or confidential information in its custody; The Vendor will follow the notification requirement if it discovers that information or services provided under this Agreement have been disclosed or are being used in violation of, the West Virginia Records Disclosure Act, the federal Privacy Act of 1974 or any other state or federal laws. The Vendor shall also immediately notify the WVDO within twenty four (24) hours by telephone 304.558.2234 and the West Virginia Office of Technology at 304.558.9966 or 877.558.9966 if it discovers that personal information provided under this Agreement have been disclosed and/or being used in violation of the Agreement, or state or federal laws.

2.5.7.5 The successful vendor acknowledges that authorized access or transactions provide no right to possession or ownership by the Vendor to the WVDO's data records.

2.5.7.6 The successful vendor must ensure that it does not aggregate information or create any databases to information which it has access, including WVDO's data and data submitted by testing applicants for the purposes of building comprehensive data records or for any other purpose.

2.5.7.7 The successful vendor must not access or retain any data submitted by testing applicants or by the WVDO for any reason.

2.5.8 The State will require the vendor to extend the system warranty period if identified deficiencies have not been corrected.

2.6 Oral Presentations: State agencies have the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

2.6.1 All vendors shall conduct a step-by-step demonstration for business processes similar to those outlined in the RFP. The mandatory on-site vendor demonstration shall be held in Charleston, WV. Each vendor will be provided a consistant time period to demonstrate the functionality of the proposed solution and how it will accommodate West Virginia's requirements. The vendor shall be required to conduct a functional (actual live system) demonstration of the system components. The vendor will be contacted during the evaluation process to schedule the on-site demonstration. Failure to appear for the on-site demonstration shall result in automatic disqualification.

2.6.2 The vendor should also provide a brief presentation with description of similar projects successfully completed which should entail what the project goals and objectives were and how they were met, the timeframe for development, and the vendor's opinion of the success of the project.

SECTION THREE: VENDOR PROPOSAL

3.1 **Economy of Preparation:** Proposals should be prepared simply and economically providing a straightforward, concise description of the Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of the content.

3.2 **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.

3.3 **Proposal Format:** Vendors should provide responses in the format listed below:

Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

Table of Contents: Clearly identify the material by section and page number.

Attachment A: Within the attached response sheet (**Attachment A: Vendor Response Sheet**), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

Attachment B: Complete **Attachment B: Mandatory Specification Checklist**. By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 2.5 of Section Two: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

Attachment C: Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. Cost should be clearly marked.

Oral Presentations: If established by the Agency in the Schedule of Events (Section 1.3), all Vendors participating in this RFP will be required to provide an oral presentation, based on the criteria set in Section 2.6. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

3.4 **Proposal Submission:** Proposals must be received in **two distinct parts**: technical and cost.

- **Technical proposals** must not contain any cost information relating to the project.
- **Cost proposal** shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt.

3.4.1 Vendors should allow sufficient time for delivery. In accordance with ***West Virginia Code*** §5A-3-11, the Purchasing Division cannot waive or excuse late receipt of a proposal, which is delayed or late for any reason. Any proposal received after the bid opening date and time will be immediately disqualified in accordance with State law.

Vendors responding to this RFP shall submit:
One original technical and cost proposal plus **six (6)** convenience copies and one (1) copy on CD/DVD to:

Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

The outside of the envelope or package(s) for both the technical and the cost should be clearly marked:

Vendor: ____________________
Buyer: ____________________
Req #: ____________________

Opening Date: ____________
Opening Time: 1:30 p.m.

3.5 **Purchasing Affidavit: *West Virginia Code*** §5A-3-10a requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the proposal.

3.6 **Resident Vendor Preference**: In accordance with ***West Virginia Code*** §5A-3-37, Vendors may make application for Resident Vendor Preference. Said application must be made on the attached Resident Vendor Certification form at the time of proposal submission.

3.7 **Technical Bid Opening**: The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee.

3.8 **Cost Bid Opening**: The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals once the Agency evaluation committee has completed the technical evaluation and it has been approved by the Purchasing Division.

SECTION FOUR: EVALUATION AND AWARD

4.1 **Evaluation Process**: Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the oral demonstration (if applicable) their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.

4.2 **Evaluation Criteria**: All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.
The following are the evaluation factors and maximum points possible for technical point scores:

• Qualifications and Experience	(15) Points Possible
• Project Understanding	(10) Points Possible
• Approach and Methodology	(20) Points Possible
• System Configuration & Ease of Use	(15) Points Possible
• Oral interview	(10) Points Possible
• Cost	(30) Points Possible
Total	100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all Vendors who attained the minimum acceptable score:

$$\frac{\textbf{Lowest price of all proposal}}{\textbf{Price of Proposal being evaluated}} \textbf{ X 30 = Price Score}$$

4.2.1 Technical Evaluation: The Agency evaluation committee will review the technical proposals, deduct points where appropriate, and make a final written recommendation to the Purchasing Division.

4.2.2 Minimum Acceptable Score: Vendors must score a minimum of 70% (49 points) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.

4.2.3 Cost Evaluation: The Agency evaluation committee will review the cost proposals, assign appropriate points, and make a final recommendation to the Purchasing Division.

4.3 **Independent Price Determination:** A proposal will not be considered for award if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the proposal is submitted as a joint venture.

4.4 **Rejection of Proposals:** The State reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. The State further reserves the right to withdraw this RFP at any time and for any reason. Submission of or receipt of proposals by the State confers no rights upon the bidder nor obligates the State in any manner.

4.5 **Vendor Registration:** Vendors participating in this process should complete and file a Vendor Registration and Disclosure Statement (Form WV-1) and remit the registration fee. Vendor is not required to be a registered Vendor in order to submit a proposal, but the **successful bidder must** register and pay the fee prior to the award of an actual purchase order or contract.

SECTION FIVE: CONTRACT TERMS AND CONDITIONS

5.1 **Contract Provisions:** The RFP and the Vendor's response will be incorporated into the contract by reference. The order of precedence shall be the contract, the RFP and any addendum, and the vendor's proposal in response to the RFP.

5.2 **Public Record:** All documents submitted to the State Purchasing Division related to purchase orders or contracts are considered public records. All bids, proposals, or offers submitted by Vendors shall become public information and are available for inspection during normal official business hours in the Purchasing Division Records and Distribution center after the bid opening.

5.2.1 Risk of Disclosure: The only exemptions to disclosure of information are listed in ***West Virginia Code*** §29B-1-4. Any information considered a trade secret must be separated from the Vendor submission and clearly labeled as such. Primarily, only trade secrets, as submitted by a bidder, are exempt from public disclosure. The submission of any information to the State by a Vendor puts the risk of disclosure on the Vendor. The State does not guarantee non-disclosure of any information to the public.

5.2.2 Written Release of Information: All public information may be released with or without a Freedom of Information request; however, only a written request will be acted upon with duplication fees paid in advance. Duplication fees shall apply to all requests for copies of any document. Currently, the fees are 50 cents per page, or a minimum of $10.00 per request, whichever is greater.

5.3 **Conflict of Interest:** Vendor affirms that neither it nor its representatives have any interest nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

5.4 **Vendor Relationship:** The relationship of the Vendor the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *et cetera* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

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

The Vendor shall not assign, convey, transfer, or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association, or entity without expressed written consent of the Agency.

5.4.1 Subcontracts/Joint Ventures; The Vendor may, with the prior written consent of the State, enter into subcontracts for performance of work under this contract.

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

5.4.3 Governing Law: This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations as provided by Federal, State, and local governments.

5.5. **Term of Contract and Renewals:** This contract will be effective upon award and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one-year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period, Vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue providing services pursuant to the terms of the contract.

5.6 **Non-Appropriation of Funds:** If funds are not appropriated for the Agency in any succeeding fiscal year for the continued use of the services covered by this contract, the State may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The State shall give the Vendor written notice of such non-appropriation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

5.7 **Changes:** If changes to the contract become necessary, a formal contract change order will be negotiated by the State, the Agency, and the Vendor.

As soon as possible, but not to surpass thirty (30) days after receipt of a written change request from the Agency, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written Statement identifying any price impact on the contract. The Vendor shall provide a description of any price change associated with the implementation.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER FROM THE PURCHASING DIVISION.

5.8 **Price Quotations:** The price(s) quoted in the Vendor's proposal will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided in the original specifications.

5.9 **Invoices and Progress Payments:** The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To." Progress payments may be made at the option of the Agency on the basis of percentage of work completed if so defined in the final contract.

5.10 **Liquidated Damages:** According to ***West Virginia Code*** §5A-3-4(8), Vendor agrees that liquidated damages shall be imposed at the rate of **$ 1000 per day** for failure to provide (deliverables, meet milestones identified to keep the project on target, or failure to meet specified deadlines). This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other additional remedy which the State or Agency may have legal cause for action.

5.11 **Contract Termination:** The State may terminate any contract resulting from this RFP immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which may endanger the contract's continuation. If after such notice the Vendor fails to remedy the conditions within the established timeframe, the State shall order the Vendor to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may be terminated by the State with thirty (30) days prior notice pursuant to ***West Virginia Code of State Rules*** § 148-1-7.16.2.

5.12 **Special Terms and Conditions:**

5.12.1 Bid and Performance Bonds: N/A

5.12.2 Insurance Requirements: *(Insurance certificates are required prior to award, but are not required at the time of bid).*

The Vendor, as an independent contractor, is solely liable for the acts and omissions of its employees and agents. The Vendor shall maintain and furnish proof of coverage of liability insurance for loss, damage, or injury (including death) of third parties arising from acts and omissions on the part of the Vendor, its agents and employees in the following amounts:

a) For bodily injury (including death): $500,000.00 per person, up to $1,000,000.00 per occurrence.
b) For property damage and professional liability: Up to $1,000,000.00 per occurrence.

5.12.3 License Requirement: Workers' Compensation, Contractor's License, etc. *(List any specific licenses, or other special license requirements for your project, et cetera.)*

5.12.4 Protest Bond: Any bidder that files a protest of an award shall at the time of filing the protest submit a protest bond in the amount equal to one percent of the lowest bid submitted or $5,000, whichever is greater.

The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All protest bonds shall be made payable to the Purchasing Division and shall be signed by the protester and the surety. In lieu of a bond, the protester may submit a cashier's check or bank money order payable to the Purchasing Division. The money will be held in trust in the State Treasurer's office.

If it is determined that the protest has not been filed for frivolous or improper purpose, the bond shall be returned in its entirety.

5.13 **Record Retention (Access and Confidentiality):** Vendor shall comply with all applicable Federal and State rules, regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by the Vendor. The Vendor shall maintain such records a minimum of five (5) years and make such records available to Agency personnel at the Vendor's location during normal business hours upon written request by the Agency within ten (10) days after receipt of the request.
Vendor shall have access to private and confidential data maintained by the Agency to the extent required for the Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and the Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by the Vendor.

Attachment A: Vendor Response Sheet

Vendor Experience

1. Provide information regarding the firm and staff qualifications; copies of any staff certifications or degrees applicable to this project; proposed staffing plan.

   Vendor Response

2. Provide resumes for personnel who will be assigned to this project. A listing of what roles shall be filled by each employee, is required.

   Vendor Response

3. The vendor must have completed at least three (3) projects within the past three (3) years which are similar in scope to the project for which this RFP is soliciting proposals. The vendor must provide a brief description of this project, the timeframe for development, and the vendor's opinion of the success of the project.

   Vendor Response

4. Provide descriptions of similar projects completed which should entail the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

   Vendor Response

5. Provide references from this project that is willing to discuss the vendor's performance in this specific area. The required reference information is as follows: contact name, phone number, mailing address, e-mail address, and contact's title.

   Vendor Response

Vendor Disclosures

1. Identify any and all subcontractors that will be involved in the development, implementation, training and ongoing support of this system. The primary vendor will be responsible for any and all work performed by subcontractors.

   Vendor Response

Project Goals and Objectives contained in Section 2.4 *on Page 41*

2.4.1. Purchasing and implementing of a software solution that replaces the Agency's current fifteen (15) databases with a single, integrated, web accessible, COTS-based system (Desired to be Microsoft CRM (Customer Relationship Management) Windows based.

Vendor Response: *(*Describe how the vendor's solution will meet the goal of Purchasing and implementing of a software solution that replaces the Agency's current fifteen (15) databases with a single, integrated, web accessible, COTS-based system.)

2.4.2. Providing an integrated business process, standardized data entry processes, data usage and implementation of standardized codes across all the WVDO business units/databases. (Refer Section 2.2.2).

Vendor Response: *(*Describe the understanding of the business process for across all the WVDO business units.
Describe in detail how the requirements will be met, modules used to meet these requirements, and any customization that may need to be applied to the base solution in order to satisfy the requirements for all WVDO business units/databases.)

2.4.3. Provide for data conversion and migration of existing West Virginia Development (WVDO) information, including, at a minimum, the conversion of the WVDO database's

Vendor Response: *(*Describe, in detail the methodology for achieving this goal and the anticipated timeframe for the conversion and migration.)

2.4.4. Provide mechanisms that help to ensure collection and maintenance of synchronized data; improve data accuracy, increase efficiency and provide better reporting and tracking functionality to the WVDO Executives; State Executives; Legislature and other entities in WVDO.

Vendor Response: *(*Describe, in detail how will the solution provide mechanisms that help to ensure collection and maintenance of synchronized data; improve data accuracy, increase efficiency and provide better reporting and tracking functionality to the WVDO).

2.4.5. Provide the methodology and lead the WEBCATS associated conversion, integration and/or interfacing efforts. (WVDO has converted the SB Assist system to WEBCATS)

Vendor Response: *(*Describe, in detail the methodology for achieving this goal)

2.4.6. Provide the capability to track, maintain and report on information for all the programs, funds, grants, projects, grantee's, domestic/international companies business development activities and opportunities.

Vendor Response: (Describe how the vendor's solution will meet this goal)

2.4.7. Provide an Ad - hoc reporting environment.

Vendor Response: (Describe how the vendor's solution will meet this goal)

2.4.8. Provide the ability to generate reports weekly, monthly and annually for all reports including, but not limited to the documented reports.

Vendor Response: (Describe how the vendor's solution will meet this goal)

2.4.9. Provide for a web based automated application process with the ability to limit the access by time and user.(For example some grant applications are only available at certain time of the year)

Vendor Response: (Describe in detail how the vendor's solution will meet this goal)

2.4.10. Provide ability to produce automated emails (including mass emails), letters, forms, cover letters, and award letters based on the information in the system.

Vendor Response: (Describe in detail how the vendor's solution will meet this goal)

2.4.11. Providing for an expanded functionality and scalability based on future needs and growth while addressing the current technology needs.

Vendor Response: (Describe how the solution will address the current technology needs and provide an expanded functionality and scalability based on future needs and growth)

2.4.12. **Enterprise Resource Planning System (ERP)**

The State of WV is in the process of implementing an Enterprise Resource Planning (ERP) system. Demonstrate the ability to integrate and/or interface with complex, modular systems, such as those commonly found in Enterprise Resource Planning Systems (ERPs).

Vendor Response (Describe in detail how the solution will address the above requirements)

2.4.13. **Providing Security and Controls for the proposed solution.**

2.4.13.1 Provide for confidentially of customer data.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.2 Ensure compliance with the established State enterprise security processes, including overall system access, violation reports, audit trails (Grants Awarded, amounts paid, balances), and system logs.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.3 Provide for and maintain an "audit trail" that tracks user access regardless of any changes made to the information housed within the system. For compliance purposes, the audit trail should be keyed to the user ID. The audit trail should detail the date and time of access, change, the user making the change, the office where change occurred, the nature and impact of the change that has been made.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.4 Providing control and limit access via logins and/or other security mechanisms. Access control and integrated security in general, should be managed by role rather than by authorizing a specific individual. The principle of least privilege should be in effect. Critical functions should be divided among different roles so that no one individual has all of the necessary authority or information that could result in fraudulent activity. The solution should provide the capability for the system administrator to generate a status report detailing the values of all configurable security parameters. Throughout the system, the system administrator should be able to provide access and restrictions based on individual user roles. At a minimum, the solution should provide the following controls:

- Transaction access
- Process access
- Transaction approval process
- Workstation location access
- Workstation time restriction
- Restriction of user access to operating system, system files and utilities
- Restriction of user access to security files and resources
- Prevention of users from elevating their privileges or managing their own access to resources
- Restriction of access by job function
- Restriction of access by organizational unit.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.5 Provide the access/authentication specifications. The authentication should comply with all current and future security policies and procedures of WV Office of Technology which can be found at http://www.technology.wv.gov/about-wvot/Pages/policies-issued-by-the-cto.aspx

Vendor Response (Provide the specifications and in detail describe how the solution will meet this goal)

2.4.13.6 Providing the types of access that may be granted, at a minimum, create, read, update, execute, and/or delete access should be available, but WVDO should also be able to restrict user access to the minimum necessary to perform job duties.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.7 Provide a function where one or more individual (Administrative) would have full access to enter, edit and post data.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.8 Providing a solution where the vendor should populate security repositories and associate them and their roles into the system using an appropriate security administration tool, and the vendor should provide written affirmation certifying that it has done so prior to any User Testing or production activities. The vendor should work closely with WVDO staff to define the roles necessary to perform all required business functions.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.9 Provide support of LDAP or SSO authentication. The vendor should provide a description of the method(s) of authentication provided and how that authentication appears to the user.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.10 Providing an advisory warning message on the login screen regarding authorized and unauthorized use of WVDO'S business information and the possible consequences of such violations.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.11 Providing a display of the user name, the date and time either of the last successful login or the number of unsuccessful attempts to access the system since the last successful system access upon authorization of the login user name and password.

