



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

Header 1

[List View](#)**General Information** [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 875409

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0210

Vendor ID: VS0000014548

SO Doc ID: ISC2100000031

Legal Name: INTEGRAL CONSULTING SERVICES INC

Published Date: 5/25/21

Alias/DBA:

Close Date: 6/3/21

Total Bid: \$150,000.00

Close Time: 13:30

Response Date: 06/02/2021

Status: Closed

Response Time: 10:50

Solicitation Description: Applications Developer Ivanti Services Manager (OT21128)

Responded By User ID: crandall

Total of Header Attachments: 1

First Name: Clinton

Total of All Attachments: 1

Last Name: Randall

Email: crandall@e2zintegral.com

Phone: 617-784-1981

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 1 | Hourly Rate for Applications Developer | 1000.0000 | HOUR | 150.000000 | 150000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111508 | | | |

Commodity Line Comments:

Extended Description:

Hourly Rate for Applications Developer

Response

Applications Developer Ivanti Services Manager (OT211228)



Solicitation Number: CRFQ 0210 ISC210000031

State of West Virginia

Department of Administration

Office of Technology

2 June 2021

Submitted to:

State of West Virginia
Department of Administration
Office of Technology
2019 Washington St. East
Charleston, WV 25305
Attention: Ms. Jessica S. Chambers
Email: Jessica.S.Chambers@wv.gov

Submitted by:

Integral Consulting Services, Inc.
2101 Gaither Road, Suite 410
Rockville, MD 20850
Tel.: (617) 784-1981; Fax: (240) 801-8988
<http://www.e2zintegral.com>
ATTN: Clinton Randall, Sr. Director, ITSM
Email: crandall@e2zintegral.com

This response includes data that shall not be disclosed outside the government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all sheets.

Table of Contents

| | |
|---|----------|
| 1 Introduction | 1 |
| 2 Resume of Required Personnel – Steve Mazza | 1 |
| 3 Past Performance | 3 |
| 3.1 State of West Virginia – Ivanti Service Manager Modernization | 3 |
| 3.2 Rochester Regional Health – Request for Change Module | 5 |
| 4 Purchasing Affidavit | 7 |

1 Introduction

Integral Consulting Services, Inc. (Integral) is pleased to submit this solution response for the Applications Developer Ivanti Services Manager (OT21128) requirement to the West Virginia Office of Technology (WVOT). Integral has over 10 years of experience in successfully implementing, configuring, and extending Information Technology Service Management (ITSM) solutions using best of breed products and technologies based on Ivanti, BMC, and CA Technologies. As an Ivanti Expert Solution Provider since 2015, Integral is committed to our continued growth and expertise as an Ivanti partner, with six dedicated Ivanti consultants certified in Ivanti Service Manager and Voice. Our partnership also gives Integral access to the latest solution features, best practices, training, and support to ensure our customers receive the best service and support. Our effectiveness in delivering a quality solution for the State of West Virginia and other customers, such as the State of New Mexico, Consumer Product Safety Commission (CPSC), Rochester Regional Health, and others is based on our commitment to quality service and development, as demonstrated by our set of quality certifications – Capability Maturity Model Integration (CMMI) for Services (CMMI-SVC) Level 3 and CMMI for Development (CMMI-DEV) Level 3 assessed, International Organization for Standardization (ISO) 9001:2015, ISO 20000, and ISO 27001 certifications, and our over 10 years of proven experience operating in an IT Infrastructure Library (ITIL) environment. We also provide the flexibility to adapt and integrate our process into the State of West Virginia’s established framework.

In the following sections, we provide the following information:

- Resume of Required Personnel
- Two (2) Past Performance
- State of West Virginia Purchasing Affidavit

2 Resume of Required Personnel – Steve Mazza

To provide the requested services, Integral provides a senior services consultant, Steve Mazza, who brings extensive knowledge of the Ivanti suite of applications, with over five years of experience implementing similar solutions at federal, state, and local government, including the State of West Virginia. Currently performing on a contract with the State of West Virginia’s Office of Technology, Steve has extensive knowledge of the State’s current environment and processes and possesses the skillset necessary to continue supporting the State’s requirements.

