



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  
 DEV1142

PAGE  
 1

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

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

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
04/19/2011				

BID OPENING DATE: 05/05/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
THIS ADDENDUM IS ISSUED TO:						
1) PROVIDE THE ATTACHED TECHNICAL QUESTIONS AND ANSWER						
2) PROVIDE THE ATTACHED MANDATORY PRE-BID SIGN IN SHEET						
3) CHANGE THE BID OPENING DATE AND TIME TO: 05/05/2011 AT 1:30 PM						
***** END ADDENDUM NO. 1 *****						
0001	1	LS	920-20			
DATA PROCESSING SERVICES AND SOFTWARE						
***** THIS IS THE END OF RFQ DEV1142 *****						TOTAL:

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
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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](http://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).

Tracking Number	Question	Response
1	<p>What is the expected Award Date? See also page 52 paragraph 2.4.17.1.3.</p> <p>"... (data fields) need to be identified."</p> <p>"... (data fields) need to be identified."</p> <p>"Rules to enter a status need to be discussed."</p> <p>Please clarify the intent of comments</p>	<p>It is the intent of the West Virginia Development Office to award the contract by July 1, 2011</p> <p>The intent of Section 2.2 (Background and Operating Environment) is to provide the vendors with information describing the functionality of the WVDO. The information was derived from the owners of the 15 standalone databases.</p> <p>The winning vendor may want to utilize the information in Section 2.2 as the starting point for the consolidated system design.</p>
2	<p>"More Contact fields are needed in the Future."</p> <p>These comments are unclear to an external reader.</p> <p>Were these simply notes or is there a requirement implied?</p>	<p>In Section 2.2 we have captured many of the enhancements that the 15 database owners described. Several of these enhancements have been determined to be outside of the scope of this project and are identified elsewhere in this Addendum.</p> <p>The intent of Section 2.2 (Background and Operating Environment) is to provide the vendors with information describing the functionality of the WVDO. The information was derived from the owners of the 15 standalone databases.</p> <p>The winning vendor may want to utilize the information in Section 2.2 as the starting point for the consolidated system design.</p>
3	<p>CRM - Salesforce and www.salesforce.com are mentioned by name. Is this the desired COTS platform alluded to on page 6 paragraph 1.1 on which our proposal should be based? See also page 46 paragraph 2.4.1 and 54 paragraphs 2.4.18.4.</p>	<p>In Section 2.2 we have captured many of the enhancements that the 15 database owners described. Several of these enhancements have been determined to be outside of the scope of this project and are identified elsewhere in this Addendum.</p> <p>WVDO is open to all proposals for a solution.</p>
4	<p>CRM - Salesforce and www.salesforce.com are mentioned by name. Is this the desired COTS platform alluded to on page 6 paragraph 1.1 on which our proposal should be based? See also page 46 paragraph 2.4.1 and 54 paragraphs 2.4.18.4.</p>	<p>In Section 2.2 we have captured many of the enhancements that the 15 database owners described. Several of these enhancements have been determined to be outside of the scope of this project and are identified elsewhere in this Addendum.</p> <p>WVDO is open to all proposals for a solution.</p>

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5	"Rename/re-architect the screen and database field ... names." Additional information would be helpful to understand the requirement and apply the cost.	Currently the screen and database field names are named and designed around the individual departments within WVDO, once the database are "consolidated" there will be shared fields that may contain the same information (example contact name vs. contact) which will have to become a unique field name to represent this.
6	Determine whether the FILMS Warehouse can provide the required and useful financial reporting project monitoring support." Additional information would be helpful to understand the requirement and apply the cost.	This is not in scope for this project.
7	"Provide an electronic feed from the House and Senate's Access databases." Additional information would be helpful to understand the requirement and apply the cost.	This is not in scope for this project.
8	"Provide an Accounting Functionality within the system." Additional information would be helpful to understand the requirement and apply the cost.	See Section 2.4.6, which states: Provide the capability to track, maintain and report on information for all the programs, funds, grants, projects, grantees's, domestic/international companies business development activities and opportunities. WVDO is open to all proposals for a solution.
9	"A single, integrated web accessible, COTS-based system (Desired to be Microsoft CRM (Customer Relationship Management) Windows based." Another software product / solution is presented in addition to salesforce.com. What is mandatory for this RFP?	
10	Defining WEBCATS more would be helpful.	See Section 2.4.5, which states: Provide the methodology and lead the WEBCATS associated conversion, integration and/or interfacing efforts. (WVDO has converted the SB Assist system to WEBCATS).