- The solution should not allow simultaneous logins with the same user credentials.
- The West Virginia Office of Technology reference for Active Directory password requirements and criteria that can be found http://www.technology.wv.gov/support/Pages/PasswordCriteria.aspx
- In general, the system should not allow simultaneous logins with the same user name and password. Should a user try to log in more than once, the system shall ask him/her if he/she wishes to terminate the active session. If the answer is yes, then the system should terminate the active session and establish a new session. If the response is no, the login should not be allowed. However, WVDO notes that in the current environment, IT support personnel, called to a user's desktop to diagnose a problem, are permitted to log in on that desktop with their own user-id even while maintaining the session they may already have open (but locked) on their own desktop. The vendor is required to describe how WVDO can continue to provide this level of support while adhering to the single login policy stated above.
- The user should either logoff the system or be automatically logged out of the system after a user administrator defined period of idle time (the maximum idle time value should be a parameter modifiable by the system administrator). The system should provide a notification one minute prior to a time out. Whether the user logs off or the system logs the user off after the idle time threshold has been exceeded, the system should then ensure that all objects created for the user at the back-end are destroyed and that the system exits cleanly.
- After multiple unsuccessful login attempts, the system should:
  - Disable the user account for a period of time previously defined by the security administrator
  - Record the event for audit
  - Inform the user of a contact who will unlock the account – or provide another means of authenticating the user password.
- Passwords should be a minimum of eight characters in length, include both letters and numbers, and not be case sensitive. Passwords should not be displayed in the application at any time. The system should have the ability for passwords to automatically expire after a specified period of time and should prompt users to change their password several days before they are due to expire. When changing a password, the user should enter the old password once and the new password twice. If the password change fails, the user should be informed that the request to change the password has failed and the reason for the failure, in plain English. Then the user should be advised to try again by logging out and logging back in. Passwords should be stored in an encrypted manner so that they cannot be obtained by WVDO systems maintenance personnel or any unauthorized intruder who gains access to the system.
- If the user forgets his password, the system should supply a password Q&A to assist in remembering – and if that fails as well, the system administrator should be

able to reset the password to a temporary value. The system should disable any account with a temporary password that is more than 8 days old.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.12 Provide tools for the system administrator to manage user accounts. This should include such tasks as resetting a password and activating, suspending, or deleting a user account. These functions should be limited to only the system administrator or other well-defined privileged users.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.13 Provide the capability to suspend or activate a user account. This may occur for the following reasons:

- Account is locked out after password is entered incorrectly more than three times
- If the user temporarily is not entitled to access
- The account is suspended by a systems administrator, for example if a security breach is suspected
- The account has been inactive for an extended period of time.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.14 Provide the capability to ensure that relevant information about actions performed by users can be linked to the user in question in sufficient detail so that the user can be held accountable. The system should maintain information sufficient for after-the-fact investigation of loss or impropriety and should provide individual user accountability for all security-relevant events. The system should protect this information from unauthorized access or modification.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.15 Provide tools for the system administrator to monitor the activities of specific terminals or network addresses in real time. The system level log should allow review of key security events, including:

- Logon and logoff of users, including failed logins
- Change or reset of passwords
- Creation or deletion of users
- Amendment of user rights
- Suspension or activation of user accounts
- Archiving procedures.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.16 Provide the system administrator with the capability to independently and selectively review the actions of any one or more users, including privileged users, based on individual user identity.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.17 Provide a real-time capability to monitor and log the occurrence or accumulation of security-relevant events that may indicate an imminent security violation and immediately notify the system administrator when events exceed established thresholds. If the occurrence or accumulation of these security relevant events continues, the system should take the least disruptive action necessary to terminate the event involved.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.18 Provide an interface for the Security Administrator to manage user accounts. The interface should include such tasks as resetting a password and activating, suspending or deleting a user account. These functions should be limited to only the Security Administrator or other well-defined privileged users.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.19 Provide a reporting mechanism that allows security administrator(s) the ability to report the current security access for any individual or group of individuals by role for an on-going (annual) security review or on demand. One should be able to select an individual or a group of individuals, by name, role, organizational unit, or privilege to generate such a report.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.13.20 Provide methods to encrypt, redact or otherwise secure such information with respect to its level of confidentiality/importance and not only prevent unauthorized access but alert authorities of access attempts, as the proposed system is to be browser-based for both internal and external users, the vendor should discuss its solution's approach to safeguarding personal and private information from fraudulent efforts to gain access to such information. That discussion should consider WVDO categorization of data in the following levels:

- **Public** - Public information that may be made freely available, unrestricted, and has been approved for release to the public. However protecting the integrity of the information on the Web site is important (e.g., protection against hackers who seek to deface the Web page or change data). Examples of public data include information in the public domain, published annual reports, and press statements.
- **Internal use only** – Information that is accessible to and used by WVDO personnel only, without restriction, in the performance of their job duties. Examples include internal memos, minutes of meetings, internal project reports, non audit work papers, audit plan, procedures.
- **Confidential** – Confidential data that is sensitive information such as: human resource data, audit findings and conclusions that is not ready for distribution as well as internal audit working documents, accounting, and sensitive customer information. Examples include:
  - Private in nature, e.g., Social Security number, driver license or non-driver ID, account number, credit or debit card number with a security code (PIN) or account password
  - Personal in nature, e.g., payroll information (individual), retirement system information (beneficiaries) Medical data, healthcare information, client reports
- **Restricted Confidential** – This is highly sensitive internal information such as: Investment strategy; legislative proposals; investigations; information protection

review and penetration test findings; certain audit findings and conclusions that are not ready for any distribution; certain personnel/labor management actions. Access to this information is highly restricted and distribution is controlled to a very select few.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.14. **Provide hosting services for the proposed solution.**

2.4.14.1 All the specifications of this RFP should be met by this solution in addition to the following

2.4.14.1.1 Ensure it meets the following Service Description:

- The solution should provide hosting services enabling scalable, redundant, dynamic web hosting services.
- Web hosting should allow users to securely load applications and data onto the provider's service remotely from the Internet.
- Configuration of Web Hosting should be enabled via a Web browser over the Internet.

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.14.1.2 Ensure it meets the following Service Options:

CPU (Central Processor Unit) - CPU options should be provided as follows:

- A minimum equivalent CPU processor speed of 1.1GHz should be provided. Additional options for CPU Processor Speed may be provided, however it is not required.
- The CPU environment should support 32-bit and 64-bit operations

Operating System (OS) – Service should support Windows and LINUX OS's at a minimum. Additional OS options may be provide or supported; however, this is not required.

Website softwares: Service should support the following

- Database instances
- Web Server software (e.g. Apache, IIS)
- DNS (Domain Name System)
- DNS Sec (Domain Name System Security Extensions)

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.14.1.3 Ensure it meets the following Service Attributes:

Disk Space - Disk Space allocated should be a minimum of 10GB.

Data Transfer Bandwidth

- Bandwidth utilized to transfer data in/out of the provider's infrastructure should support a minimum of 300GB of data transferred via the Internet.
- The Vendor should support Content Delivery Network (CDN) capabilities

Vendor Response (Describe in detail how the solution will meet this goal)

2.4.14.2 Ensure the solution has the most aggressive intrusion-detection and firewall protection.

Vendor Response (Describe in detail how the solution will meet this goal and Provide in detail (1) Server and network specifications. *(2)* Describe, in detail, the workstation specifications, compatible printing devices or any additional software required to support this system. (3) Describe, in detail the server specifications required to host this system (4) Provide the recommended hardware requirements for the solution.

2.4.15. **Provide training for up to hundred (100) WVDO employees.**

2.4.15.1 Provide a train-the-trainer program and training materials provided in electronic format. Provide system training during installation as performed at each site.

Vendor Response (Describe how you will meet this goal)

2.4.15.2 Provide hands-on Administrator Level Training to users with a detailed understanding of how to utilize the system.

Vendor Response (Describe how you will meet this goal)

2.4.15.3 Provide technical training for maintenance of the solution and interfaces; clearly delineating the methodology and timeframe of this type of training, as well as the types of training forums available.

Vendor Response (Provide in detail, the type and variety of their standard user training offerings, this detailed explanation should include the different types of training, as available to the WVDO including, but not limited to: On-site user training (including descriptions of standard class size and length of such proposed training, a Train the Trainer option, and On-line training, if available)

2.4.16. **Provide system documentation that provides in depth detail for each function/component of the solution.**

2.4.16.1 Documentation provided to the State should cover several areas of usage of the proposed system. These should include, but should not be limited to User Manuals, System Design Documents, Database Diagrams, Program Documentation, and Status Reports.

Vendor Response (Describe/Provide the types of document that will be provided and what they will contain)

2.4.16.2 Provide WVDO with the permission to reproduce this documentation which is written and electronic format as necessary.

Vendor Response (Do you agree to provide WVDO with the permission to reproduce this documentation)

2.4.16.3 Update system documentation accordingly in the event that system changes are made.

Vendor Response (Explain how you will meet this goal)

2.4.17. **Providing Project Management and Implementation Schedule for the proposed**

solution.

2.4.17.1 Provide an implementation schedule for the assessment, business process consolidation, data conversion and migration of the WVDO's data, the development of required modifications to their solution, the development of any necessary interfaces, and the technical and end-user training. This Project Management Methodology should be provided in a detailed, descriptive fashion, offering, at a minimum, the following information:

Vendor Response (Provide in detail how you will meet this goal)

2.4.17.1.1 A schedule of project phases.

Vendor Response (Provide the schedule of project phases.)

2.4.17.1.2 The deliverables to be accomplished in each phase.

Vendor Response (Provide all the deliverables to be accomplished in each phase.)

2.4.17.1.3 The anticipated timeframes within which each phase should be completed; Vendor should complete the entire effort as expeditiously as possible after the contract is awarded but no later than June 30 2012.

Vendor Response (Provide how you will meet this goal)

2.4.17.1.4 Provide the specifications for a test bed environment, affording the State the opportunity to test the proposed solution, and its modifications, without causing any impact to the State's infrastructure, until such time as the State's Project Lead has analyzed and approved the necessary, phased interface for the conversion of the WVDO's current systems.

Vendor Response (Describe in detail how you will meet this goal)

2.4.17.1.5 Provide the capability of adequately handling stress testing for times of heavy usage, recovery and security testing, and any other areas of system fault-tolerance which the Vendor feels is an asset to their proposed application.

Vendor Response (Describe in detail how you will meet this goal)

2.4.17.1.6 As part of the Project Management Methodology, the vendor will work with the Project Team (WVDO, EPMO and other OT staff), to facilitate knowledge transfer throughout the implementation and testing phases.

Vendor Response (Do you agree to the above mentioned goal)

2.4.17.1.6.1 Pursuant to West Virginia Code §5A-6-4b, the State's Technology Enterprise Project Management Office (EPMO) has the responsibility for managing information technology projects and providing oversight for state agency information technology projects. EPMO uses a project management methodology based on the Project Management Institute, Project Management Body of Knowledge (PMBOK).

Vendor Response (Provide in detail how you will meet this goal)

2.4.17.1.6.2 Vendor should use a formalized approach to project management, which is compliant with the PMBOK.

Vendor Response (Provide in detail how you will meet this goal)

2.4.17.1.7 **VENDORS SHOULD UNDERSTAND THAT SIGNED ACCEPTANCE, BY THE AUTHORIZED PROJECT LEAD REPRESENTING THE WVDO, IS A REQUIREMENT FOR PHASE COMPLETION ACCEPTANCE.**

Vendor Response (Do you agree with the above mentioned requirement)

2.4.18. **Providing System Warranty, Maintenance & Support for the proposed solution.**

2.4.18.1 Provide statewide support, delivery, installation and maintenance of the system resulting from this RFP.

Vendor Response (Provide in detail how you will meet this goal)

2.4.18.2 Ensure that the primary point of a contact for all calls concerning the system is the Help Desk. The maximum acceptable downtime should not exceed the time agreed upon in the service level agreement (SLA) after the award of this contract.

Vendor Response (Provide in detail how you will meet this goal and also provide the system service level agreement parameters for system availability (SLA))

The following procedure should be followed for all problems being reported concerning the system:

2.4.18.2.1 Provide online/telephone system support to the WVDO offices beginning at 8:00 am through 5:00 pm Eastern Standard Time Monday through Friday.

Vendor Response (Describe how you will meet this goal)

2.4.18.2.2 The WVDO will contact the vendor and a telephone response should be provided within two (2) hours.

Vendor Response (Describe how you will meet this goal)

2.4.18.2.3 A qualified technician should respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. The vendor should provide on-site technical support for problems that cannot be resolved via telephone or remote access.

Vendor Response (Describe how you will meet this goal)

2.4.18.2.4 No issues should remain unresolved for more than four hours.

Vendor Response (Describe how you will meet this goal)

2.4.18.2.5 Issues that are not resolved should be directed to the vendor's contract administrator for immediate resolution.

Vendor Response (Describe how you will meet this goal)

2.4.18.2.6 Each request for service should be assigned a tracking number and include specific information related to the call. The successful vendor should provide a weekly log of trouble calls and the status of the resolution of each issue.

Vendor Response (Describe how you will meet this goal)

2.4.18.2.7 Provide WVDO with a reporting mechanism to track the status of all open service calls. Calls should not be closed until the WVDO Help Desk approves the resolution of the call.

Vendor Response (Describe how you will meet this goal)

2.4.18.3 Provide a (one (1) year) maintenance period after final acceptance and the system is in production with no additional cost to the State. During this time the vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require two (2), one (1) year maintenance renewal options.

Vendor Response (Describe the methodology for providing routine software/system updates. also provide detailed directions for, and description of, this software maintenance.)

2.4.18.4 Ensure that the original software, source code, object code and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination and/or completion of said agreement. It is further understood that the State will retain a perpetual license to the object code.

Vendor Response (Describe how you will meet this goal)

2.4.18.5 Any upgrades or system modifications should be installed from the central server to all of the workstations (Up to hundred (100) work stations) to insure that all machines are functioning on the same version of the software.

Vendor Response (Describe how you will meet this goal)

2.4.18.6 The vendor is responsible for distributing modifications to all workstations (Up to hundred (100) work stations) once modifications have been tested and approved by WVDO management.

Vendor Response (Describe how you will meet this goal)

2.4.19. **Providing Backup & Disaster Recovery services**

2.4.19.1 Providing backup and disaster recovery components for the proposed solution.Extreme measures should include but are not limited to a backup server that is a mirror image of the primary server. The backup server should ensure that no information is lost and that the proposed solution is capable of restarting in-progress processes.

Vendor Response (Describe how you will meet this goal)

2.4.19.2 Provide for daily, operational backup of the proposed system.

Vendor Response (Describe, in detail the recommended methodology for daily, operational backup of the proposed system)

2.4.19.3 In the event of a disaster, ensure that the WVDO business operations are not suspended for more than twenty-four hours.

Vendor Response (Describe how you will meet this goal)

2.4.19.4 In the event of a power outage and/or network disruption, provide capabilities of recovering data from processes that are in-progress.

Vendor Response (Describe how you will meet this goal)

2.4.19.5 Provide recovery mechanisms, including, but not limited to: fail-over capabilities, and time to recovery of system.

Vendor Response (Describe in detail proposed recovery mechanisms, including, but not limited to: fail-over capabilities, and time to recovery of system)

2.4.20. Provide a system response time of approximately three (3) seconds for a round trip transaction (from the client to the web server to the database and back). The vendor should also describe how they will remedy situations where the response time is not adequate.

Vendor Response (Describe in detail how the solution will meet this goal in addition to describing how they will remedy situations where the response time is not adequate)

2.4.21. Provide an interface for mobile devices including but not limited to Smartphone's, I pads, Laptops and Net books.

Vendor Response (Describe in detail how the solution will meet this goal)

Attachment B: Mandatory Specification Checklist

Mandatory specifications contained in Section 2.5 *on Page 49*

2.5.1 The database technology used must be Microsoft SQL Server or equal (the state has standardized on Microsoft Products).

Vendor Response (Describe in detail how the solution will meet this specification)

2.5.2 System must be able to retrieve detail and summary data by specific items, with the ability to filter and modify the data within the reports.

Vendor Response (Describe how the solution will meet this requirement)

2.5.3 The solution must have the ability to block some data points on reports and prevent printing to hard copy.

Vendor Response (Describe how the solution will meet this requirement)

2.5.4 The vendor's solution must provide a certified interface with Federal Government's Small Business Assistance process (http://www.sba.gov/private/edmis2/private/).

Vendor Response (Describe how the solution will meet this specification)

2.5.5 The solution must provide access and ability to update information from international locations.

Vendor Response (Describe how the solution will meet this requirement)

2.5.6 Solution shall provide the capability to report by United States Congressional District and West Virginia County.

Vendor Response (Describe how the solution will meet this requirement)

2.5.7 The successful vendor understands that a Confidentiality Agreement must be signed to access information found within the WVDO's records. These WVDO records include any information that can identify a person/company including, but not limited to the name, address, telephone number or employment information of any person or organization data.