Certifications

- Certified Consultant for Ivanti Asset Manager
- Ivanti Certified Technical Consultant for Ivanti Service Manager
- Ivanti CTS for Service Manager
- Ivanti IT Service Management CSP
- Ivanti IT Service Management CSP+
- HEAT Service Mgt Sales Professional
- Apple Product Professional
- Cisco Sales Expert
- IBM Certified Specialist – Storage
- IBM Certified Specialist – PureFlex
- IBM Certified Systems Expert – Sys x
- VMware VSP

- VMware VTSP
- ITIL Foundations

Education

- University of Dayton – B.S. Management Information Systems

Relevant Qualifications and Specialties

- Versatile IT professional with over 30 years of proven success to deliver bottom line results.
- Reputation as a resourceful go-to person, happy to rise to any challenge with a positive attitude. Self-directed learner with strong work ethic and commitment to measurable results.
- Success in both pre-sales and implementation roles.
- Ivanti Service Manager
- ITIL Foundation
- Troubleshooting & Problem Solving
- Leading project teams
- Proposal development
- Implementation

Employment History and Experience

2019–Present: Senior Consultant, Integral Consulting Services, Inc.

- Implement Ivanti Asset Manager and Service Manager ITAM and ITSM systems for large enterprises and organizations.
- Configure Ivanti Service Manager Request Offerings to automate service request fulfillment, including integrating with systems via Powershell and other methods.
- Implement Ivanti Voice Interactive Voice Response (IVR) systems for large enterprises and organizations.
- Perform and document gap analysis of standard functionality vs custom requirements.
- Develop project plans, conduct project review sessions.
- Deliver training for administrators and end users.
- Develop detailed test scripts to ensure functionality aligns with documented requirements.

2010–2019: Sales Engineer, ISS Solutions Inc.

- Help prospective customers understand how Ivanti solutions can improve operations and results in the context of their own environments.
- Drive discovery discussions to identify requirements and motivating factors.
- Provide customized demonstrations to show the benefits of the system and highlight the features of most value to the prospect.
- Set customer expectations.
- Provide price quote and develop proposals.
- Implement solutions after the sale to secure high rates of customer satisfaction and referrals.
- Assisted the IT services division add new customers and grow our scope of services within existing customers.
- Implemented a Quarterly Business Review process to help ensure we maintain open communications with customers and remain aware of any changes within the environment.

2008–2010: Regional VP, GlobalServe

- Managed customer expectations and customer satisfaction. Project managed deployments of new IT infrastructure and new processes which spanned diverse countries, multiple subcontractors and multiple stake holders within the customer organization.
- Improved or maintained customer satisfaction levels in every account.
- Identified and developed new lines of business within existing accounts.

- Presented the GlobalServe value proposition to new prospects
- Negotiated deliverable Service Level Agreements with customers
- Developed proposals & customer pricing to deliver value to the customer and profitability to GlobalServe
- Directed the efforts of the service delivery team to meet customer specific goals and deadlines
- Instilled a commitment to constant improvement in the corporate culture
- Led a team of Client Managers to help customers receive maximum benefit from their relationship with GlobalServe

3 Past Performance

As an Ivanti partner, Integral possesses over five years of experience implementing, configuring, and extending ITSM solutions based on Ivanti Service Manager with over 50 implementations with Federal, State, Local Government . The following past performances are representative of Integral’s qualifications and past performance.