Tracking Number	Question	Response
11	Typically a solution of this type is implemented with and organizations' Security & Controls policy and architectural environment. A COTS solution such as Microsoft CRM / SharePoint can be configured to accommodate/work with many, if not most, of these requirements. May we assume the State's technology platform(s) will ensure these requirements are met?	The RFP asks the vendors to describe how they would provide a hosted solution (see Section 2.4.14). Also, the RFP asks the vendors how proposed solution would meet all of WVOT's policies (see Section 2.4.13.5).
12	The project must be completed by June 30, 2012, but no Award date is defined. What Award date may we assume? See page 6 paragraph 1.3.	It is the intent of the West Virginia Development Office to award the contract by July 1, 2011
13	Is it the State's intention to license the underlying COTS application to which the vendor will then make enhancements to meet the States requirements? This RFP point might be interpreted that the State intends for the vendor to license and enhance the software and make its use available to the State, which may not be allowed by the COTS vendor. Please clarify.	The State has revised Section 2.4.18.4 to read as follows:  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 State, at no additional costs, upon termination and/or completion of said agreement. It is further understood that the State will retain a perpetual license to the object code. The source code should be modifiable with commercially available software.
14	Please expand on this expectation: "a step-by-step demonstration for business processes similar ... mandatory on-site vendor demonstration ... required to conduct a functional (actual live system) demonstration ..."	The State has revised Section 2.6.1 to read as follows:  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 consistent time period to demonstrate the functionality of the proposed solution and how it will accommodate West Virginia's requirements. The presentation should be a working prototype of the proposed solution's design. There is no requirement for the use of WVDO data with this demonstration.

Tracking Number	Question	Response
15	<p>Evaluation Criteria – System Configuration &amp; Ease of Use (15%). Please explain how this score will be evaluated and what the expectations are</p>	<p>An example of some key evaluation criteria to be applied. Needs to be intuitive and user friendly. Simple navigation with user interface flexibility for look and feel. The availability of self-help administration functions for adding/deleting data elements, user security and report generation. Scalability and integration capabilities to other state applications.</p>
16	<p>Project Goals and Objectives contained in Section 2.4 on Page 41 Should this be Page 46?</p>	<p>Yes in the PDF version of the RFP, on the Purchasing website, Section 2.4 starts on page 46.</p>
17	<p>The RFP contains several references to COTS software which is proprietary and ownership of the source code is owned by the software company and not the selected vendor. Please expand upon the intent of this requirement.</p>	<p>The State has revised Section 2.4.18.4 to read as follows:          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 State, at no additional costs, upon termination and/or completion of said agreement. It is further understood that the State will retain a perpetual license to the object code. The source code should be modifiable with commercially available software.</p>
18	<p>See page 54 paragraph 2.5.4 – Please clarify and expand on the operations. Are there requirements, passwords, etc.? Is the application to extract data from the web site?</p>	<p>The winning vendor will lead the effort to integrate the Small Business Development Center's (SBDC) data processing requirements into the consolidated solution. The SBDC is currently using WEBCATS as the standalone solution. See Section 2.4.5</p>
19	<p>Most of the pages are difficult to read. May new copies be provided that include legible and complete sheets? Also, what is the origin of these diagrams as they relate to this RFP?</p>	<p>The diagrams were created with Visio. Clearer copies of the diagrams will be provided with the Addendum.</p>

Tracking Number	Question	Response
20	How many named user licenses are required across one integrated database system?	<p>The State had added Section 2.4.9 to the RFP, which reads as follows:</p> <p>The vendor should provide in its technical proposal a List of all of the necessary software (such as operating systems, database management software, office suite, tools, etc.) that will be required to develop, implement and maintain the proposed solution. The software products specified must support all RFP requirements (including the multiple environments that are available to the State, as described in other Sections). They must be capable of being upgraded to support future functionality as described in this RFP. The List of Software should clearly explain the number of copies/licenses for each software product required to develop, implement and maintain the proposed solution.</p> <p>The vendor's List of Software must appear in both the technical proposal and in the cost proposal. The List of Software in the technical proposal must only list the required software components (as described above) and list NO cost information. The List of Software in the cost proposal should be identical to this but INCLUDE cost information. Under no circumstances should cost information be listed in the technical proposal. In both instances the list shall clearly specify the appropriate number of copies/licenses for each software product required to development, implement and maintain the proposed solution.</p>