Vendor Response (Do you agree to the above requirement)

2.5.7.1 The successful vendor and its employees, agents, contractors, subcontractors, agree to comply with the Confidentiality Agreement and all personnel who will have access to the WVDO's records must sign a Confidentiality Agreement prior to access within the WVDO's records. Failure to comply with this provision may affect deadlines required by the Vendor. The Vendor agrees that failure to submit Confidentiality Agreements from all Vendor users of the WVDO's records constitutes a breach of the Agreement and the WVDO may terminate the Agreement without consequence to the WVDO on that basis.

Vendor Response (Do you agree to the above requirement)

2.5.7.2 The successful vendor hereby agrees that it will only access information as required to perform its duties under the Agreement. The Vendor understands that it is required to secure the information that it accesses as part of this Agreement and to ensure that it is not accessed by unauthorized individuals, released to any other persons, companies or entities.

Vendor Response (Do you agree to the above requirement)

2.5.7.3 The successful vendor agrees to keep all personal and non-personal information accessed from WVDO is confidential and protected from intentional and unintentional disclosure.

Vendor Response (Do you agree to the above requirement)

2.5.7.4 The successful vendor must take all reasonable precautions to protect against unauthorized access or release of WVDO's data records, confidential records or confidential information in its custody; The Vendor will follow the notification requirement if it discovers that information or services provided under this Agreement have been disclosed or are being used in violation of, the West Virginia Records Disclosure Act, the federal Privacy Act of 1974 or any other state or federal laws. The Vendor shall also immediately notify the WVDO within twenty four (24) hours by telephone 304.558.2234 and the West Virginia Office of Technology at 304.558.9966 or 877.558.9966 if it discovers that personal information provided under this Agreement have been disclosed and/or being used in violation of the Agreement, or state or federal laws.

Vendor Response (Describe how you will you meet this requirement)

2.5.7.5 The successful vendor acknowledges that authorized access or transactions provide no right to possession or ownership by the Vendor to the WVDO's data records.

Vendor Response (Do you agree to the above requirement)

2.5.7.6 The successful vendor must ensure that it does not aggregate information or create any databases to information which it has access, including WVDO's data and data submitted by testing applicants for the purposes of building comprehensive data records or for any other purpose.

Vendor Response (Describe how you will you meet this requirement)

2.5.7.7 The successful vendor must not access or retain any data submitted by testing applicants or by the WVDO for any reason.

Vendor Response (Do you agree to the above requirement)

2.5.8 The State will require the vendor to extend the system warranty period if identified deficiencies have not been corrected.

Vendor Response (Do you agree to the above requirement)

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

____
(Company)

____
(Representative Name, Title)

____
(Contact Phone/Fax Number)

____
(Date)

Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

Implementation Cost		$
Annual Maintainence Cost		$
Training Cost		$
Hosting Cost		$
Programming / Modifications	Rate/Hr: $	$: (Rate for 100 hours)

<u>Table 1</u> Total All-Inclusive Costs

*List the total all-inclusive cost for performing the services proposed to meet the Project Goals and Objectives described in **Section 2.4** and the Mandatory Requirements described in **Section 2.5.***

Year	Cost for Services provided by Vendor	Total Cost
1	*Implementation Cost +Annual Maintainence Cost + Training Cost +Hosting Cost + Programming / Modifications (100hrs)*	
2		
3		
4		
5		
6		

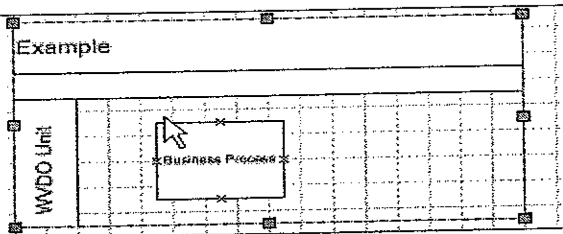
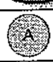
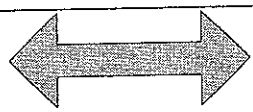
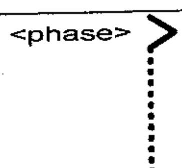
Grand Total (this Cost is Scored)	$

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the WVDO's discretion.

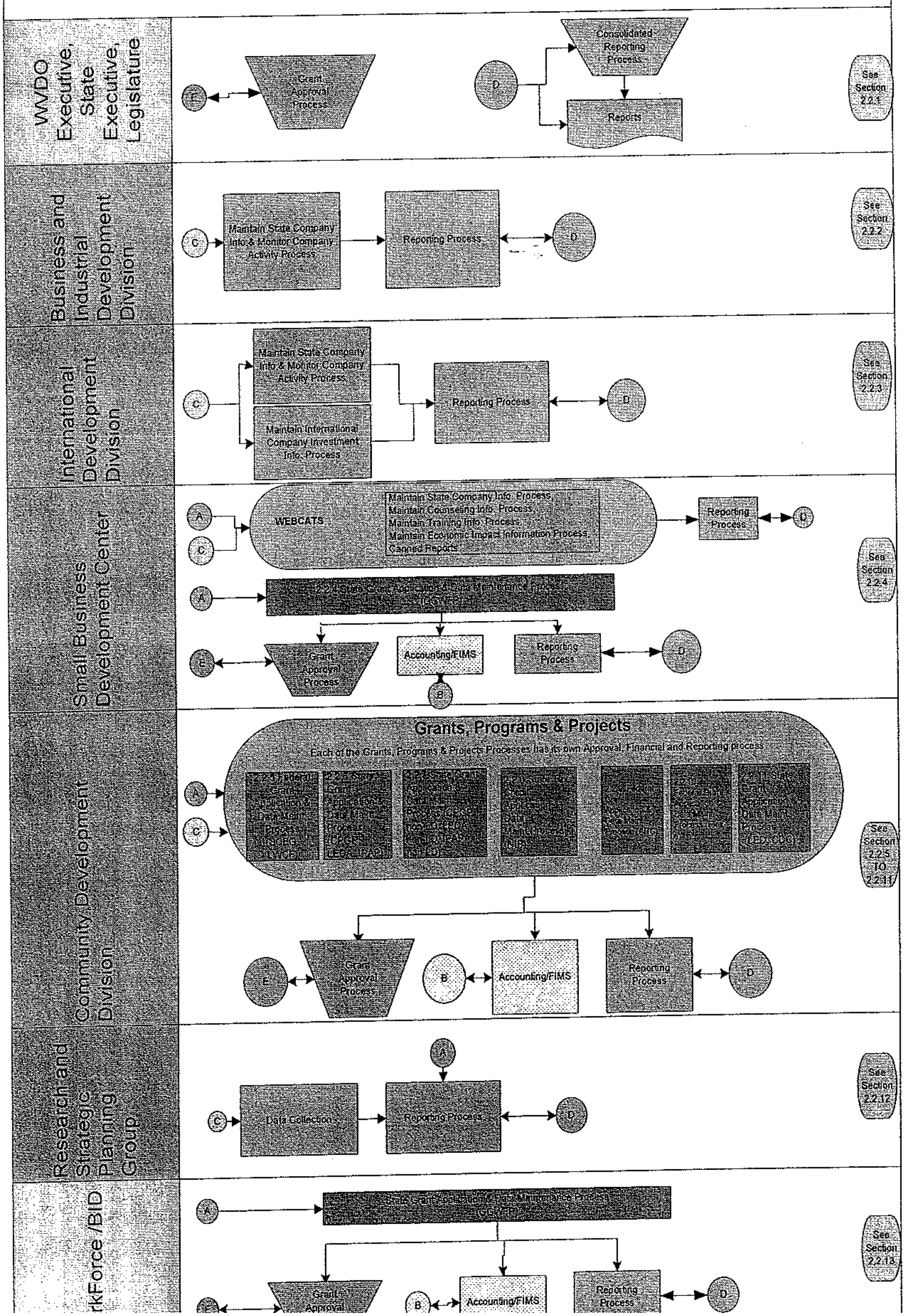
If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

Exhibit A: Business Process Flows/Object Diagram

The Cross-Functional Flowchart Legend (symbols, colors and layout, etc.):

ID	Symbol, etc.	Description	Flowchart Level 1.High Level (HL) 2. Individual (I)
1		Functional Band. Will indicate the organization that utilizes the band's businesses processes, etc.	HL, I
2		Business Process	HL, I
3		Reports, documents, files	HL, I
4		On-page connector	HL
5	→ or 	Lines with arrow end points, which indicate the direction of data flows.	HL, I
6		Off page connector. This will reference a FRD Section, containing the details of an Individual Business Process	HL
7		Manual work process. Usually indicates a work flow of approvals across organizations.	HL
8		Separator. This symbol is used to indicate a Business Processes' Statuses or Dates, which are used as Status.	I
9	Color	Used to indicate an Accounting/FIMS Financial Transaction	HL, I
10	Color	Used to indicate reports or a report process	HL, I
11	Color	Used to indicate a Company related Business process(s)	HL
12	Color	Used to indicate a Grant, Program, Fund related Business Process	HL
13	Color	Used to indicate an Approval Process	HL, I

West Virginia Department of Commerce's Development Office – Business Processes
(see the Definitions, Acronyms & Abbreviations Section for the full name of the acronyms used in this chart)

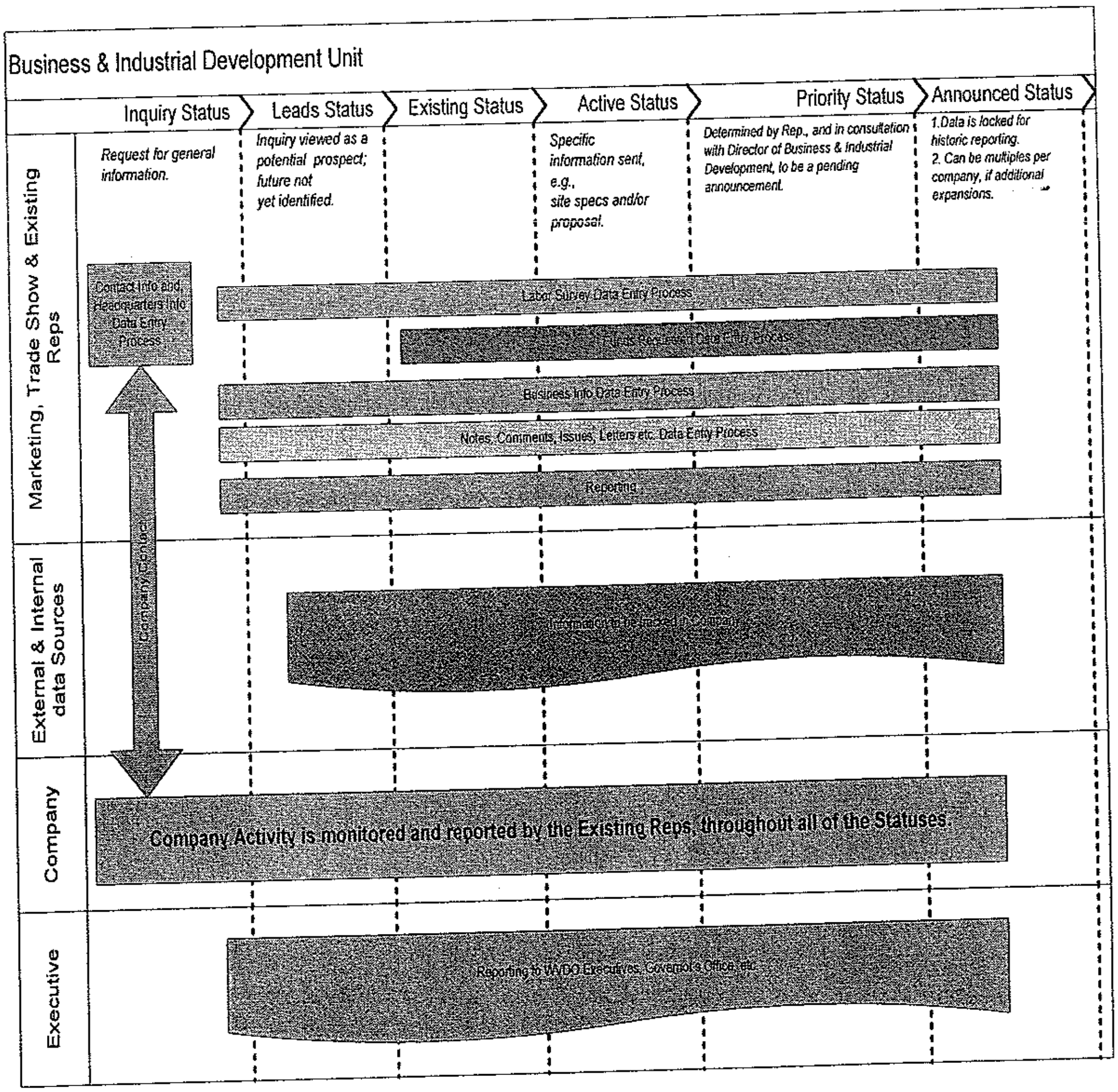


2.2.2 Business and Industrial Development - BID

Database Name:	Companies (Approximately 6300 records/rows exist in the Companies database)

High Level BID Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Business and Industrial Development Unit



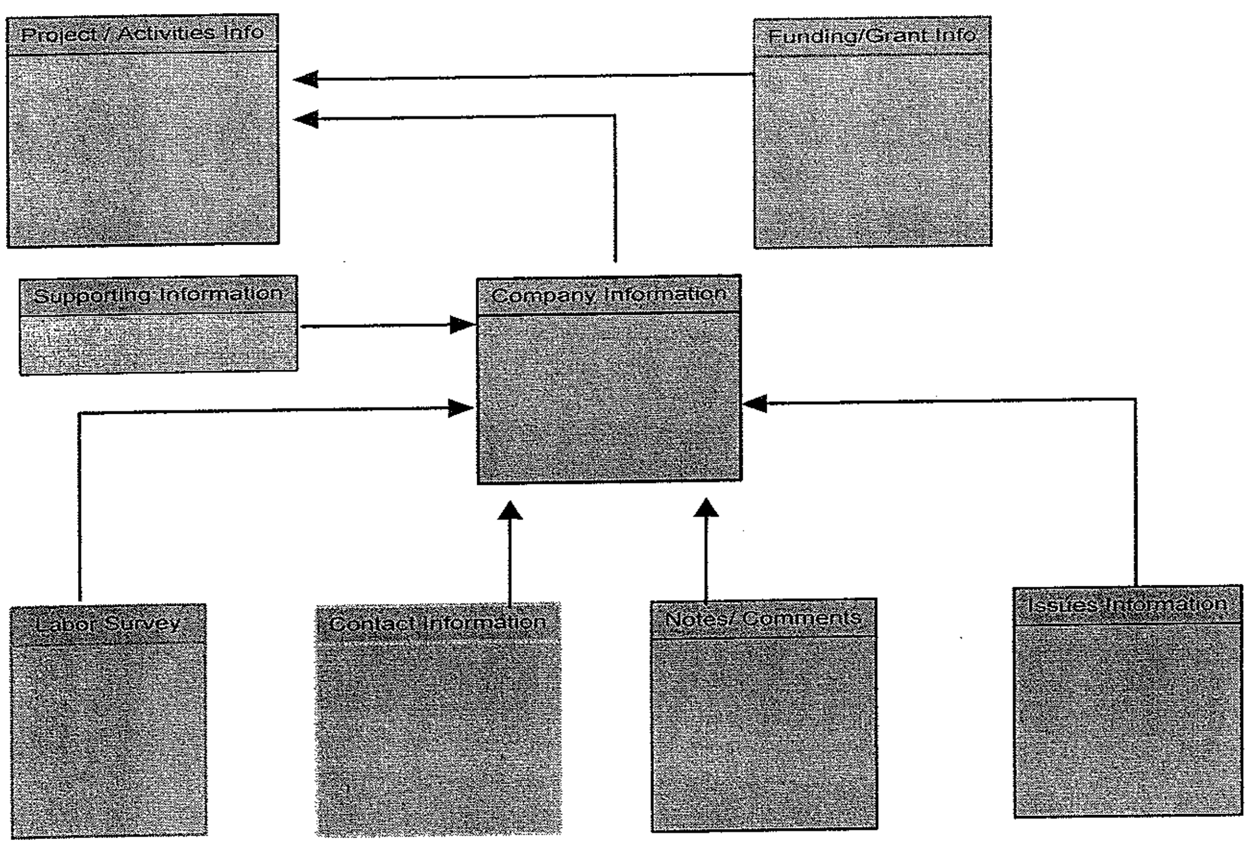
Data Sources

BID information is obtained through phone, email, and letters; not just through specific forms like (Retention Form).

1. Existing Rep: Plant Visit, Phone calls, Emails, Retention Form [5 Representatives].
2. Marketing Rep: Email, Phone Calls, Business Contacts, Trade Shows, Various media's [5 Representatives].
3. Trade Show Rep: Coordinates Trade show visits [1 rep].
4. External Sources: E.g. Workforce/BID West Virginia/BID, WVEDA, Highways.
5. Community Development.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Business and Industrial Development Unit – Companies Database.

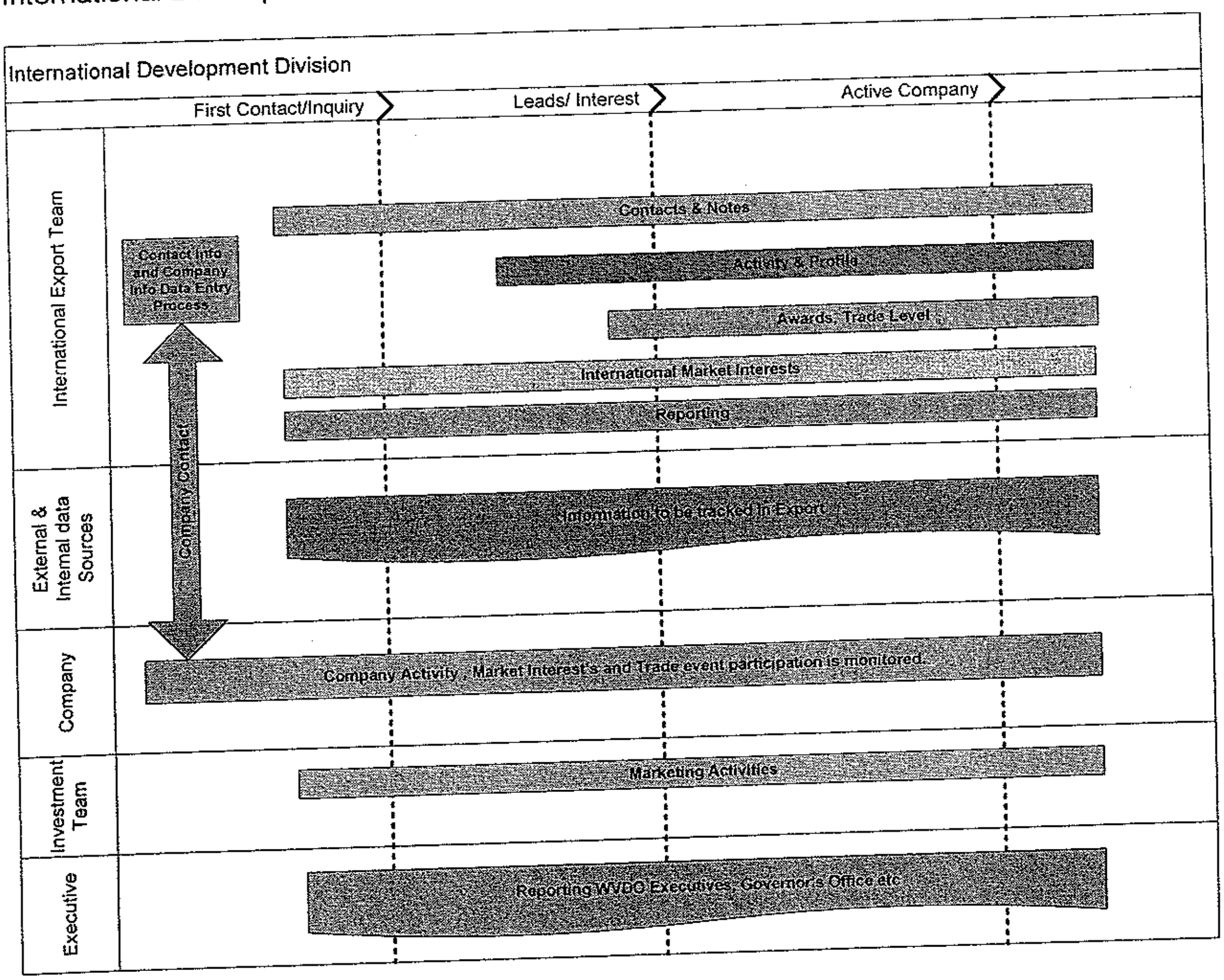


2.2.3 International Development Division

International Division Export	• Reviewed wvdo.mdb. • Approximately 800 records/rows exist in the Export database. • MS Access 2007.
International Division Investment	• There is no database presently storing this information. • Organized and shared through Emails and Spreadsheets.

High Level Export Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's International Development Division.

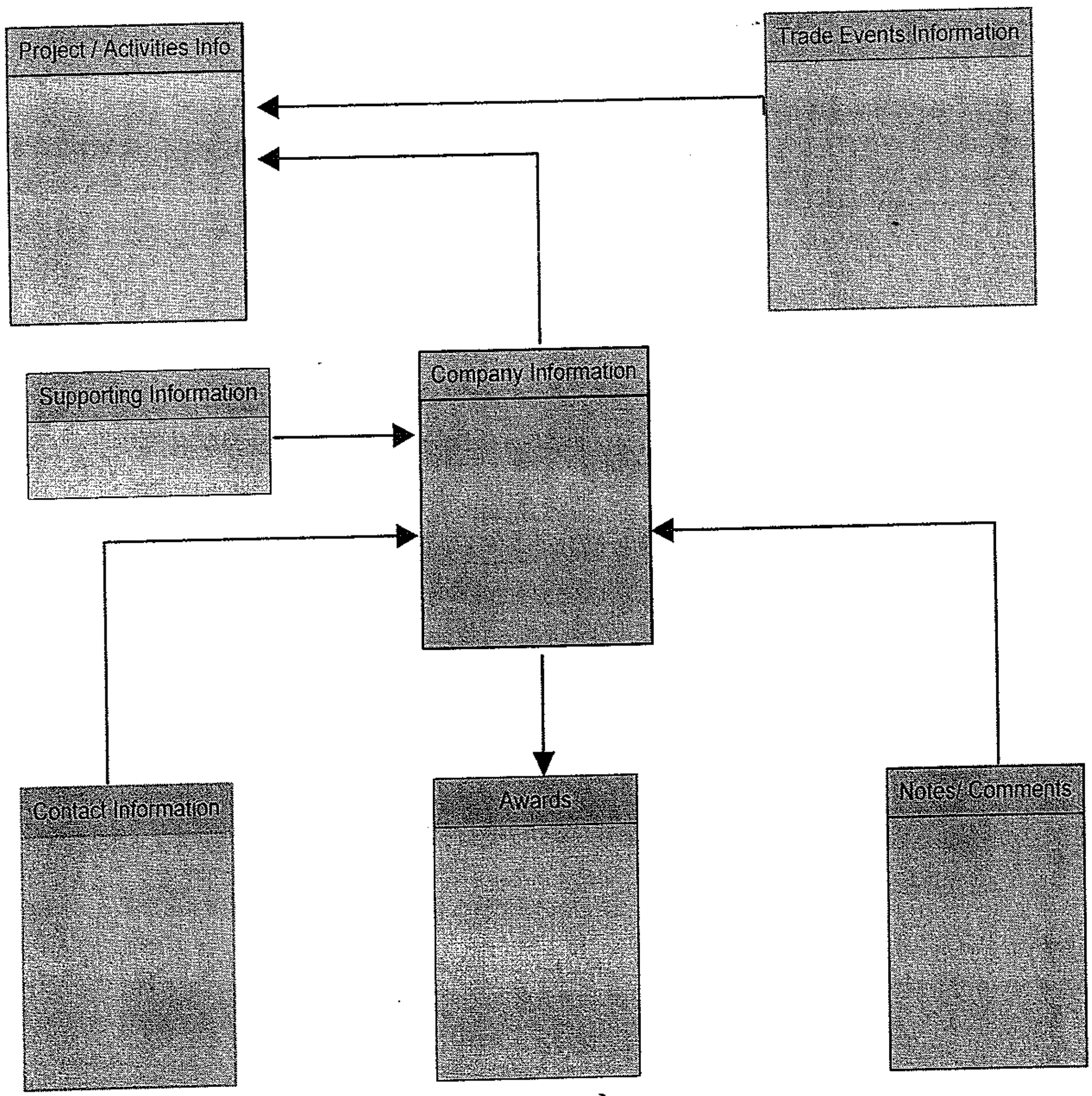


Data Sources

1. Export information is obtained through email, Phone Calls, Business Contacts, Trade Shows, and Export shows.
2. BID, Community Development.
3. External Sources: E.g. West Virginia Workforce/BID.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's International Development Division – Export Database.

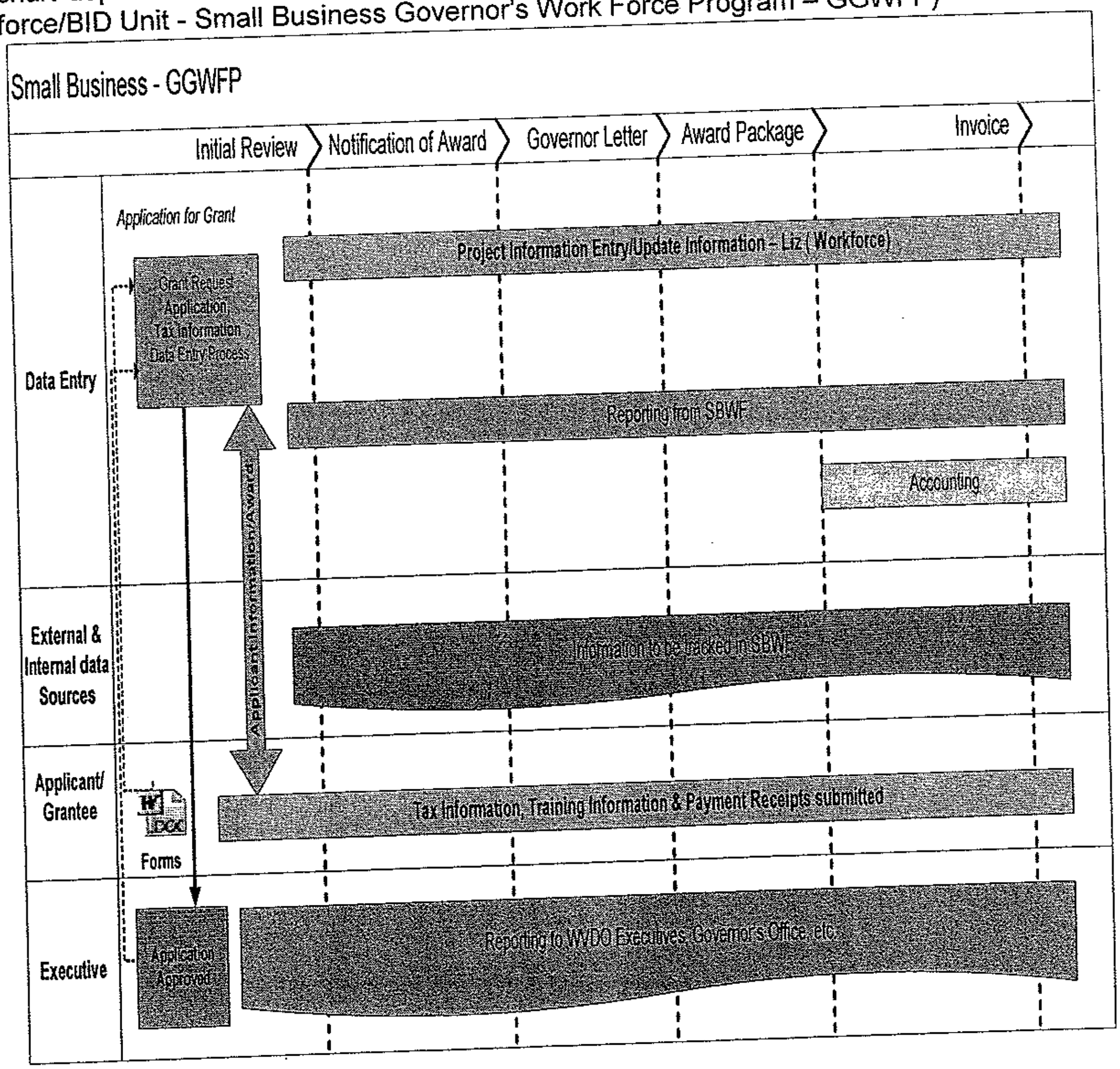


2.2.4 Small Business Development Center- Governor's Guaranteed Work Force – GGWFP (SBDC)

Database Name:	MS Access 2007.Database Reviewed : Client 20-SBWF
Funding Information	• The Small Business Governor's Work Force Program encourages the growth and expansion of the companies in business for over a year. • Awards cannot exceed $5,000 per trainee.
Programs –	Governor's Guaranteed Work Force – GGWFP.

High Level GGWFP Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Workforce/BID Unit - Small Business Governor's Work Force Program – GGWFP)



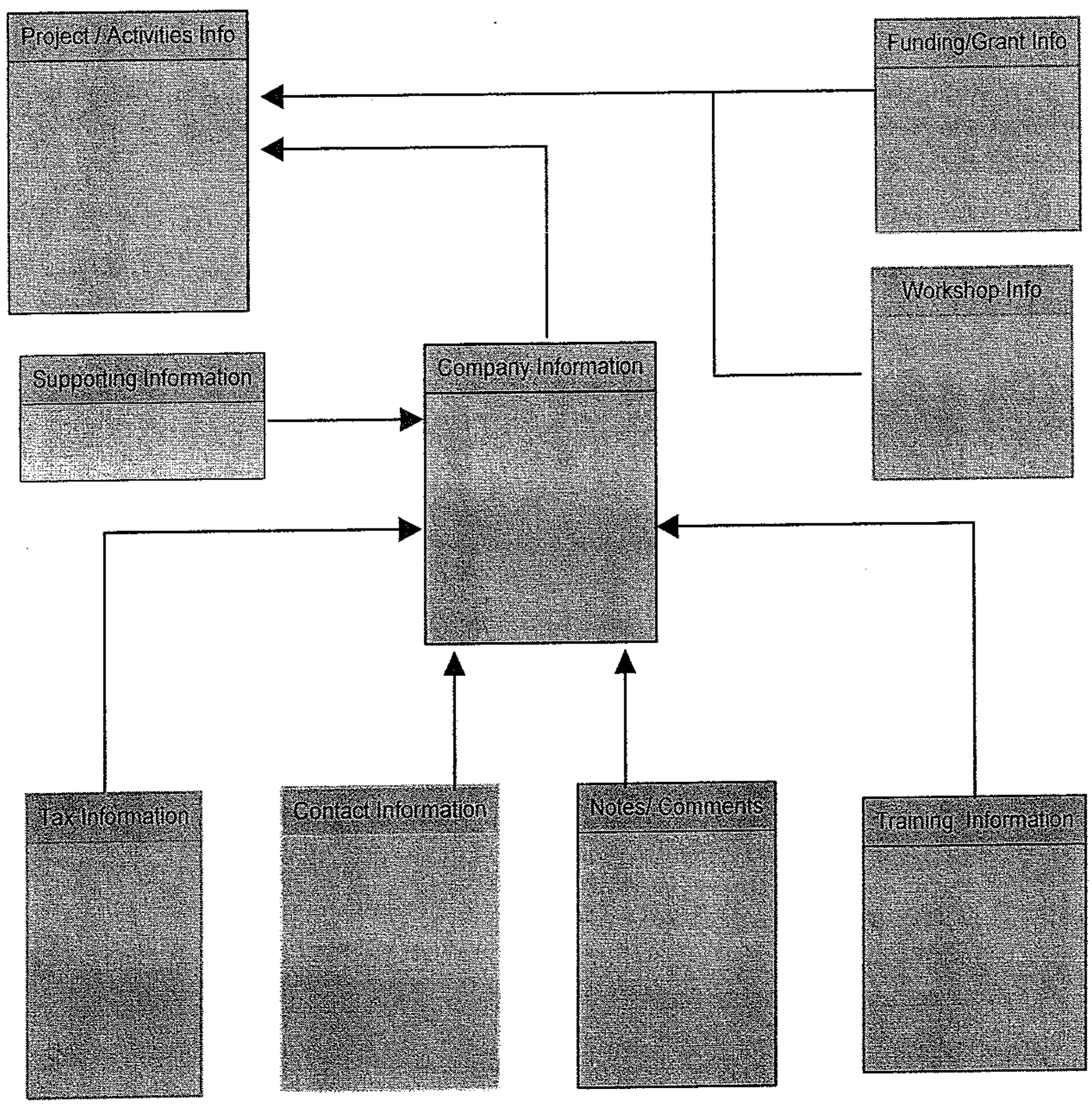
Data Sources

GGWFP information is obtained through forms filled by the companies based on their eligibility and tax history.

1. Application forms and supporting documents .
2. Approval Letter from the WVDO Executive Committee and Governors Office.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Small Business Development Center – GGWFP.