3.1 State of West Virginia – Ivanti Service Manager Modernization

| | |
|--|---|
| Project Name | State of West Virginia – Ivanti Service Manager Modernization |
| Location | Remote |
| Contract Number | ACT 0231 0231 OOT2000000002 |
| Award Date | 5/8/2020 |
| Scheduled, Actual Start Date, Completion | Scheduled/Actual Start Date: 05/18/2020 Completion Date: 5/31/2021 |
| Stakeholder/Client of Performed Work | State of West Virginia, Office of Technology |
| Point of Contact | Tom Allen; Tom.O.Allen@wv.gov |

Client Profile:

State of West Virginia’s Office of Technology is charged with setting goals to develop an organized approach to information resource management for this state while providing technical assistance to state entities in the design and management of information systems. The Office of Technology will provide highly reliable, secure, and cost-effective oversight, leadership, administration, and direction for activities relation to information technology to all agencies across state government. They enable state agencies to better service the citizens, businesses, and other interested parties in West Virginia. The Office of Technology will also enhance the State’s technical infrastructure to attract business, improve access to information and enhance educational opportunities for our children and future generations.

Client Need:

State of West Virginia’s Office of Technology sought the expertise of a qualified team to perform a system review of their existing Ivanti Service Manager implementation. As part of this review, they wished to perform a detailed assessment of their current Incident Management processes, configuration, and pain points, documenting a path to align the Incident Management module more closely to ITIL best practices and meet the needs of the Office of Technology. Furthermore, the Office of Technology looked to extend the solution to implement the following processes in a multi-phased approach:

- Self-Service
- Service Request
- Knowledge Management
- Problem Management
- Voice Automation
- Change Management

Description:

In Phase 1, Integral lead the Office of Technology through a multi-day workshop to understand the current state of the Incident Management processes, its alignment to ITIL best practices, and the pain points limiting the Office of Technology's usage of the solution. We additionally performed requirements gathering workshops to define the process and design requirements for Knowledge Management, Self-Service, Problem Management, and Request Management. Once completed, we documented all design and data requirements and presented to the key stakeholders for review and approval before proceeding. Once approved, we configured the solution and established additional environments to support the quality assurance of the resulting solution. Once the solution was configured, we presented all configured elements to the key stakeholders and assisted with testing and training scripts, ensuring that all in scope modules were captured.

In parallel, we began Phase 2 of the project to implement Voice Automation, which is designed to integrate into the State's phone system and Active Directory structure to provide ticket creation and password reset capabilities. Integral's Senior Service Consultant worked closely with the administrators of each respective solution to define the integration elements required to completely configure the solution. Additionally, he worked closely with the help desk and other key stakeholders to identify the call tree that users are presented when calling into the help desk, along with the requirements needed to identify a user prior to resetting a password. Due to the Office of Technology's security requirements, Integral built additional capabilities into Ivanti Service Manager to capture a pin required for Ivanti Voice's password reset along with a filter that prevents highly privileged accounts from using the phone-based password reset capability.

Finally, we completed several requirements gathering workshops for Phase 3 activities, identifying the key process and design requirements to implement Change Management at the Office of Technology. Once all process and design requirements were documented and approved, Integral's Senior Services Consultant configured the solution, utilizing out of the box functionality wherever possible. Once configured, we presented the solution to the Office of Technology's key stakeholders to assist with the development of training and testing documentation.

3.2 Rochester Regional Health – Request for Change Module

| | |
|--|---|
| Project Name | RRH – RFC (Request for Change) Implementation |
| Location | Remote |
| Award Date | 01/06/2021 |
| Scheduled, Actual Start Date, Completion | Scheduled/Actual Start Date: 01/12/2021 Completion Date: 05/31/2021 |
| Stakeholder/Client of Performed Work | Rochester Regional Health (RRH) |
| Point of Contact | Christine Zawodzinski Christine.Zawodzinski@rochesterregional.org Jan Erickson Jan.Erickson@rochesterregional.org |

Client Profile: Rochester Regional Health is an integrated health services organization serving the people of Western New York, the Finger Lakes, St. Lawrence County, and beyond. The system includes nine hospitals; primary and specialty practices, rehabilitation centers, ambulatory campuses, and immediate care facilities; innovative senior services, facilities and independent housing; a wide range of behavioral health services; and Rochester Regional Health Laboratories and ACM Global Laboratories, a global leader in patient and clinical trials. Rochester Regional Health is the region’s second-largest employer. Rochester Regional Health is a leading provider of comprehensive care for Western New York and the Finger Lakes region.