Tracking Number	Question	Response
21	Are any read-only named user licenses needed, if so, how many?	<p>The State had added Section 2.4.9 to the RFP, which reads as follows:</p> <p>The vendor should provide in its technical proposal a List of all of the necessary software (such as operating systems, database management software, office suite, tools, etc.) that will be required to develop, implement and maintain the proposed solution. The software products specified must support all RFP requirements (including the multiple environments that are available to the State, as described in other Sections). They must be capable of being upgraded to support future functionality as described in this RFP. The List of Software should clearly explain the number of copies/licenses for each software product required to develop, implement and maintain the proposed solution.</p> <p>The vendor's List of Software must appear in both the technical proposal and in the cost proposal. The List of Software in the technical proposal must only list the required software components (as described above) and list NO cost information. The List of Software in the cost proposal should be identical to this but INCLUDE cost information. Under no circumstances should cost information be listed in the technical proposal. In both instances the list shall clearly specify the appropriate number of copies/licenses for each software product required to development, implement and maintain the proposed solution.</p>



Tracking Number	Question	Response
22	Is it desired to have one core database of companies and contacts to see all interactions across WVDO departments, or do some departments need to be isolated?	See Section 2.4.13.4, which reads as follows:  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:  <ul style="list-style-type: none"> <li>• Transaction access</li> <li>• Process access</li> <li>• Transaction approval process</li> <li>• Workstation location access</li> <li>• Workstation time restriction</li> <li>• Restriction of user access to operating system, system files and utilities</li> <li>• Restriction of user access to security files and resources</li> <li>• Prevention of users from elevating their privileges or managing their own access to resources</li> <li>• Restriction of access by job function</li> <li>• Restriction of access by organizational unit.</li> </ul>
23	Is it desired to have the web applications running on WVDO servers or hosted by a hosting provider?	See Section 2.4.14, which reads as follows:  Provide hosting services for the proposed solution.
24	How many address locations are involved for all of the departments?	There are approximately 20 local addresses and 2 international addresses.
25	Can the project be time & materials or fixed price?	No, the Cost Sheet for this RFP is based on the desire of the Development Office to obtain a fixed price from the Vendor for the completion of the project..

Tracking Number	Question	Response
26	Will the Development Office allow us to host the application?	See Section 2.4.14, which reads as follows: Provide hosting services for the proposed solution.
27	Will the Development Office provide a database diagram of each database stating the number of tables and relationships between the tables for each database?	See Exhibit A in the Addendum.
28	Will the Development Office provide the attached PDF in an electronic version with the color?	Yes
29	Will the Development Office provide a copy of the required reports produced from the 15 databases?	No
30	Will the Development Office change the wording of the RFP from "you must demonstrate" the product to wording that allows the bidder to demonstrate other uses of the product.	The State has revised Section 2.6.1 to read as follows: 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 consistent time period to demonstrate the functionality of the proposed solution and how it will accommodate West Virginia's requirements. The presentation should be a working prototype of the proposed solution's design. There is no requirement for the use of WVDO data with this demonstration.
31	Will the Development Office change the RFQ to require or not require multilingual support for the application?	No

Tracking Question  
Number

**In addition to the above responses to the submitted vendor questions**

32		<p>Section 2.4.17.1.4 has been revised to read as follows:</p> <p>Provide 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 and any subsequent operational system modifications.</p>
33		<p>Section 2.5.1 has been revised to read as follows:</p> <p>The database technology used must be a current version of Microsoft SQL Server or Oracle</p>
34		<p>Section 2.5.6 has been revised to read as follows:</p> <p>Solution shall provide the capability to report by United States Congressional District, West Virginia House Districts, West Virginia Senate Districts and West Virginia County. The ability to maintain these reporting capabilities will also be provided in the solution.</p>
35		<p>Section 2.4.2 has been revised to read as follows:</p> <p>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).</p>
36		<p>Attachment A: Vendor Experience #3 has been revised to read as follows:</p> <p>3. The vendor must have completed at least one (1) project 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.</p>