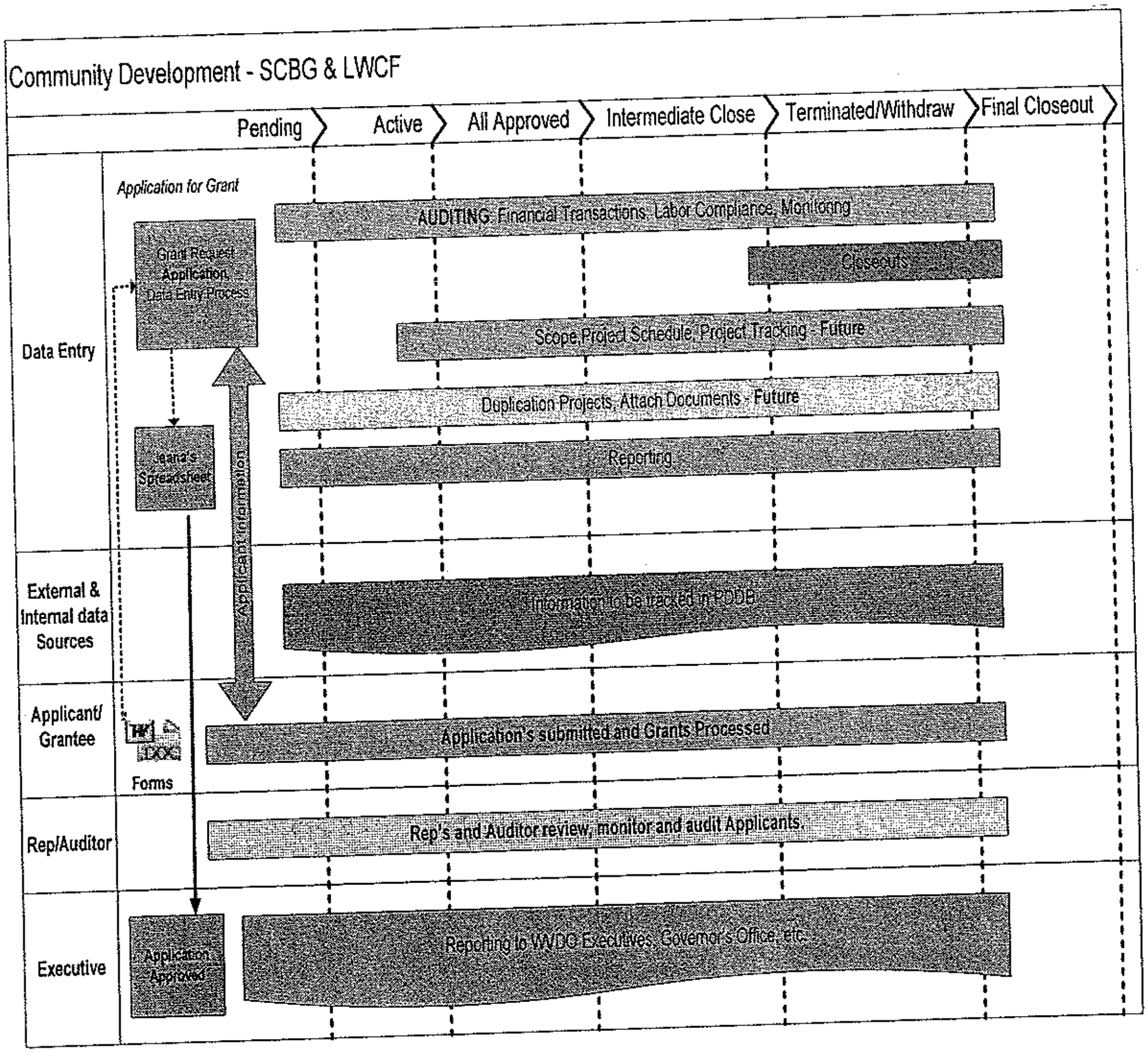


2.2.5 Community Development

Database Name:	PDDB - Project Development Database.
Program	SCBG, LWCF

High Level SCBG Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development Unit - (Small City Block Grant- SCBG)



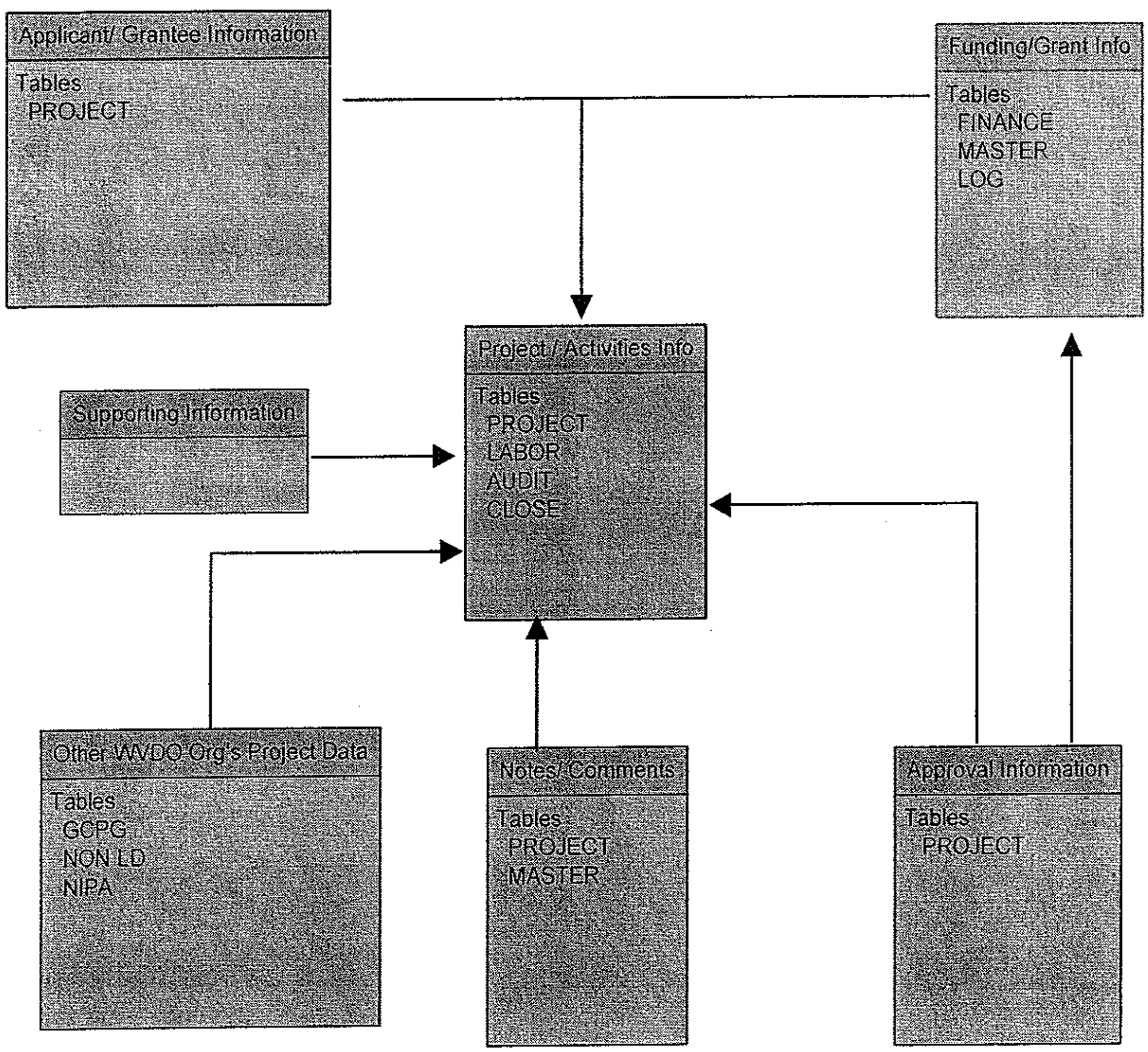
Data Sources

Small Cities Block Grant (PDDB) information is obtained through forms filled by various groups (City, County, Board of Education, Non profits etc) for all categories of funding available based on their eligibility.

1. List of Forms available based on category of funding (Forms can be downloaded and filled-- http://www.wvcommerce.org/people/communityresources/applicationsanddownloads/default.aspx).
2. Financial Entry Log – Wire Transfer- Check – From Accounting.
3. Project List for LD and Non LD.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Community Development Division – PDDB Database. *(*Tables populating each object have been included only for this Database)*

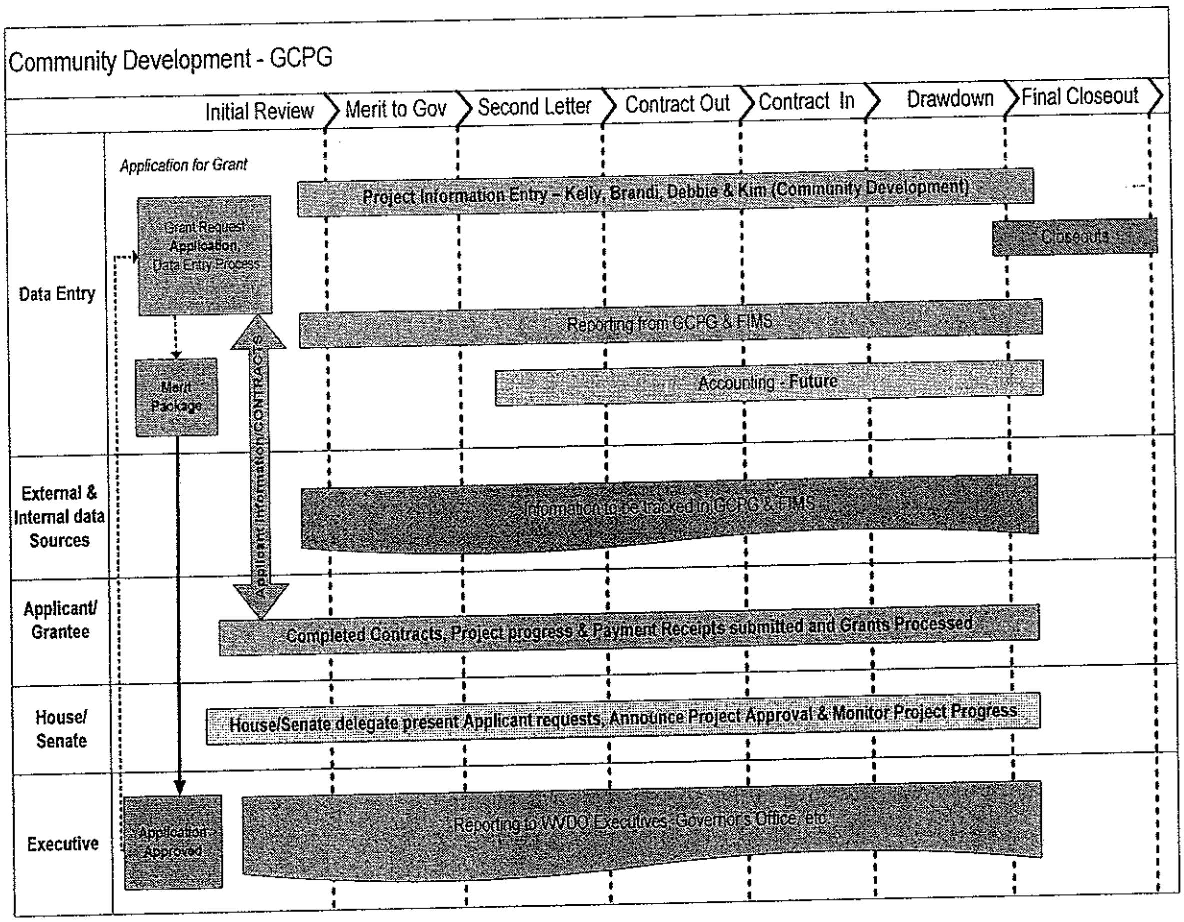


2.2.6 Governor's Community Participation Grant - GCPG

Database Name:	Governor's Community Participation Grant - GCPG (for LD projects).
Programs	4. Community Participation Grant Programs (CPGP) 5. Local Economic Development Assistance (LEDA) 6. Industrial Park Assistance Program (IPAP)

High Level GCPG Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development (State Grants and Infrastructure unit- Governor's Community Participation Grant–GCPG)



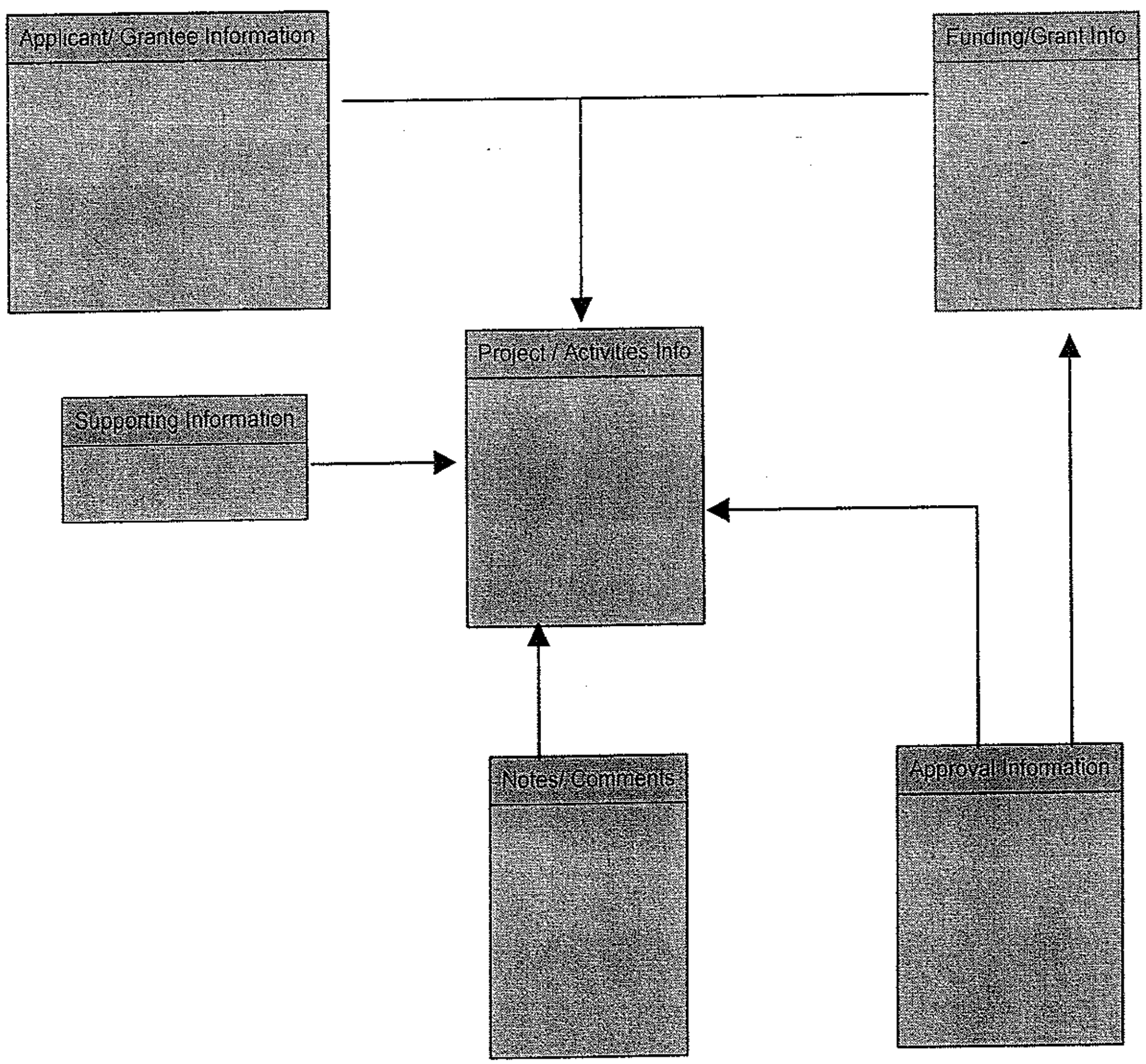
Data Sources

GCPG information is obtained through the report sent in by the House/ Senate.

1. Database custodian/Admin receives a list of projects from House/Senate for each year in hard copy format.
    a. Special or discretionary projects are requested throughout the year by the Governor's Office, Senate and House in the form of a letter from the Governor, Senate Finance Committee or House Finance Committee to the WVDO. Letters are submitted on an as needed basis. Approximately 300 per year.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Community Development Division – GCPG Database.

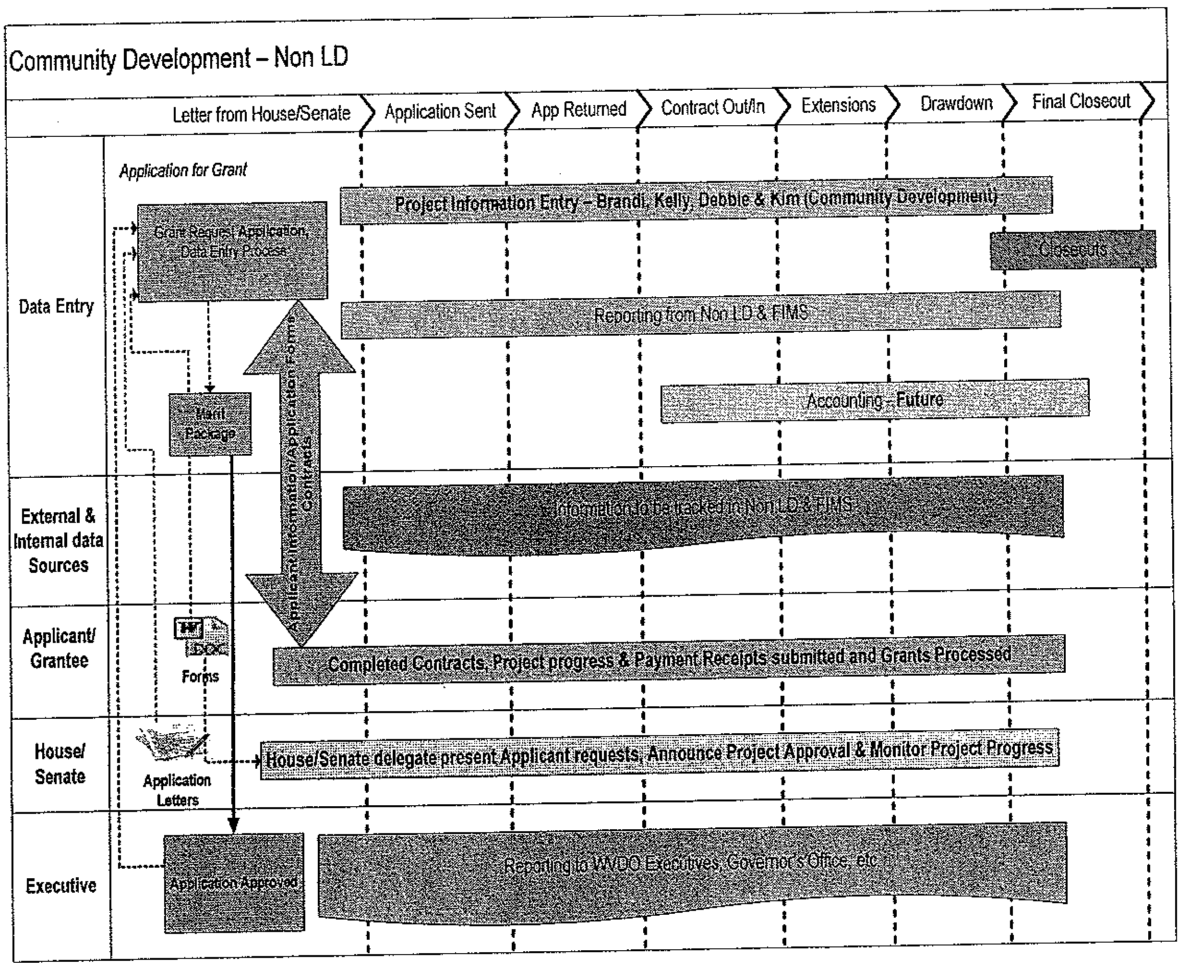


2.2.7 Non- LD projects

Database Name:	Non- LD projects
Programs	4. Community Participation Grant Programs (CPGP)-Non LD 5. Local Economic Development Assistance (LEDA)- Non LD 6. Industrial Park Assistance Program (IPAP)- Non LD

High Level Non LD Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development (State Grants and Infrastructure unit- Non LD)

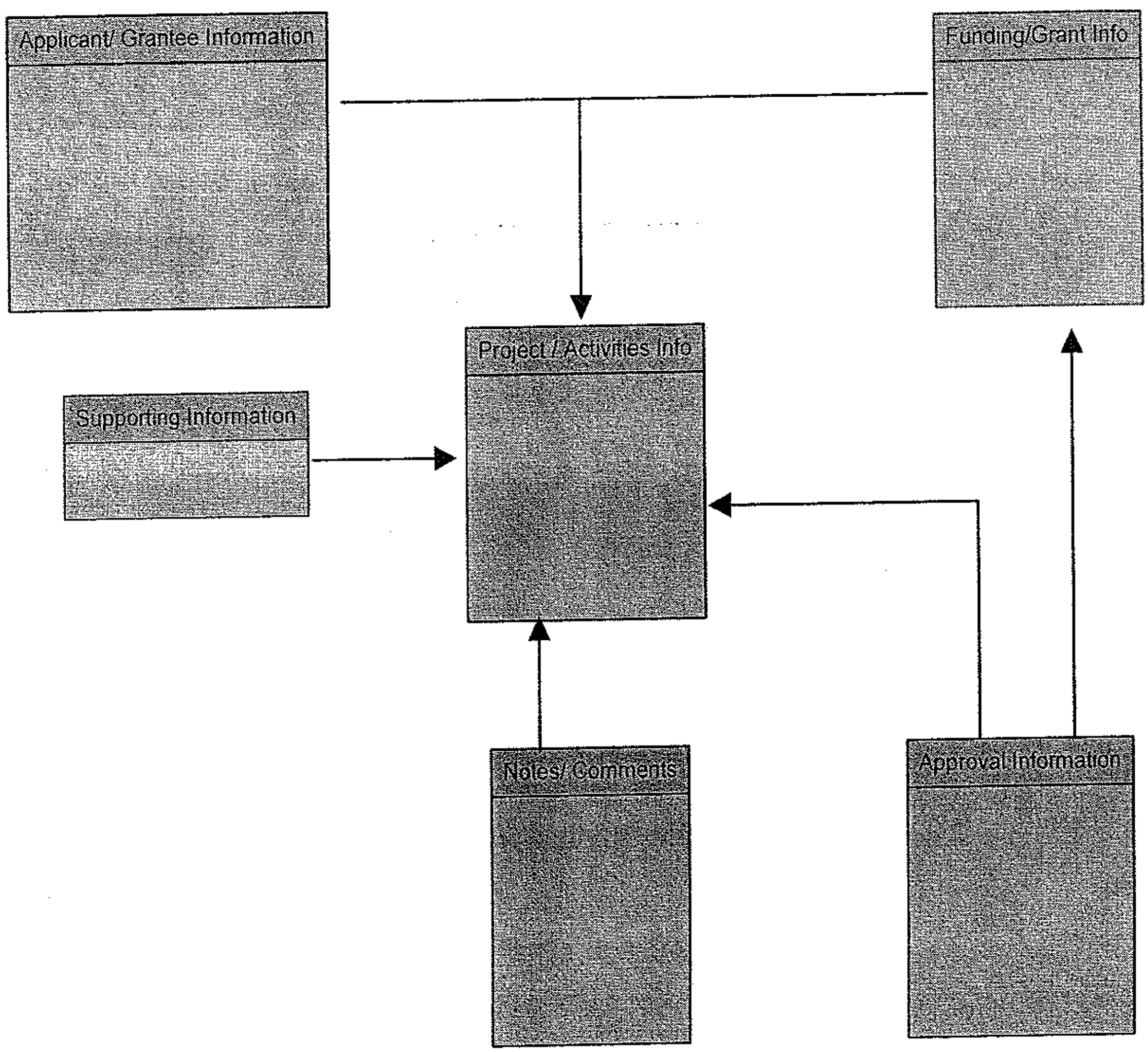


Data Sources

1. Non LD information is obtained through letters sent in by the House/ Senate.
   a. Projects are requested throughout the year by the Governor's Office, Senate and House in the form of a letter from the Governor, Senate Finance Committee or House Finance Committee to the WVDO.
2. Direct applications to State Grants and Infrastructure Projects unit- Community Development office.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Community Development Division - Non LD Database.

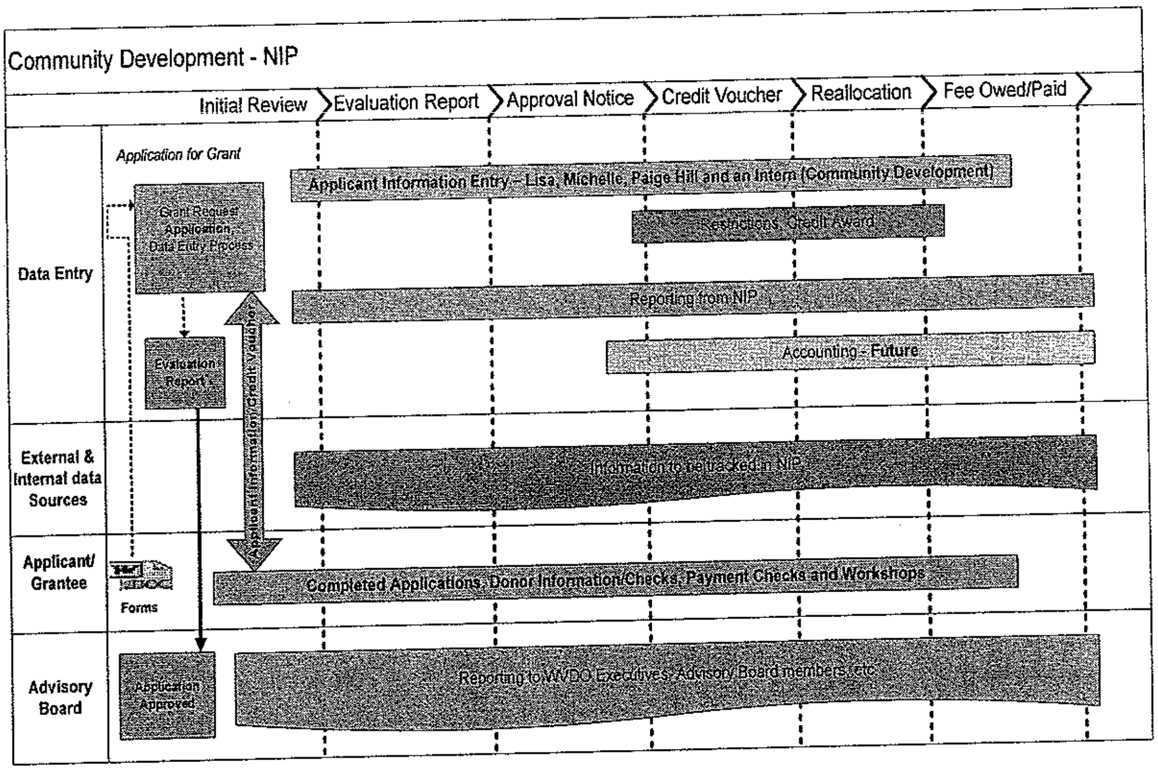


2.2.8 Local Capacity Development Unit - Neighborhood Investment Program (NIP)

Database Name:	Neighborhood Investment Program- NIP. Reviewed Database: FY **2010** Database.mdb.
Programs	Neighborhood Investment Program (NIP).

High Level NIP Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development (Local Capacity Development Unit- Neighborhood Investment Program Investment Program -NIP).



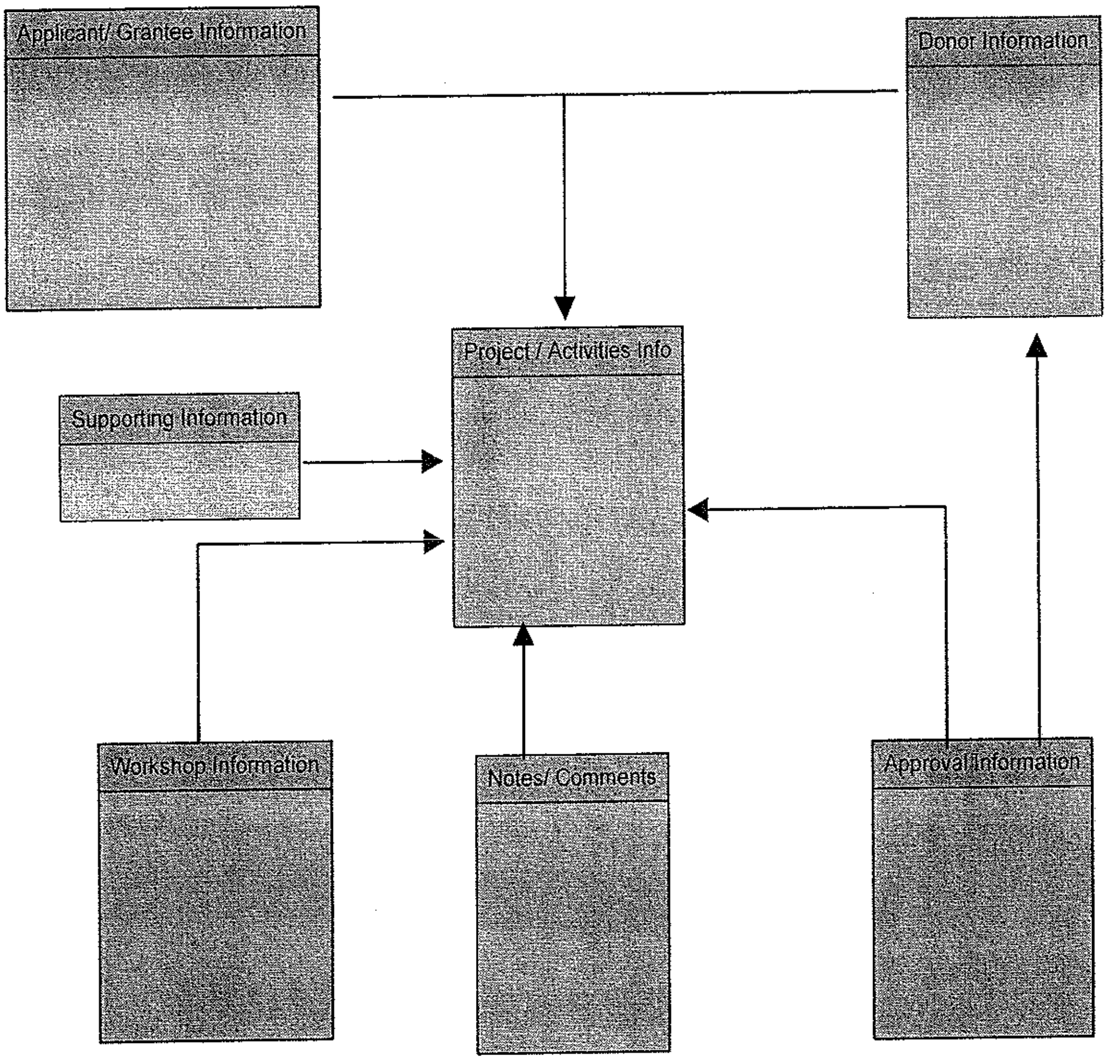
Data Sources

NIP information is obtained through information obtained through forms filled by various groups (Non Profit, Charitable Organizations etc) based on their eligibility.

1. List of Forms and NIP guidelines available online www.wvdo.org/downloads.
2. Applicants applying for NIP can also apply for Non LD and Flex-E grant programs.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Community Development Division (Local Capacity Development Unit) – NIP Database.

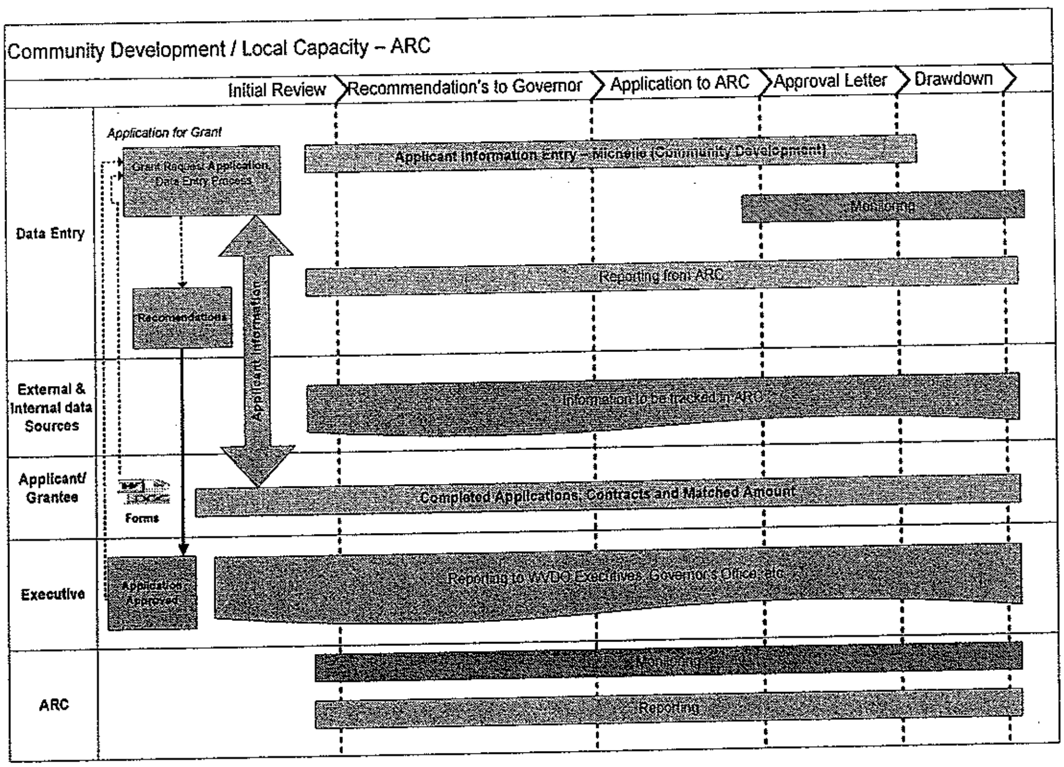


2.2.9 **Local Capacity Development Unit** - Appalachian Regional Commission (ARC)

Database Name:	ARC- Reviewed Database: ARC FY **2010**.mdb.
Programs	Appalachian Regional Commission -ARC

High Level ARC Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development (Local Capacity Development Unit- Appalachian Regional Commission -ARC).



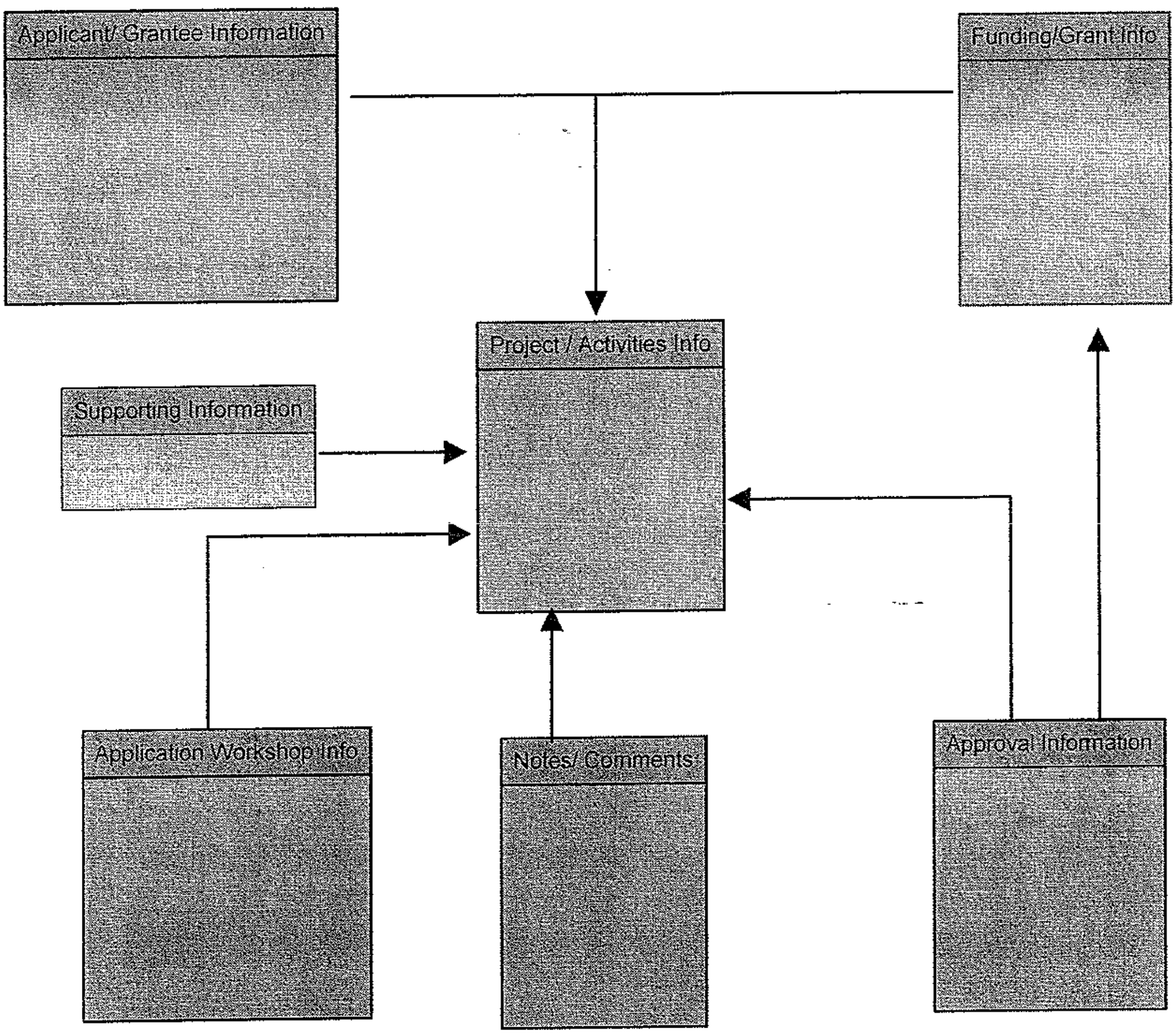
Data Sources

ARC information is obtained through forms filled by various groups (Cities, towns, counties, regions, public service districts and nonprofit organizations.) based on their eligibility.

1. List of Forms and Technical assistance guidelines available online:
   www.wvdo.org/downloads

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Community Development Division (Local Capacity Development Unit) – ARC Database.

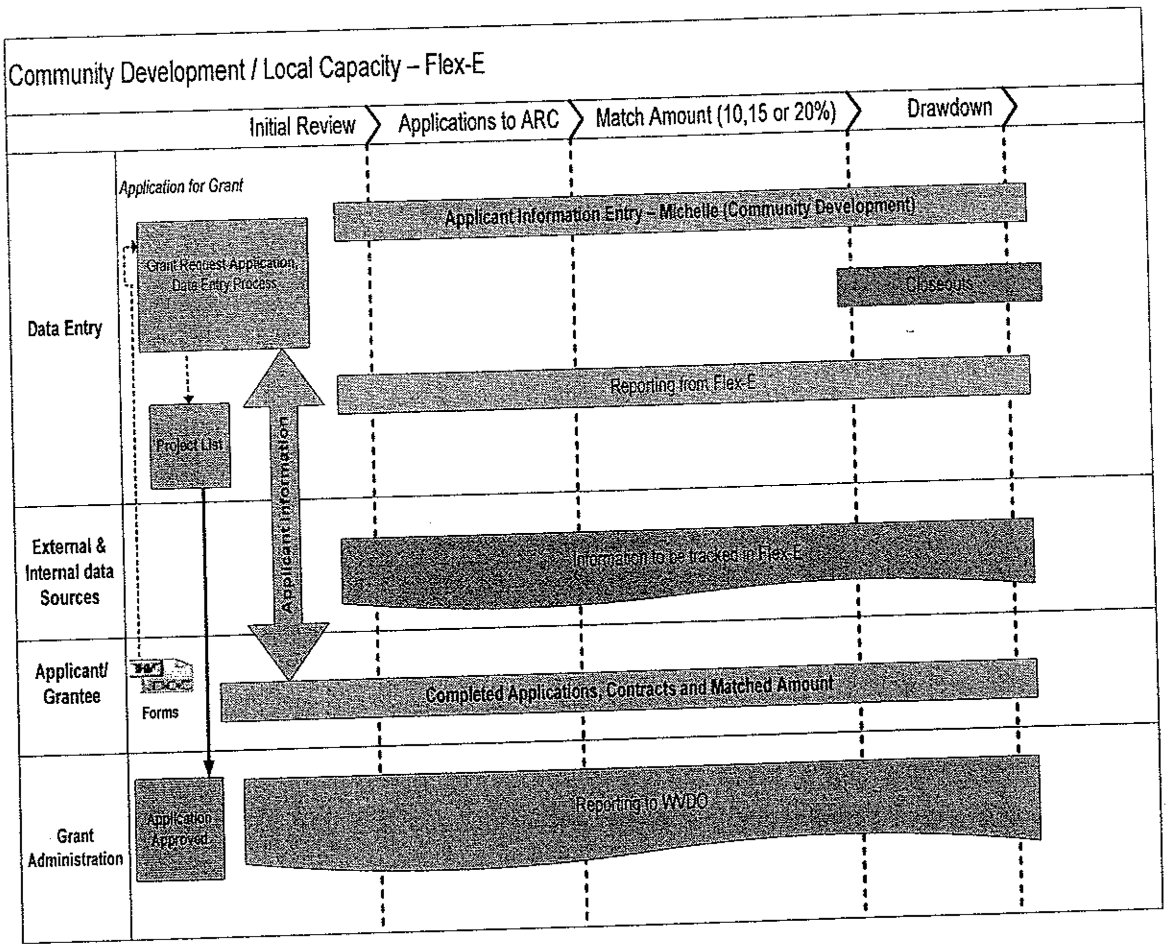


2.2.10 Local Capacity Development Unit – FLEX-E Grants

Database Name:	Flex-E Grant- Reviewed Database: Flex FY**2009**.mdb.
Programs	Flex-E-Grant project (Federal Grant)

High Level Flex-E Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development (Local Capacity Development Unit- Flex-E Grant Program).



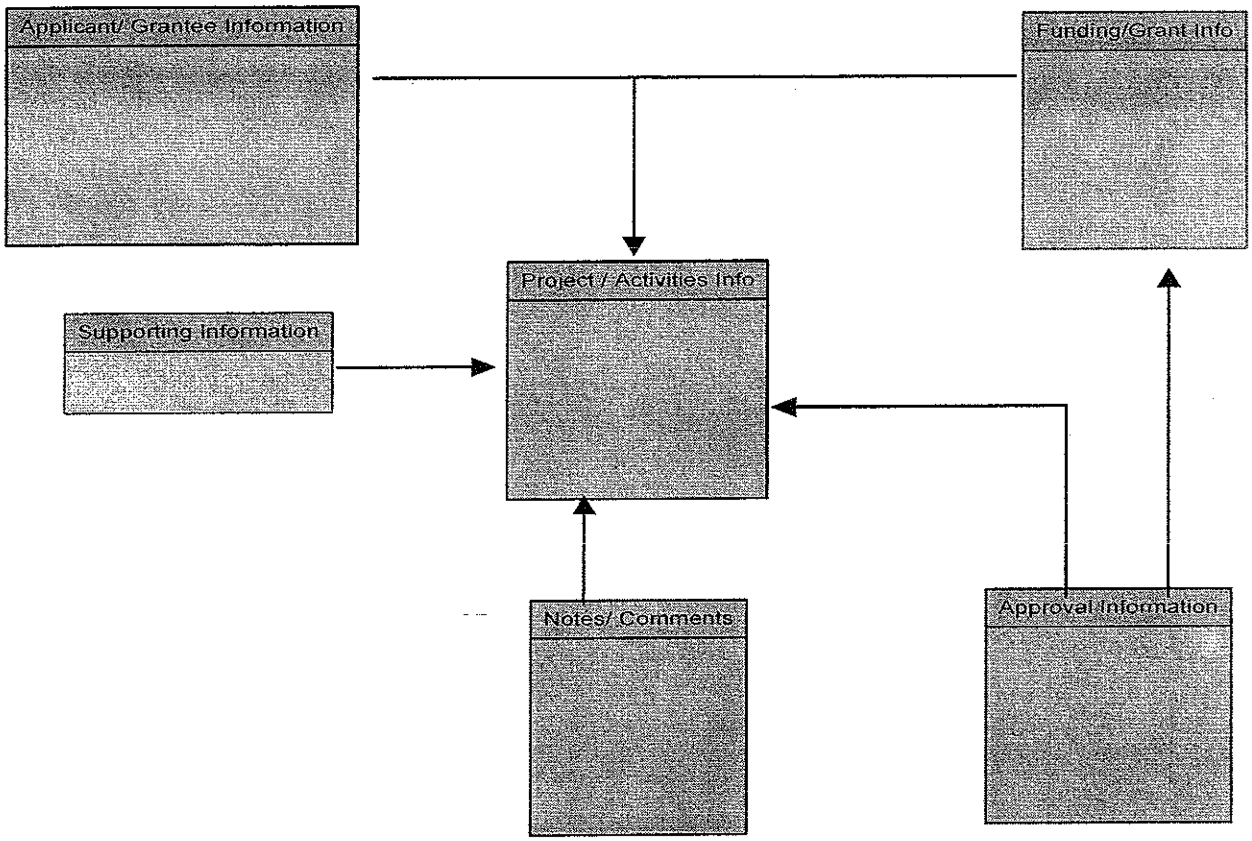
Data Sources

Flex-E grant information is obtained through forms filled by various groups (Non Profit) based on their eligibility.

1. List of Forms and Technical assistance guidelines available online: www.wvdo.org/downloads.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's Community Development Division (Local Capacity Development Unit) – Flex-E Grant Database.

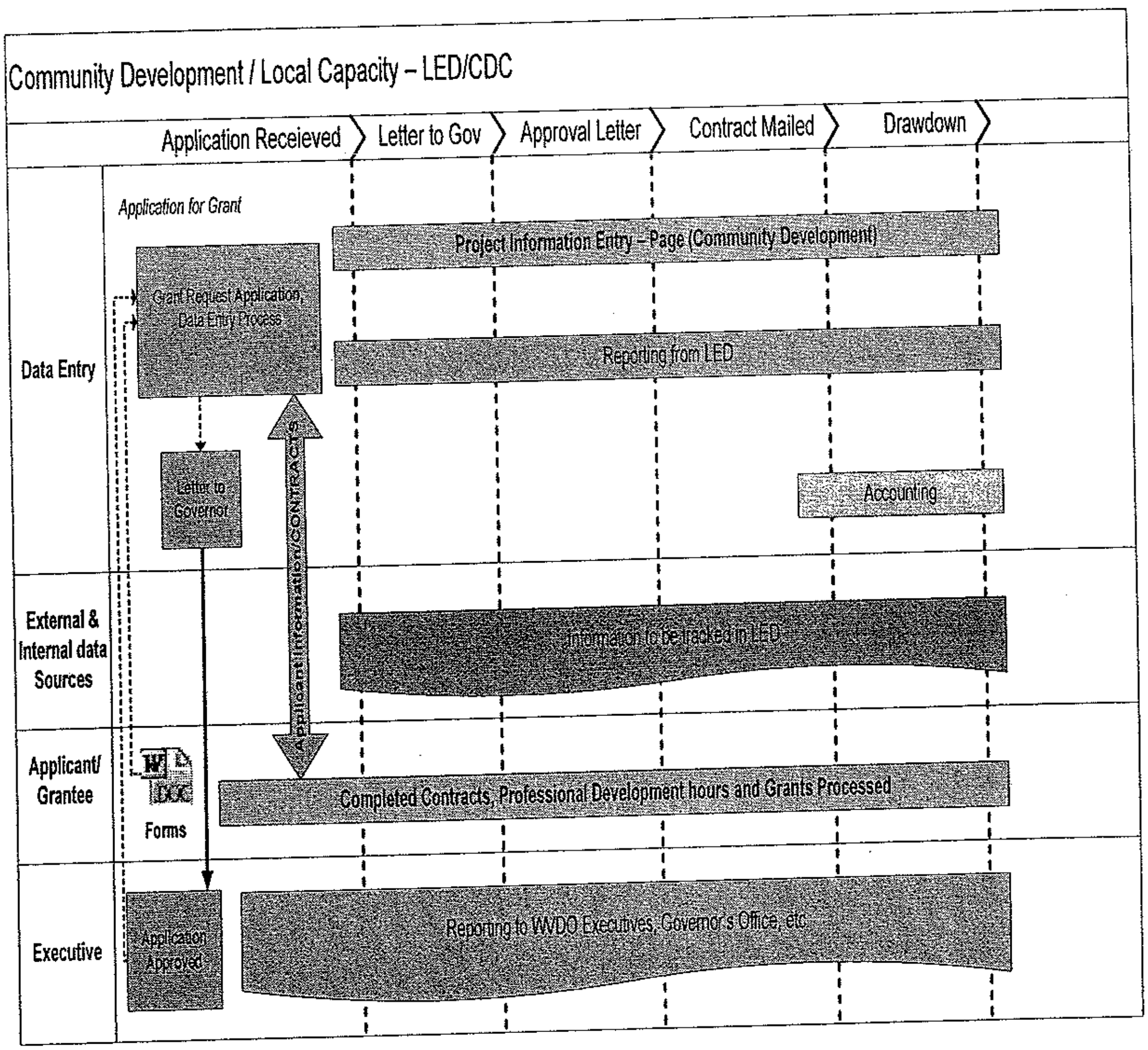


2.2.11 Local Capacity Development Unit– LED/CDC

Database Name:	LED - Reviewed Database: FY **2010** LED.mdb.
Programs	1. Local Economic Development Grant Program –LED. 2. Certified Development Community Program – CDC.

High Level LED/CDC Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Community Development (Local Capacity Development Unit- LED/CDC Program).



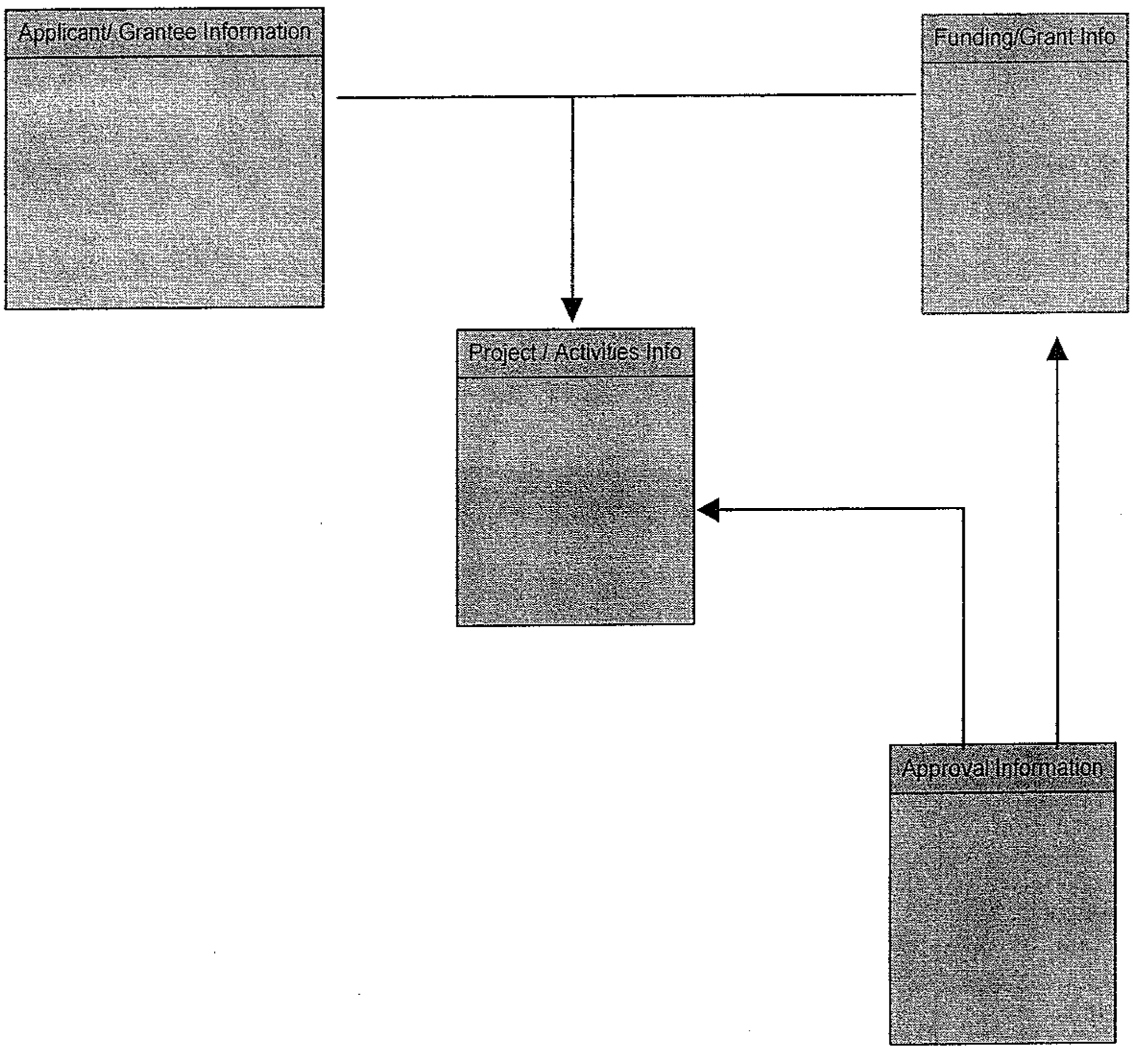
Data Sources

LED/CDC information is obtained through forms filled by counties based on their eligibility.

1. List of Forms and Technical assistance guidelines available online www.wvdo.org/downloads

Object Diagram

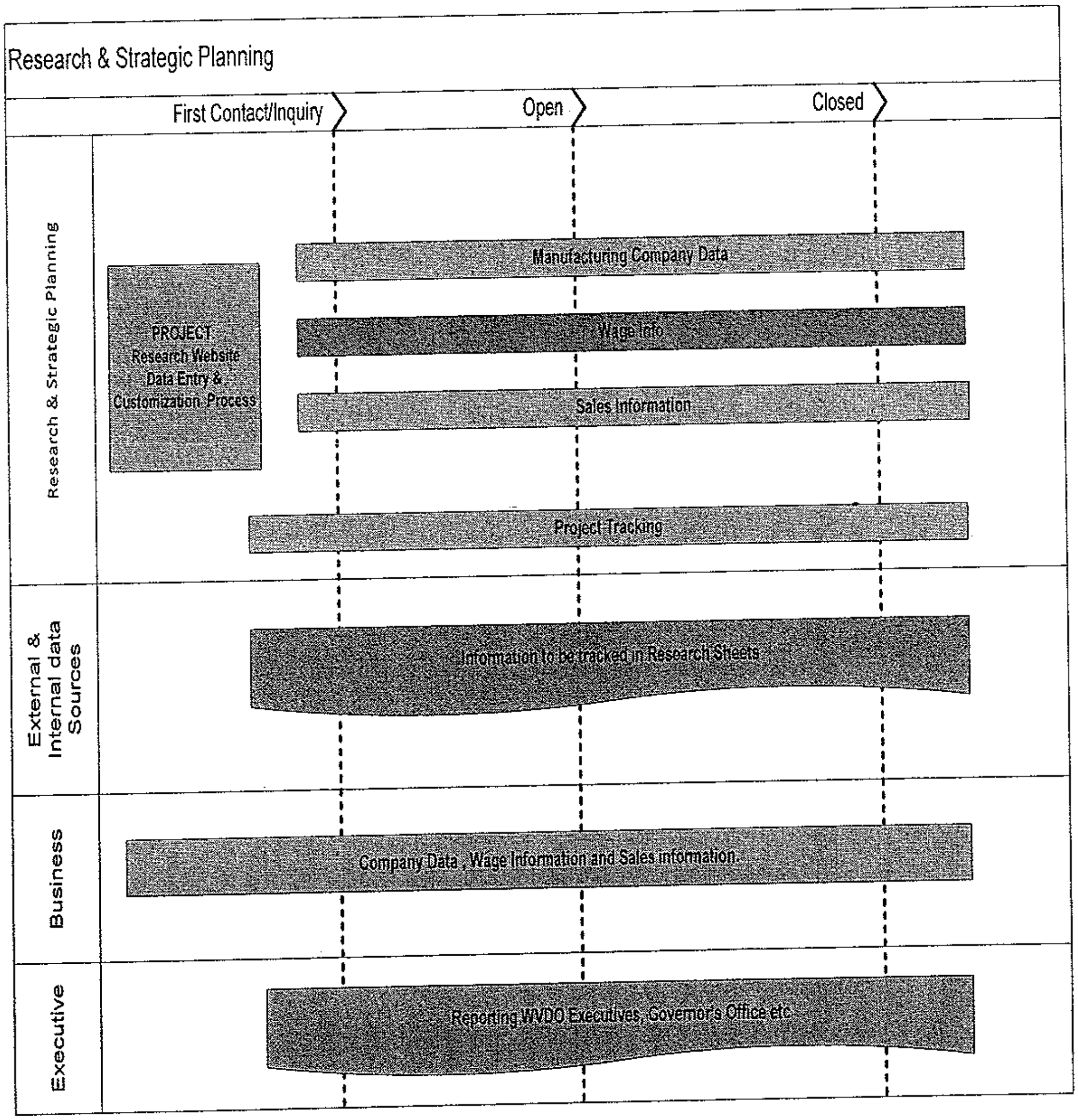
This high level Object diagram indentifies the objects within the WVDO's Community Development Division (Local Capacity Development Unit) – LEC/CDC Database.



2.2.12 Research & Strategic Planning

High Level Research & Strategic Planning Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Research & Strategic Planning Unit.



Data Sources

1. Workforce/BID, Census, ARC Website's. – Confidential Data Involved.
2. Dun and Bradstreet Data.
3. US Department of Labor

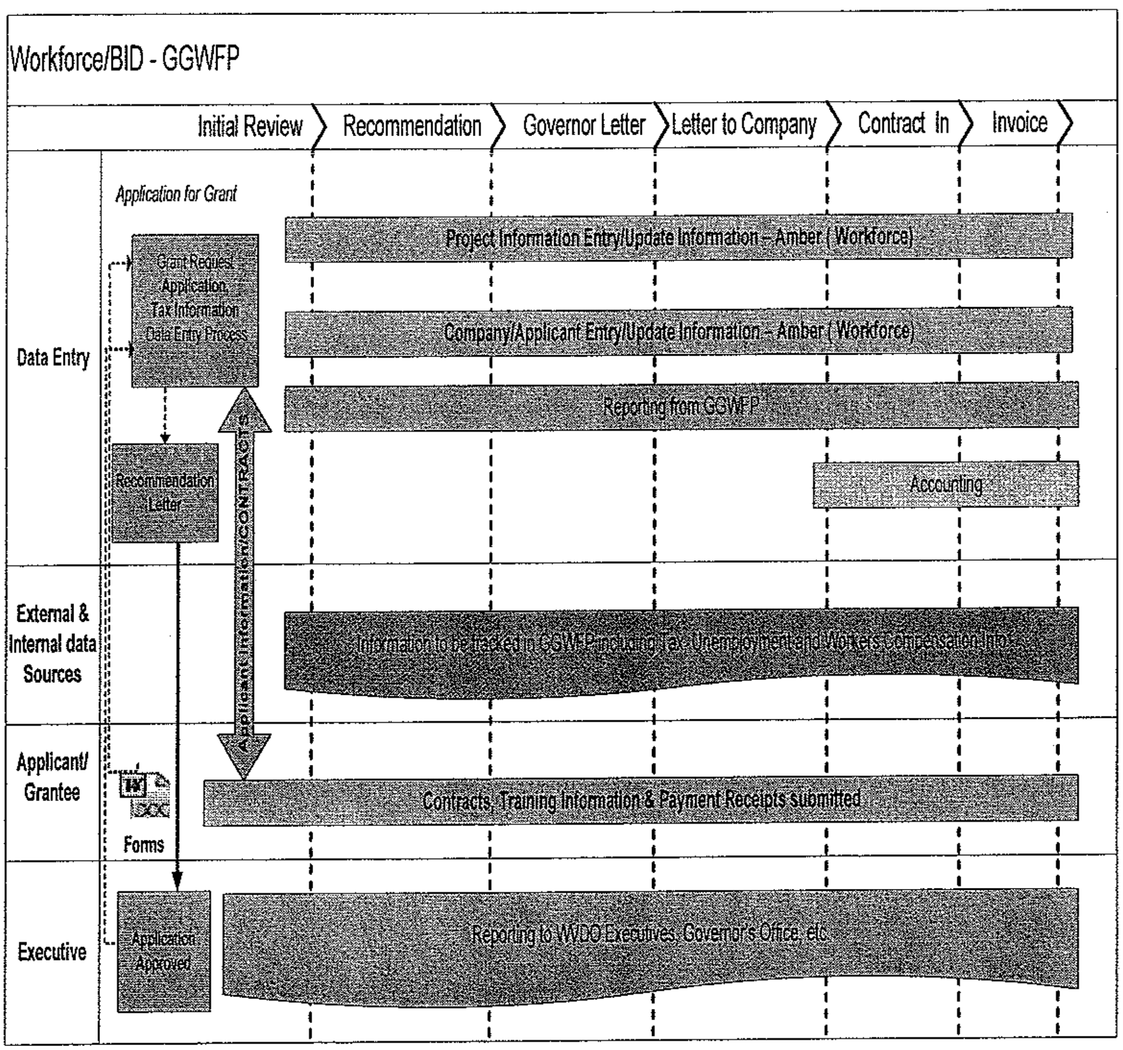
Object Diagram: N/A

2.2.13 **Workforce /BID** - Governor's Guaranteed Work Force Program (GGWFP)

Database Name:	GGWFP – MS Access 2003.
Programs	Governor's Guaranteed Work Force Program – GGWFP. Appalachian Regional Commission -ARC.

High Level Workforce/BID Process Flowchart

This chart depicts the business processes and the organizations involved within the WVDO's Workforce/BID Unit - Governor's guaranteed Work Force Program – GGWFP)



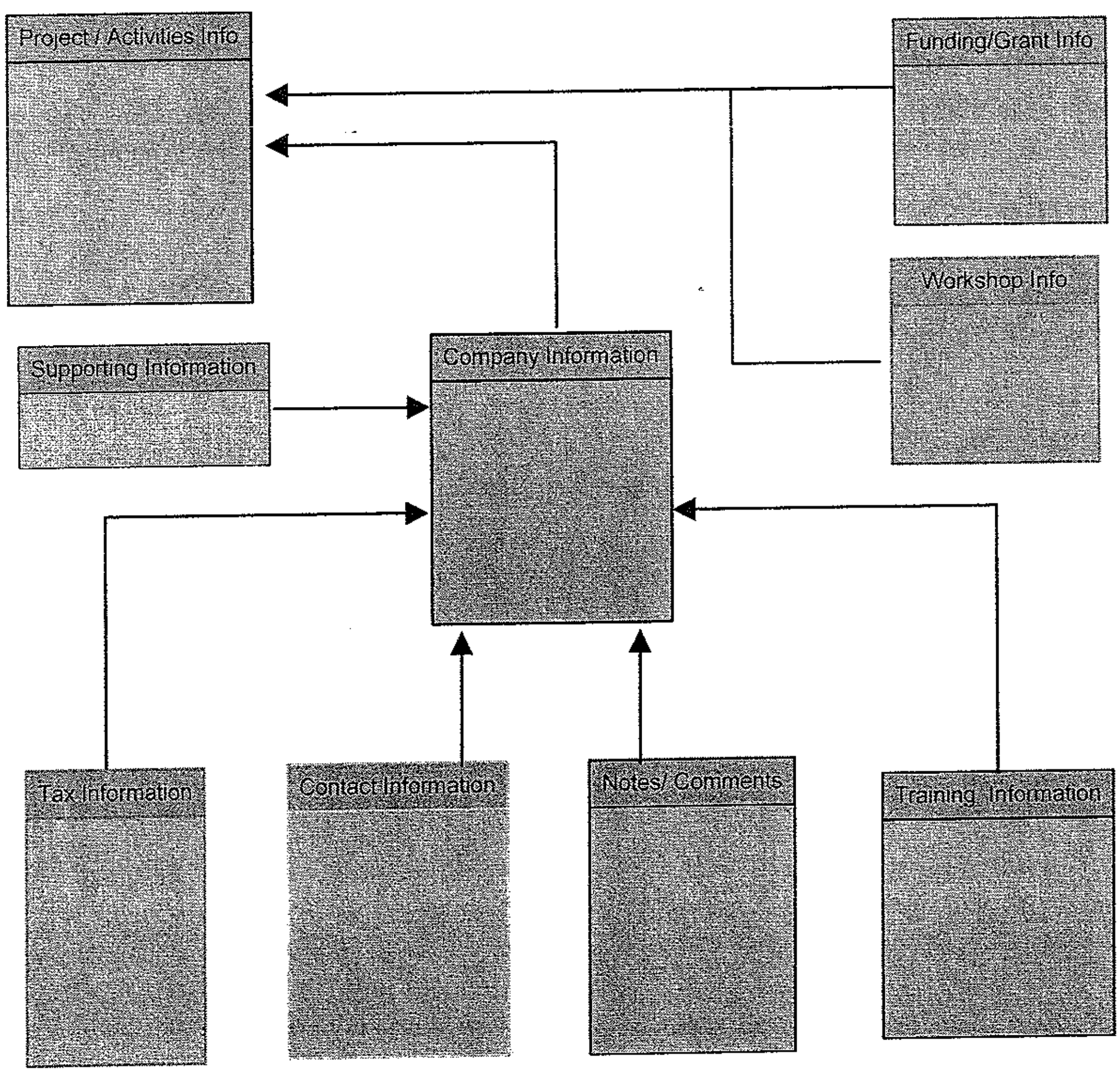
Data Sources

GGWFP information is obtained through information is obtained through forms filled by the companies based on their eligibility and tax history.

1. Workforce/BID personnel visits companies based on BID Representatives recommendations.
   a. Based on the meetings and visits the forms are presented to the companies.
2. Approval Letter.
3. Applicants applying for GGWFP can also apply for Small Business grants programs.

Object Diagram

This high level Object diagram indentifies the objects within the WVDO's West Virginia Workforce/BID – GGWFP Database.



2.2.14 Organization: External Organizations (external to WVDO)

Mayors List	• Mayors for the cities and contact information • Maintained in MS Excel
County Commissioners List	• Commissioner Name's for Counties and contact information • Maintained in MS Excel
Regional Planning and Development Councils Staff List	• Staff names for County /Municipality and Region • Maintained in MS Excel

Data Sources

1. On completion of mayor's term; WVDO personnel calls after two or three months to update the contact information.
2. Information obtained from someone in Community Development working with that particular

Object Diagram: N/A

Exhibit B: Definitions, Acronyms, Abbreviations

Acronym	Full Form
ARC	Appalachian Regional Commission
BEP	Bureau of Employment Program
BID	Business and Industrial Development
CDC	Certified Development Community
CPGP	Community Participation Grant Programs
DnB	Dun and Bradstreet
DUNS	Data Universal Numbering System
FEIN	Federal Employer Identification Number
FIMS	Financial Information Management System
FY	Fiscal Year
GCPG	Governor's Community Participation Grant
GGWFP	Governor's Guaranteed Workforce Program
HB	House Bill
HUD	Housing and Urban Development
IAR	Industrial Access Road
IPAP	Industrial Park Assistance Program
LD	Legislative Digest
LED	Local Economic Development
LEDA	Local Economic Development Assistance
LI	Lending Institution
LMI	Low Medium Income
LWCF	Land & Water Conservation Fund
NAICS	North American Industry Classification System
NIP	Neighborhood Investment Program
PDDB	Project Development Database
RUS	Rural Utilities Service
SB	Senate Bill
SBA	Small Business Assist
SBDC	Small Business Development Center
SBWF	Small Business Workforce
SCBG	Small City Block Grant
SIC	Standard Industrial Classification
SLA	Service Level Agreement
WC	Workers Compensation
WVDO	West Virginia Development Office
WVEDA	West Virginia Economic Development Authority

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with ***West Virginia Code***, §5A-3-37. (Does not apply to construction contracts). ***West Virginia Code***, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the ***West Virginia Code***. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

4. **Application is made for 5% resident vendor preference for the reason checked:**

____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder:____________________ **Signed:**____________________

Date:____________________ **Title:**____________________

**Check any combination of preference consideration(s) indicated above, which you are entitled to receive.*

RFQ No. ________________

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:
"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (***West Virginia Code*** §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: ____

Authorized Signature: ______________________________ Date: ____________________

State of ____________________

County of __________________, to-wit:

Taken, subscribed, and sworn to before me this ___ day of ________________________, 20___.

My Commission expires ________________________, 20___.

AFFIX SEAL HERE **NOTARY PUBLIC** ________________________