Client Need: Rochester Regional is using Ivanti Service Manager (Cloud) to manage Incident, Request, Change and Problem management. The Change workspace with ISM is used to implement IT related changes. However, client expressed an interest in extending ISM’s capability to manage the medical infrastructure related changes. The RFC (Request for Change) custom business object was developed to support this capability. Previously SharePoint forms and manual approval process (email) were being used to support this requirement. Rochester additionally asked to integrate the solution into Qlik and Project Dash to support the customer’s reporting and project management requirements, respectively.

Description: Rochester Regional had matured using Ivanti Service Manager (ISM) for Incident, Problem, Request and Change Management process. They are generating hundreds of records daily and have dedicated team of analysts and admins to support ISM. ISM being the feature rich tool, was the profound choice for managing the RFC process. A custom business object was created as well as supporting native ISM features such as approvals, tasks, notifications, escalations, and business rules.

A project kickoff meeting was held with Rochester Regional Health management, Integral executive management, and other personnel at RRH and Integral which were key to the success of the implementation of the Request for Change (RFC). During this kickoff, we outlined the process in which we intended to follow to ensure a successful project outcome. This included a detailed current state review and goals/tasks to complete the project. Additionally, we worked with key stakeholders, including the ISM administrators to understand the “to be” process and all necessary design requirements to implement this functionality.

Several of the key components were already built to support the RFC process as part of the first phase of implementation. The second phase of this project was designed to configure the delta of the RFC process and modules and migrate the RFC process and legacy data to

the PROD environment. The RFC form, workflows and business rules were configured as per defined design requirements.

Once configuration was complete, RRH resources were engaged to test the approval process and to review the forms, notifications, and other configured elements to ensure that they aligned with the agreed upon design. Once testing was complete, our senior consultant collaborated with RRH's process owners to document the process for training purposes and to create several short "How to..." videos to support the training. During Go-Live activities, Integral assisted RRH in providing hyper care support to end users, as well as imported all Legacy RFC's from the previously used Sharepoint system.

Key Challenges:

The project addressed the following challenges:

- RRH is using a complex process to approve or deny the RFCs using committees. Any committee assigned to the RFC can request approval from another committee. The primary committee can be change with the new committee if it is considered non relevant to the RFC. Integral was challenged to design the approval workflow to support these requirements and to pause or resume the workflow when the committee is changed. This was not feasible in SharePoint and the ISM approval workflow was able to eliminate several of such issues for RRH.
- RRH wanted to be able to update RFCs via e-mail. As they are currently utilizing the Inbox processing to create/update Incidents, this required additional configuration which was not anticipated. Integral was able to achieve this functionality utilizing a custom XLST file to process incoming emails to a new inbox and update RFCs with pertinent information from the email.

Key Benefits:

The project addressed the following benefits:

- Integral designed and implemented modules within Ivanti Service Manager that contain all their imported RFCs. This solution provides a single repository to access their service management data including RFCs as opposed to relying on multiple systems.
- RRH is now able to utilize Ivanti Service Manager initiate RFCs instead of using SharePoint. RRH users are able mange there RFCs conveniently using ISM now. Several reporting options are also available to the RRH users.

4 Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

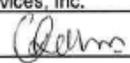
"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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 exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Integral Consulting Services, Inc.

Authorized Signature:  Date: 25 May 2021

State of Maryland

County of Montgomery, to-wit:

Taken, subscribed, and sworn to before me this 25 day of May, 2021.

My Commission expires December 17, 2021.

AFFIX SEAL HERE

| |
|--|
| BRIAN E. BOLTZ, JR. NOTARY PUBLIC MONTGOMERY COUNTY MARYLAND MY COMMISSION EXPIRES DECEMBER 17, 2022 |
|--|

NOTARY PUBLIC 

Purchasing Affidavit (Revised 01/19/2018)