SIGN IN SHEET

Request for Proposal No. DEV1142

PLEASE PRINT

Page \_\_\_\_\_ of \_\_\_\_\_  
Date: 3/29/11

\* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>Feinwick Technologies, Inc.</u>	<u>500 Virginia St. E.</u>	PHONE <u>304.220.5751x234</u>
Rep: <u>Michael Amerson</u>	<u>Suite 530</u>	TOLL FREE
Email Address: <u>MIKE.AMERSON@feinwick.com</u>	<u>Charleston, WV 25301</u>	FAX <u>304.720.3257</u>
Company: <u>WV Office of Technology</u>		PHONE <u>304.957.6833</u>
Rep: <u>Kenoy Amos</u>		TOLL FREE
Email Address: <u>J.Lessok.Amos@wv.gov</u>		FAX
Company: <u>Planet Technologies, Inc</u>	<u>20400 Observation Dr, Ste 204</u>	PHONE <u>301.721.0100</u>
Rep: <u>Den Nelson</u>	<u>Bermentown, MD 20876</u>	TOLL FREE
Email Address: <u>denelson@qp-planet.com</u>		FAX <u>301.721.0189</u>
Company: <u>Tom Resina</u>	<u>348 45 Ave</u>	PHONE <u>304.781.6316</u>
Rep: <u>Tom Resina</u>	<u>Suite 200</u>	TOLL FREE
Email Address: <u>Tom.Resina@Sblcs.com</u>	<u>Martinsburg, WV 25701</u>	FAX <u>304.781.2590</u>
Company: <u>Center for Applied Research and Technology (CART)</u>	<u>219 Back St.</u>	PHONE <u>304-327-4220</u>
Rep: <u>Glen Ciborowski</u>	<u>Blufffield, WV 24761</u>	TOLL FREE
Email Address: <u>gciborowski@cartinc.com</u>		FAX <u>868-998-2178</u>

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FIRM & REPRESENTATIVE NAME

MAILING ADDRESS

TELEPHONE & FAX NUMBERS

Company:	Softstate IT Formations Systems	200 Association Dr. Suite 210	PHONE 304 768-1645
Rep:	Charles D. Finetti	Charleston WV 25311	TOLL FREE
Email Address:	carpethe@softst.com	CD Finetti	FAX 304 768-1601
Company:	CSI Corp IT Solutions	125 WAREVIEW DRIVE SUITE 105	PHONE 304/722-8925
Rep:	HOMER SWEENEY, CREDIT EXEC	CROSS LAKES RD 25313	TOLL FREE
Email Address:	HOMER@SWEENEY001.COM	DENNIS@SWEENEY	FAX 304/776-5501
Company:	Tennaden Communications Group	401 Jackson Blvd.	PHONE 304-729-9103
Rep:	Tina Cobb	Poca, WV 25159	TOLL FREE
Email Address:	tina.cobb@tennaden.com	Tina M. Cobb	FAX 304-729-9203
Company:	<del>XXXXXXXXXXXXXXXXXXXX</del> TechLink Technologies		PHONE 304.720.5151x245
Rep:	MARC D. BRADMAN	580 Virginia St E.	TOLL FREE
Email Address:	Marc.bradman@techlink.com	CHAS WIL 25301	FAX 304.720.3257
Company:	INTELLIPOINT TECHNOLOGIES	5841 DAVIS CREEK RD	PHONE 304-733-3687
Rep:	DENNIS BARNY	SUITE 205	TOLL FREE
Email Address:	dennis.barny@intellipoint.net	BARBOURSVILLE, WV 25949	FAX 253-540-4750

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FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: WV Development Office Rep: Carl Smith Email Address: Carl.d.smith@wv.gov	Bldg 6 Room 645 Charleston WV 25305	PHONE (304) 558-2234 TOLL FREE FAX (304) 558-0362
Company: Procurement Div Rep: Frank W. Hatcher Email Address:		PHONE 304-558-2316 TOLL FREE FAX 304-558-4115
Company: WV Dept of next office Rep: Mark R. Sullivan Email Address: Mark.R.Sullivan@WV.gov	Bldg 6 Room 504 Charleston WV 25305	PHONE 304 558-2234 TOLL FREE FAX 304 558-0449
Company: Rep: Email Address:		PHONE TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX